

Registered number: 05852220
Charity number: 1118465

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU
(A Company Limited by Guarantee)

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU
(A Company Limited by Guarantee)

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EPHING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2023**

Trustees	Mr N Conway, Chair Ms J G Wells Mr I Allsop, Deputy Chair Ms I J Bowen Ms N Goswami Ms D Lowry Mr S W Murray Mr B Sarpal Mr R Bassett Mr S Snooks (resigned 02 May 2023)
Company registered number	05852220
Charity registered number	1118465
Registered office	Ernest Withers House 50A Hemnall Street Epping Essex CM16 4LS
Accountants	Haslers Chartered Accountants Old Station Road Loughton Essex IG10 4PL
Bankers	CAF Bank Limited PO Box 289 West Mailing Kent ME19 4TA

EPHING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2023

The Trustees present their Annual Report together with the Financial Statements of the Company for the year 1 April 2022 to 31 March 2023. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and Financial Statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Company qualifies as small under section 382 of the Companies Act 2006, the Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

The Charity also operates under the names Citizens Advice Epping Forest District.

Objectives and Activities

Policies and Objectives

The objectives of Citizens Advice Epping Forest District (the charity) are to promote any charitable purpose for the public benefit of the community in the Epping Forest District and surrounding areas, by the advancement of education, the protection and preservation of health, and the relief of poverty, sickness and distress.

The charity provides a free, independent and impartial advice service to all people on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. It aims to provide the advice people need for the problems they face, and also to help improve the policies and practices that affect people's lives.

The trustees have complied with their duty under section 4 of the Charities Act 2011 to have regard to the public benefit guidance published by the Charity Commission. The manner by which the trustees have delivered the charitable objectives for the public benefit is described below.

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TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

Achievements and Performance

Main Achievements of the Company

In 2022/23 we said we would - Continue to provide a full range of services to meet the needs of our clients and fulfil our public duties. As part of this commitment our goals were to:

- Continue to develop our successful hyper-local outreach model and identify opportunities to further develop the existing service as well as expanding the model in the District.
- Continue to develop our services to ensure we reach those client groups in our District that may not be aware of, or have access to, our services.
- Launch a new website that supports residents to access advice online, giving people the tools they need to move forward with their issues where they are able. This frees up adviser time to support those that need a more personal approach.

As we emerged from the impact of the Coronavirus Pandemic, more people started to experience changes in their financial circumstances due to the removal of government safety nets. This was followed swiftly by the Cost-of-Living crisis which has had far more impact on our services.

- Client demand rose rapidly.
- Clients were presenting with increasingly complex cases.
- Our service was recognised as a trusted and safe brand and we became one of the most in demand services within our community hubs.

During the 2022/23 we supported - 2,181 clients with 4,836 issues and achieved a cumulative change in their financial circumstances equivalent to a £970,648 outcome. The telephone service has been the primary route to advice for our clients but new visitors to our outreach services also grew beyond our expectations. Rather than developing new services, we concentrated on bolstering the number of advisers on our existing channels so that more people could be supported at this time of need. By the end of the financial year, despite the growth in client numbers, we were reaching over 20% more people with our quality advice service.

Our flagship hub in Waltham Abbey has become a beacon for supporting people with financial and mental wellbeing advice and support. The hub capacity was increased to operating once a week and over the course of the year and has continued to deliver a holistic advice model for people like John*

John came to the hub at a low period in his life where his anxiety and depression was getting worse due to his personal financial circumstances. He was raising two primary-aged children alone in a one bedroomed property. He constantly worried he wasn't doing enough for his children and they would become homeless. This worry escalated a mental health condition meaning he couldn't work.

During his visits to the hub was supported by the mental health team to receive one to one coaching and his financial situation was improved by getting John access to child benefit, getting him on the housing list to bid for larger properties, accessing benefits he was entitled to and implementing debt repayment plans.

All of this took time, but John kept going as he felt supported. He has now reached a place where he feels strong enough to return to work part time and his anxiety levels have been reduced as he has just enough income to manage his day to day living costs.

**client names are changed to protect their identity and privacy.*

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TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

Partnership working is critical to the success of our advice service as it enables us to offer clients a service which dovetails with other providers to meet their needs holistically, with the aim of enabling residents to resolve their issues for the longer term. Our team works closely with a wide range of partners and leads on programmes of work that tackle inequalities linked to socio-economic factors that have a recognised impact on wellbeing and health. In the year we committed to:

- Work with stakeholders for the benefit of clients.
- Support the review of the Epping Forest District Council's (EFDC) wellbeing strategy through involvement in their stakeholder engagement activities.
- Support the EFDC response to the homes for Ukrainian Refugees ensuring our advice services dovetail with the wider district response for refugee and host wellbeing.
- Develop the socio-economic response for health inequalities through continued co-chairing of the West Essex CCG steering group.

We delivered on all of these goals during the year and can demonstrate the positive impact through increased referrals into our services, continued financial support from our partners to deliver our advice and an improved client experience by minimising the amount of different agencies they have to interact with to have their issues resolved.

Even small charities like ours have to work within strict governance frameworks. We need to ensure our services and operations meet the requirements such as those set out by the Charity Commission, the Financial Conduct Authority, Advice Quality Standard, the Information Commissioner's Office and membership of the National Citizens Advice charity. This requires a committed board of trustees supported by a team of professional colleagues. During the course of the year, we committed to:

- Invest in paid adviser roles that would enable us to expand our reach quickly and effectively while we further develop our volunteering model.
- Develop a funding strategy to support the diversity of income needed to ensure greater security for our services.
- Revisit the charity's strategy and resulting business plan.
- Continue our internal systems development to ensure we are fit for the future and providing an efficient and effective service with excellent governance processes and procedures.

Over the year, the trustees approved a deficit budget that utilised reserves to build our core advice team using a paid adviser model. The aim of this was to enable us to respond quickly and consistently to the significant increase in client demand. Whilst we are fortunate to have a number of professional volunteers supporting the charity, the number of people coming forward to train as volunteer advisers has been diminishing and our services were struggling to meet the increase in demand. A paid adviser model provided us with the hours we needed every week to respond to the growth in client numbers. Of course, we still welcome volunteer support and the combined paid and volunteer team works well together.

We are an organisation committed to Equality and Diversity which runs through all that we do. During the year, we adopted the Disability Confident Standards for all our recruitment, conducted an annual survey to ensure we are reflecting the diversity of our clients within our Board and throughout our charity, developed an EDI training module for trustees, staff and volunteers and achieved funding for awareness training for the team to better understand how neurodiversity can affect our clients and colleagues.

The trustees and the leadership team also met to review the charity's strategy and business plan to ensure that we understand the changing nature of our clients' needs in light of the cost-of-living crisis and that our

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TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

infrastructure and expertise is fit for purpose.

Financial Review

Financial Position

The resources of the charity were applied during the period to the provision of advice to individuals. The financial position as at 31st March 2023 will allow the charity to continue its activities. The primary source of income for the charity is grants from public authorities - including county, district and town councils. We have diversified our income to include funding from partners working in health and grants that support specific client needs such as fuel poverty. The trustees wish to thank all our funding partners who generously supported us to maintain, and indeed grow, our services and ensure our governance structures are fit for purpose.

Income comes to the charity in two main ways: either without restriction and available to be spent on the day-to-day operation of the charity in meeting its objectives; or restricted where monies are used to deliver specific services or projects. The main cost of all operations is the salaries and overheads of paid staff. We ensure our staff are remunerated appropriately and introduced a pay and award policy to ensure salaries keep pace with inflationary pressures and that all pay and rewards are applied consistently and fairly.

Risk Management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The trustees continue to consider the major risks which may have a significant effect on operational performance (including risks to staff and volunteers) and achievement of the stated objectives.

During the year, trustees embarked on a review of the risk register and monitoring process to ensure our risk management procedures are embedded in all that we do and reflect the risks associated with achievement of our business objectives. During the year, no days of service delivery were lost due to failure of systems. We did have an Employment Tribunal claim raised against us related to the transfer of our Help to Claim contract to another provider. However, this was defended successfully and the claim was not upheld.

Reserves Policy

The trustees review the reserves policy as part of the business planning and budgeting process and set the level of reserves that ensure the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. It has taken into consideration the reliability and continuance of future funding, timing of cash flows and working capital requirements, cover for unplanned emergency repairs and potential liabilities relating to staff should there be closure of a particular activity.

The board determined to continue to hold sufficient reserves to cover essential expenditure needed to maintain the operating capacity of our local office.

- We aggregated amounts needed to spend on the ongoing renewal of IT to support the core advice delivery and maintain a hybrid staffing model at **£5,000**.
- The retention of three months operating costs to meet unexpected events (such as a significant loss of funding). The amount of reserves is calculated from the annual operating budget (excluding salaries which are covered within the redundancy calculation below) at **£18,000**.

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TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

- The retention of funds to cover the cost of payment in lieu of notice and redundancy for staff in the event of a crisis wind down of the charity. The redundancy liability as at 1st July 2022 amounted to **£37,000**.
- Due to the introduction of new office lease arrangements, the charity is now responsible for all internal repairs to our offices and 50% of any repairs to the building at 50a Hemnall Street. It was agreed by the Trustees at the Strategy Away Day on the 24th January 2023 to introduce a sinking fund of **£20,000**.

The reserves position will continue to be monitored and amended if appropriate to reflect any changes in funding circumstances.

Future Plans and Developments

The refresh of our strategic plan included a review of our client needs assessment given the impact of the Cost-of-Living Crisis on residents within our District and running costs for the charity. As a result our business plan objectives for 2023-24 include the following key priorities:

- Consistently achieving at least 70% answered call rates on adviceline, even with rising client numbers.
- Piloting one new hub within one of the four super output areas within the district.
- Introducing a new fuel poverty team to provide energy advice and casework for clients struggling with the cost of heating their homes.
- Launching and growing the use of a dedicated website for clients to access advice and information.
- Develop a pilot to evaluate the impact of advice on people living with one of the Core 20+ health conditions to demonstrate the value of financial wellbeing on overall health.
- Maintain our Quality of Advice Standard through our annual National Citizens Advice audit process.
- Participate in two awareness raising campaigns linked to socio-economic inequalities within the District.
- Engage with external stakeholders and partners to ensure our charity is embedded in the community to the benefit of meeting our clients' needs holistically.
- Ensure at least 50% of our income is achieved outside of our District grant Service Level Agreement.
- Ensure staff and volunteers are supported to deliver services at a time of high demand and increasingly complex needs.
- Undertake a review of our premises strategy and whether further efficiencies can be achieved within our operating budget.

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TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

Structure, Governance and Management

Governing Document

The charity is administered and managed subject to and in conformity with the provisions of the Memorandum and Articles of Association as amended in 2019. The charity is limited by guarantee and its operations are primarily the provision of advice to local citizens in need of help. The charity is a member of the National Association of Citizens Advice.

Appointment of Board Members Trustees are appointed in one of the following manners: elected at the AGM; or by being co-opted by the Board. Certain outside organisations nominate representatives to attend meetings of the Board. Investment Powers Investment decisions are taken by the Board.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the members of the board of Trustees on 19 October, 2023 and signed on their behalf by:



Mr I Allsop
(Deputy Chair of Trustees)

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**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023**

**STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2023**

The Trustees (who are also the directors of the Company for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees on 19 October, 2023 and signed on its behalf by:



Mr I Allsop
(Deputy Chair of Trustees)

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

**INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2023**

Independent Examiner's Report to the Trustees of Epping Forest District Citizens Advice Bureau ('the Company')

I report to the charity Trustees on my examination of the accounts of the Company for the year ended 31 March 2023.

Responsibilities and Basis of Report

As the Trustees of the Company (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Company's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

IPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

**INDEPENDENT EXAMINER'S REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023**

Independent Examiner's Statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ACCA, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

This report is made solely to the Company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Company's Trustees those matters I am required to state to them in an Independent Examiner's Report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Company and the Company's Trustees as a body, for my work or for this report.

Signed: 

P Thain

Dated: 19 October, 2023

FCCA

Haslers
Chartered Accountants
Old Station Road
Loughton
Essex
IG10 4PL

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2023

	Note	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Income from:					
Donations and grants	3	59,808	188,346	248,154	317,972
Other trading activities	4	-	824	824	1,133
Investments	5	-	692	692	17
Other income	6	-	26	26	300
Total income		59,808	189,888	249,696	319,422
Expenditure on:					
Charitable activities	7	65,560	236,803	302,363	279,791
Total expenditure		65,560	236,803	302,363	279,791
Net (expenditure)/income		(5,752)	(46,915)	(52,667)	39,631
Transfers between funds	13	5,060	(5,060)	-	-
Net movement in funds		(692)	(51,975)	(52,667)	39,631
Reconciliation of funds:					
Total funds brought forward		692	300,318	301,010	261,379
Net movement in funds		(692)	(51,975)	(52,667)	39,631
Total funds carried forward		-	248,343	248,343	301,010

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 16 to 26 form part of these financial statements.

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)
REGISTERED NUMBER: 05852220

BALANCE SHEET AS AT 31 MARCH 2023

	Note	2023 £	2022 £
Current assets			
Debtors	11	4,290	5,452
Cash at bank and in hand		274,407	337,584
		<u>278,697</u>	<u>343,036</u>
Creditors: amounts falling due within one year	12	(30,354)	(42,026)
Net current assets		<u>248,343</u>	<u>301,010</u>
Total assets less current liabilities		<u>248,343</u>	<u>301,010</u>
Total net assets		<u><u>248,343</u></u>	<u><u>301,010</u></u>
Charity funds			
Restricted funds	13	-	692
Unrestricted funds	13	248,343	300,318
Total funds		<u><u>248,343</u></u>	<u><u>301,010</u></u>

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)
REGISTERED NUMBER: 05852220

BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2023

The Company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees on 19 October, 2023 and signed on their behalf by:

A handwritten signature in black ink, appearing to be 'I Allsop', with a stylized, cursive script.

Mr I Allsop
(Deputy Chair of Trustees)

The notes on pages 16 to 26 form part of these financial statements.

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

1. General information

Epping Forest District Citizens Advice Bureau is a charitable organisation, registered in England and Wales, with a registration number 05852220. The address of the registered office is Ernest Withers House, 50A Hemnall Street, Epping, Essex CM16 4LS. The principal objective of the charity is to promote any charitable purpose for the public benefit of the community in the Epping Forest District and surrounding areas, by the advancement of education, the protection and preservation of health, and the relief of poverty, sickness and distress.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Epping Forest District Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Income

All income is recognised once the Company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

2.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Company's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT

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**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023**

2. Accounting policies (continued)

2.4 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.5 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.6 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of Financial Activities as a finance cost.

2.7 Financial instruments

The Company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.8 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

3. Income from donations and grants

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Donations	-	354	354	1,838
Grants	59,808	187,992	247,800	316,134
	<u>59,808</u>	<u>188,346</u>	<u>248,154</u>	<u>317,972</u>
Total 2022	<u>152,661</u>	<u>165,311</u>	<u>317,972</u>	

4. Income from other trading activities

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Charity trading income – 100 Club	<u>824</u>	<u>824</u>	<u>1,133</u>
Total 2022	<u>1,133</u>	<u>1,133</u>	

5. Investment income

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Investment income	<u>692</u>	<u>692</u>	<u>17</u>
Total 2022	<u>17</u>	<u>17</u>	

6. Other incoming resources

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Other income	<u>-</u>	<u>26</u>	<u>26</u>	<u>300</u>
Total 2022	<u>300</u>	<u>-</u>	<u>300</u>	

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**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023**

7. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total 2023 £	Total 2022 £
Expenditure	<u>65,560</u>	<u>236,803</u>	<u>302,363</u>	<u>279,791</u>
<i>Total 2022</i>	<u>196,655</u>	<u>83,136</u>	<u>279,791</u>	

8. Analysis of expenditure by activities

	Activities undertaken directly 2023 £	Support costs 2023 £	Total funds 2023 £	Total funds 2022 £
Expenditure	<u>236,371</u>	<u>65,992</u>	<u>302,363</u>	<u>279,791</u>
<i>Total 2022</i>	<u>230,000</u>	<u>49,791</u>	<u>279,791</u>	

Analysis of direct costs

	Total funds 2023 £	Total funds 2022 £
Staff costs	207,626	178,601
Other direct costs	28,745	51,399
	<u>236,371</u>	<u>230,000</u>

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

8. Analysis of expenditure by activities (continued)

Analysis of support costs

	Total funds 2023 £	Total funds 2022 £
Salary Costs	37,973	20,702
Staff Other costs	616	-
Repairs and Maintenance	1,997	1,672
Office Expenses	3,746	4,962
Telephone and Communications	2,018	614
Computer Expenses	1,136	2,321
Insurance	1,685	2,407
Rent	7,200	9,052
Rates	1,149	1,336
Light and Heat	2,179	1,306
Audit, Legal and Professional	6,205	5,036
Other Expenses	88	383
	<u>65,992</u>	<u>49,791</u>

9. Staff costs

	2023 £	2022 £
Wages and salaries	245,599	199,303
	<u>245,599</u>	<u>199,303</u>

The average number of persons employed by the Company during the year was as follows:

	2023 No.	2022 No.
Charitable purposes	10	8
Management and administration of charity	3	2
	<u>13</u>	<u>10</u>

No employee received remuneration amounting to more than £60,000 in either year.

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

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**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023**

9. Staff costs (continued)

Pension Costs - Pension arrangements for employees is operated on a defined contributions basis and are open to all employees at any time. The company contributes 6% of pensionable earnings. The assets of the scheme are held separately from those of the company in schemes managed by Aviva and Standard Life. The pension contributions shown in the year represent the contributions payable by the company.

10 Trustees' remuneration and expenses

During the year, no trustees received any remuneration or other benefits (2022 - NIL).

During the year ended 31 March 2023, no trustee expenses have been incurred (2022 - NIL).

11. Debtors

	2023 £	2022 £
Due within one year		
Other debtors	621	1,101
Prepayments and accrued income	3,669	4,351
	<u>4,290</u>	<u>5,452</u>

12. Creditors: Amounts falling due within one year

	2023 £	2022 £
Trade creditors	1,269	840
Other taxation and social security	3,034	3,401
Accruals and deferred income	26,051	37,785
	<u>30,354</u>	<u>42,026</u>

EPHING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

13. Statement of funds

Statement of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/(out) £	Balance at 31 March 2023 £
Unrestricted funds					
Designated funds					
Property (formerly Lease/Rates)	10,000	-	-	10,000	20,000
Operations	-			18,000	18,000
Redundancy (incorporating Salary)	20,000	-	-	17,000	37,000
Salary	20,000	-	-	(20,000)	-
IT	-	-	-	5,000	5,000
	<u>50,000</u>	<u>-</u>	<u>-</u>	<u>30,000</u>	<u>80,000</u>
General funds					
General Funds - all funds	<u>250,318</u>	<u>189,888</u>	<u>(236,803)</u>	<u>(35,060)</u>	<u>168,343</u>
Total Unrestricted funds	<u>300,318</u>	<u>189,888</u>	<u>(236,803)</u>	<u>(5,060)</u>	<u>248,343</u>
Restricted funds					
ECC COMF - Digital resilience	692	-	(692)	-	-
Waltham Abbey Outreach	-	40,000	(45,725)	5,725	-
Kickstart	-	14,108	(12,778)	(1,330)	-
Multiply Project	-	5,700	(6,365)	665	-
	<u>692</u>	<u>59,808</u>	<u>(65,560)</u>	<u>5,060</u>	<u>-</u>
Total of funds	<u>301,010</u>	<u>249,696</u>	<u>(302,363)</u>	<u>-</u>	<u>248,343</u>

EPHING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

Purpose of Restricted funds

Waltham Abbey Outreach is funded by 3 separate funders, namely Everyone Active, Essex Community Foundation and Essex Alliance and is a multi-agency advice hub supporting residents struggling to cope. CAEFD leads the project but it is delivered in partnership with key stakeholders. It was funded by Epping Forest DC during 2021-22.

Multiply Project is funded by Essex County council to tackle the impact of poor numeracy amongst adults across the County. Clients are encouraged to consider attending workshops or training programmes that would help them with the tools they need to better manage their budgets and finances.

Kickstart is funded by DWP which allows employers and gateways to bid for grant funding to create new employment opportunities for the public benefit based on eligibility criteria.

ECC COMF - Digital resilience - Contain Outbreak Management Funds (COMF) to support increased capacity to meet the needs of residents with advice by enhancing the charity's digital/remote offers of support.

Purpose of Designated funds

Designated funds held are divided into four (2022: three) headings, primarily to provide for the potential need to cover a reduction or withdrawal in funding resources where new sources of funding cannot be found. Amounts have been designated to provide for any salary and restructuring costs, against failure of vital IT or other equipment needing immediate repair or replacement and repair, refurbishment or fitting out of existing or new premises and where the cost cannot be met from an in-year budget.

Transfers between funds

Where restricted projects have balances less than £1,000 at the yearend, unless agreed with the funder to carry these forward or treat them differently, they are transferred to unrestricted funds.

Kickstart funding was for staff salaries and related costs, such as recruitment and training, and therefore the balance after salary costs has been transferred to unrestricted funds to be offset against staff related costs.

Waltham Abbey Outreach and Multiply projects have both made deficits for the year, and since these shortfalls cannot be recovered, the balances have been written off to unrestricted funds.

Revisions to the amounts designated in line with the reserve policy have been transferred from the unrestricted funds.

EPHING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

13. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/(out) £	Balance at 31 March 2022 £
<i>Unrestricted funds</i>					
<i>Designated funds</i>					
Lease/Rates	10,000	-	-	-	10,000
Redundancy	20,000	-	-	-	20,000
Salary	20,000	-	-	-	20,000
	<u>50,000</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>50,000</u>
 <i>General funds</i>					
General Funds - all funds	<u>174,020</u>	<u>166,461</u>	<u>(83,136)</u>	<u>(7,027)</u>	<u>250,318</u>
Total Unrestricted funds	<u><u>224,020</u></u>	<u><u>166,461</u></u>	<u><u>(83,136)</u></u>	<u><u>(7,027)</u></u>	<u><u>300,318</u></u>
 <i>Restricted funds</i>					
Debt Management	7,850	36,201	(44,051)	-	-
Universal support	941	44,476	(45,417)	-	-
Training & Development	8,609	-	(8,609)	-	-
COVID - Recovery	19,959	285	(26,968)	6,724	-
ECC COMF - Digital resilience	-	51,667	(50,975)	-	692
Waltham Abbey Outreach	-	15,832	(15,832)	-	-
Kickstart	<u>-</u>	<u>4,500</u>	<u>(4,803)</u>	<u>303</u>	<u>-</u>
	<u>37,359</u>	<u>152,961</u>	<u>(196,655)</u>	<u>7,027</u>	<u>692</u>
Total of funds	<u><u>261,379</u></u>	<u><u>319,422</u></u>	<u><u>(279,791)</u></u>	<u><u>-</u></u>	<u><u>301,010</u></u>

EPHING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) **FOR THE YEAR ENDED 31 MARCH 2023**

14. Summary of funds

Summary of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/(out) £	Balance at 31 March 2023 £
Designated funds	50,000	-	-	30,000	80,000
General funds	250,318	189,888	(236,803)	(35,060)	168,343
Restricted funds	692	59,808	(65,560)	5,060	-
	<u>301,010</u>	<u>249,696</u>	<u>(302,363)</u>	<u>-</u>	<u>248,343</u>

Summary of funds - prior year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfer in/out £	Balance at 31 March 2022 £
Designated funds	50,000	-	-		50,000
General funds	174,020	166,461	(83,136)	(7,027)	250,318
Restricted funds	37,359	152,961	(196,655)	7,027	692
	<u>261,379</u>	<u>319,422</u>	<u>(279,791)</u>	<u>-</u>	<u>301,010</u>

15. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £
Current assets	-	278,697	278,697
Creditors due within one year	-	(30,354)	(30,354)
Total	<u>-</u>	<u>248,343</u>	<u>248,343</u>

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

Analysis of net assets between funds - prior year

	<i>Restricted funds 2022 £</i>	<i>Unrestricted funds 2022 £</i>	<i>Total funds 2022 £</i>
<i>Current assets</i>	692	342,344	343,036
<i>Creditors due within one year</i>	-	(42,026)	(42,026)
<i>Total</i>	<u>692</u>	<u>300,318</u>	<u>301,010</u>

16. Related party transactions

The Company has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Company at 31 March 2023 (2022 – NIL).