

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 2024

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

CONTENTS

	Page
Reference and Administrative Details of the Company, its Trustees and Advisers	1
Trustees' Report	2 – 6
Trustees' Responsibilities Statement	7
Independent Examiner's Report	8 – 9
Statement of Financial Activities	10
Balance Sheet	11 – 12
Notes to the Financial Statements	13 - 24

EPPING 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 2024**

Trustees	Mr N Conway, Chair (resigned 19 th October 2023) Ms J G Wells, Chair Mr I Allsop, Deputy Chair Ms I J Bowen Ms N Goswami Mellor Ms D Lowry Mr S W Murray (resigned 24 th July 2024) Mr B Sarpal Mr R Bassett (resigned 5 th July 2024) Ms V Manning-Monro (appointed 19 th October 2023)
Company registered number	05852220
Charity registered number	1118465
Registered office	Regus Epping The Civic Building 2 nd Floor 323 High Street Epping Essex CM16 4BZ
Accountants	Haslers Chartered Accountants Old Station Road Loughton Essex IG10 4PL
Bankers	CAF Bank Limited PO Box 289 West Mailing Kent ME19 4TA

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2024

The Trustees present their Annual Report together with the Financial Statements of the Company for the year 1 April 2023 to 31 March 2024. 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

a. 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.

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Achievements and Performance

a. Main Achievements of the Company

In 2023/24 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:

- Consistently achieve at least 70% answered call rates on adviceline, even with rising client numbers.
- Pilot 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.

The effects of the cost of living crisis resulted in higher numbers of clients coming to us for advice and support. The key issues we dealt with were benefits entitlements, housing and debt. In the year we supported 2,471 clients with 6,308 issues. This was a 13% increase on the number of clients supported in the previous year. The financial impact for clients as a result of our advice was £1.3million.

The telephone service continued to be the primary route to advice for our clients (45%). However, a significant number of people contacted us through our email channel - with 26% of clients reaching us through this route.

We expanded our in person outreach support with the development of a new hub in Limes Farm, Chigwell. Together with the hubs in Waltham Abbey and Epping, 16% of clients were supported in person. Our outreach services are partnership projects delivering advice alongside other organisations who can provide holistic support to our clients - creating a "one stop" offer. We work alongside council teams from housing, revenue and benefits as well as community mental health teams and the Department of Work and Pensions staff. This means the key issues our clients need support with can be dealt with in one place.

With the rising costs in utilities, we trained a team of advisers to provide energy advice support to meet the growing need. In the year, we supported 69 people who were in, or at risk of, fuel poverty. As a result of our comprehensive advice, we achieved over £96,000 of financial outcomes for these clients. We also worked with GP practices in the Waltham Abbey area to refer patients living with COPD to our hub to receive energy advice to ensure they could manage their additional energy needs and heat their homes.

As well as providing advice to clients we also work to raise awareness of the issues people are dealing with and work in partnership within the community to ensure services are available to meet their needs. In the year we set out to:

- 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 staff and volunteers are supported to deliver services at a time of high demand and increasingly complex needs.

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Given the rising costs of living, we focussed our awareness raising activities to support campaigns related to financial wellbeing. We promoted Debt Awareness Week, Energy Advice Week and Talk Money Week through our services and social media activities.

Partnership work is critical to the success of our advice services as it enables us to provide a holistic advice service to clients to resolve their issues. Our team participates in local stakeholder meetings and events and our Chief Executive chairs the District Council's Socio Economic Action Group which feeds into the District's Wellbeing Strategy. We also use the Frontline referral system to both promote our services as well as receiving and making direct referrals to partner organisations. This tool enables us to share basic information about our clients' situation which means they don't have to cover the same ground with different providers. It also enables us to see where our referrals are coming from which means we can forge stronger relationships with organisations that are working with clients that may need our independent advice.

Our staff and volunteer team has not been immune to the additional pressures of the cost of living crisis. The increase in client numbers, coupled with the complexity of their issues can take its toll on our team. We therefore invested in a mental health first aid programme for all our team to help build resilience and provide them with tools to manage their own mental wellbeing.

Even small charities have to work within governance frameworks. We have to comply with the standards set out by the Charity Commission, The Financial Conduct Authority, Advice Quality Standard, the Information Commissioner's Office and the National Citizens Advice. This requires a committed board of trustees supported by a team of professional colleagues. During the year, we committed to

- Maintain our Quality of Advice Standard through our annual National Citizens Advice audit process.
- Undertake a review of our premises strategy and whether further efficiencies can be achieved within our operating budget.
- Ensure at least 50% of our income is achieved outside of our District grant Service Level Agreement.

We are an independent charity, with our own board of trustees and governing articles. We are responsible for raising the funds needed to deliver our services. We are grateful for the support of the District Council who provide us with a substantial annual grant, but to meet the demand in the community we have to fundraise from a wide range of sources to cover the costs of advice. Other funders in the year included West Essex ICB, Essex County Council, Loughton Town Council and grants directed through the national Charity.

Controlling costs is as important as raising income and in the year we undertook a review of our premises strategy. The charity's services are only operational 3 days a week and our in person support for clients is delivered through community outreaches. The use of our premises in Epping was for administration only and was not being used to its capacity. With the rising costs of energy and other maintenance contracts, it was agreed the costs of maintaining such a large premises was not an effective use of funds and we took the decision to move to a small serviced office within the Civic building in Epping.

Financial Review

a. 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 2024 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.

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

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.

b. 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.

- Development and investment (internal). This is an essential expenditure needed to maintain the operating capacity of our local office. We have aggregated amounts needed to spend on the ongoing renewal of IT to support the core advice delivery and maintain a hybrid staffing model and this comes to **£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 below) and amounts to **£15,000**.
- 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 31st March 2024 amounted to **£37,000**.

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

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

c. Future Developments

Our business plan for 2024/25 focuses on meeting the continued demand for our advice services with a professional team of advisers. However, we also need to ensure we provide cost effective services as the funding environment becomes harder to navigate. As such our key areas for development are:

- Maintaining our telephone first advice service as our primary channel for advice.
- Developing our volunteering strategy to provide a range of flexible volunteer opportunities to support our services and our infrastructure.
- Continue to develop our email advice channel to meet the growth in use of this access point by our clients.
- Work with partners to deliver hyper-local in person services in areas of highest deprivation.
- Achieve re-accreditation of our Quality Advice standard.
- Continue to meet the demand for energy advice and foodbank and other charity referrals.
- Continue to diversify and grow fundraising income to secure the future of our advice services.
- Work in partnership with stakeholders in the District to provide a holistic and seamless service for our clients
- Maintain awareness of the charity and our services through continued awareness and campaigning activities.

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

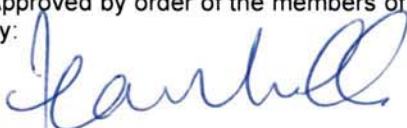
Trustees are appointed in one of the following manners: elected at the AGM; or by being co-opted by the Board. Certain outside organisations nominate representatives to attend meetings of the Board.

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 12th November 2024 and signed on their behalf by:



Ms J G Wells
(Chair of Trustees)

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

**STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2024**

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 12th November 2024 and signed on its behalf by:



Ms J G Wells
(Chair of Trustees)

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

**INDEPENDENT EXAMINER'S REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

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 2024.

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.

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.

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

**INDEPENDENT EXAMINER'S REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

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:

12th November 2024

P Thain

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 2024**

	Note	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Income from:					
Donations and grants	3	122,715	178,673	301,388	248,154
Other trading activities	4	-	799	799	824
Investments	5	-	3,199	3,199	692
Other income	6	-	2	2	26
Total income		122,715	182,673	305,388	249,696
Expenditure on:					
Charitable activities	7	120,978	215,484	336,462	302,363
Total expenditure		120,978	215,484	336,462	302,363
Net (expenditure)/income		1,737	(32,811)	(31,074)	(52,667)
Transfers between funds	13	-	-	-	-
Net movement in funds		1,737	(32,811)	(31,074)	(52,667)
Reconciliation of funds:					
Total funds brought forward		-	248,343	248,343	301,010
Net movement in funds		1,737	(32,811)	(31,074)	(52,667)
Total funds carried forward		1,737	215,532	217,269	248,343

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

The notes on pages 13 to 24 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 2024**

	Note	2024 £	2023 £
Current assets			
Debtors	11	13,678	4,290
Cash at bank and in hand		253,398	274,407
		<u>267,076</u>	<u>278,697</u>
Creditors: amounts falling due within one year	12	(49,807)	(30,354)
Net current assets		<u>217,269</u>	<u>248,343</u>
Total assets less current liabilities		<u>217,269</u>	<u>248,343</u>
Total net assets		<u>217,269</u>	<u>248,343</u>
Charity funds			
Restricted funds	13	1,737	-
Unrestricted funds	13	215,532	248,343
Total funds		<u>217,269</u>	<u>248,343</u>

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)
REGISTERED NUMBER: 05852220

BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2024

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 12th November 2024 and signed on their behalf by:



Ms J G Wells
(Chair of Trustees)

The notes on pages 13 to 24 form part of these financial statements.

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

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 Regus Epping, The Civic Building, 2nd Floor, 323 High Street, Epping, Essex CM16 4BZ. 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.

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

2. Accounting policies (continued)

2.3 Expenditure (continued)

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.

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.

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

2. Accounting policies (continued)

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.

3. Income from donations and grants

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Donations	-	535	535	354
Grants	122,715	178,138	300,853	247,800
	<u>122,715</u>	<u>178,673</u>	<u>301,388</u>	<u>248,154</u>
Total 2023	<u>59,808</u>	<u>188,346</u>	<u>248,154</u>	

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

4. Income from other trading activities

Income from non-charitable trading activities

	Unrestricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Charity trading income – 100 Club	<u>799</u>	<u>799</u>	<u>824</u>
<i>Total 2023</i>	<u>824</u>	<u>824</u>	

5. Investment income

	Unrestricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Investment income	<u>3,199</u>	<u>3,199</u>	<u>692</u>
<i>Total 2023</i>	<u>692</u>	<u>692</u>	

6. Other incoming resources

	Unrestricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Other income	<u>2</u>	<u>2</u>	<u>26</u>
<i>Total 2023</i>	<u>26</u>	<u>26</u>	

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

7. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total 2024 £	Total 2023 £
Expenditure	<u>120,978</u>	<u>215,484</u>	<u>336,462</u>	<u>302,363</u>
<i>Total 2023</i>	<u>65,560</u>	<u>236,803</u>	<u>302,363</u>	

8. Analysis of expenditure by activities

	Activities undertaken directly 2024 £	Support costs 2024 £	Total funds 2024 £	Total funds 2023 £
Expenditure	<u>248,617</u>	<u>87,845</u>	<u>336,462</u>	<u>302,363</u>
<i>Total 2023</i>	<u>236,371</u>	<u>65,992</u>	<u>302,363</u>	

Analysis of direct costs

	Total funds 2024 £	Total funds 2023 £
Staff costs	216,227	207,626
Other direct costs	32,390	28,745
	<u>248,617</u>	<u>236,371</u>

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

Analysis of support costs

	Total funds 2024 £	<i>Total funds 2023 £</i>
Salary Costs	51,723	37,973
Staff Other costs	2,571	616
Repairs and Maintenance	1,438	1,997
Office Expenses	4,425	3,746
Telephone and Communications	2,047	2,018
Computer Expenses	1,598	1,136
Insurance	1,602	1,685
Rent	10,149	7,200
Rates	659	1,149
Light and Heat	1,157	2,179
Audit, Legal and Professional	10,091	6,205
Other Expenses	385	88
	<u>87,845</u>	<u>65,992</u>

9. Staff costs

	2024 £	2023 £
Wages and salaries	267,951	245,599
	<u>267,951</u>	<u>245,599</u>

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

	2024 No.	2023 No.
Charitable purposes	11	10
Management and administration of charity	4	3
	<u>15</u>	<u>13</u>

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

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

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 (2023 - NIL).

During the year ended 31 March 2024, no trustee expenses have been incurred (2023 - NIL).

11. Debtors

	2024	2023
	£	£
Due within one year		
Other debtors	8,780	621
Prepayments and accrued income	4,898	3,669
	<u>13,678</u>	<u>4,290</u>

12. Creditors: Amounts falling due within one year

	2024	2023
	£	£
Trade creditors	2,660	1,269
Other taxation and social security	4,032	3,034
Accruals and deferred income	43,115	26,051
	<u>49,807</u>	<u>30,354</u>

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

13. Statement of funds

Statement of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Unrestricted funds					
Designated funds					
Property	20,000	-	-	(20,000)	-
Operations	18,000	-	-	(3,000)	15,000
Redundancy	37,000	-	-	-	37,000
IT	5,000	-	-	-	5,000
	<u>80,000</u>	<u>-</u>	<u>-</u>	<u>(23,000)</u>	<u>57,000</u>
General funds					
General Funds - all funds	<u>168,343</u>	<u>182,673</u>	<u>(215,484)</u>	<u>23,000</u>	<u>158,532</u>
Total Unrestricted funds	<u>248,343</u>	<u>182,673</u>	<u>(215,484)</u>	<u>-</u>	<u>215,532</u>
Restricted funds					
Cost Of Living	-	30,792	(30,792)	-	-
Waltham Abbey Outreach	-	47,932	(47,932)	-	-
Energy Advice Project	-	28,687	(26,950)	-	1,737
Limes Farm Hub	-	15,304	(15,304)	-	-
	<u>-</u>	<u>122,715</u>	<u>(120,978)</u>	<u>-</u>	<u>1,737</u>
Total of funds	<u>248,343</u>	<u>305,388</u>	<u>(336,462)</u>	<u>-</u>	<u>217,269</u>

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

Purpose of Restricted funds

Cost of Living Advice received funding from Essex County Council, to increase advisor hours to meet the significant growth in client numbers due to the impact of the cost of living crisis.

Waltham Abbey Outreach is a multi-agency advice and support hub supporting local residents experiencing poor financial and mental wellbeing. CAEFD is the lead partner for this programme which is delivered in conjunction with local stakeholders and charity partners. The programme has also been supported by West Essex One Health partnership and the Epping Forest District Council.

Energy Advice Project received funding from the National Citizens Advice to train a team of advisers who support people struggling to pay for their energy costs.

Limes Farm Outreach is a multi-agency hub supporting local residents with issues primarily related to benefits, housing and debt. The project was funded by Epping Forest District Council.

Purpose of Designated funds

Designated funds held are divided into three headings (2023: four), 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 where the cost cannot be met from an in year budget.

Transfers between funds

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

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

13. Statement of funds continued

Statement of funds - prior 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	<u>-</u>	<u>5,700</u>	<u>(6,365)</u>	<u>665</u>	<u>-</u>
	<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>

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

14. Summary of funds

Summary of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Designated funds	80,000	-	-	(23,000)	57,000
General funds	168,343	182,673	(215,484)	23,000	158,532
Restricted funds	-	122,715	(120,978)	-	1,737
	<u>248,343</u>	<u>305,388</u>	<u>(336,462)</u>	<u>-</u>	<u>217,269</u>

Summary of funds - prior year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfer 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>

EPPING FOREST DISTRICT CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

15. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £
Current assets	1,737	265,339	267,076
Creditors due within one year	(37,708)	(12,099)	(49,807)
Total	(35,971)	253,240	217,269

Analysis of net assets between funds - prior year

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

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 2024.