

Registered number: 05979205

Charity number: 1118804

TORBAY ADVICE NETWORK
(A COMPANY LIMITED BY GUARANTEE)

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

TORBAY ADVICE NETWORK
(A COMPANY LIMITED BY GUARANTEE)

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**TORBAY ADVICE NETWORK
(A COMPANY LIMITED BY GUARANTEE)**

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2026**

Trustees	Tim Godfrey (Chair), Steve Gale Edward Lee Matthew Fellows
Company registered number	05979205
Company registered office	13 Hyde Road Paignton TQ4 5BW
Charity registered number	1118604
Charity registered office	Suite 26 15 Montpellier Road Torquay TQ1 1DL
Accountants	Accounting 4 Everything SW Ltd 13 Hyde Road Paignton TQ4 5BW
Bankers	Barclays Bank Plc 6/8 Palace Avenue Paignton Devon TQ3 3ET
Insurance broker	PolicyBee LLP 14 Brightwell Barns Waldringfield Road Brightwell Suffolk IP10 OBJ

**TORBAY ADVICE NETWORK
(A COMPANY LIMITED BY GUARANTEE)**

**CHAIRMAN'S STATEMENT
FOR THE YEAR ENDED 31 MARCH 2025**

The chairman presents his statement for the year.

We continue to see the ongoing impact of the cost-of-living crisis on the clients we serve, which is evidenced through an increase in requests for "Better Off" benefit calculations for in and out of work scenarios.

Nobody is immune to the cost-of-living crisis, we have seen a significant increase in our own operational service delivery costs, as general overheads and Specialist Advisor costs have increased, meaning existing secured charitable funds are getting increasingly stretched and reducing our capacity to support clients.

To help counter these increases, we have continued to develop more collaborative partnerships with VCSO's in Torbay, which has worked well in general, such as the Windmill Centre, through our collaborative Advising Torbay service delivery, whereby we pool our financial resources and advisor expertise to meet increased demand and offer one point of contact to reduce duplication of works.

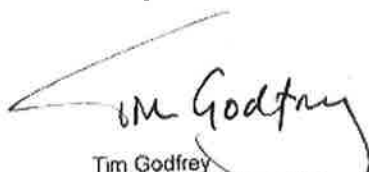
We are also thankful for the expertise of our new Case Work & Triage Volunteer, Jane, who worked 2 days a week, enabling us to support vulnerable clients and maximise our limited capacity.

We're very thankful to all our funders over the past year and very proud of the work we've done in the face of continued challenges, as without the continued support from the Lottery, Trusts or Foundations, we wouldn't be able to offer such transformational support to vulnerable residents in Torbay.

The Trustees remain grateful for the commitment and endeavour of our independent contractors, who enable us to deliver all our work and to all those organisations that have supported the charity and enabled us to facilitate the various projects, courses, and programmes during the past year, all of which have been free to access.

Torbay Advice Network has remained financially stable and secure during the period covered by this report and will continue to identify and seek access to funds to run our tailored programmes on topics where the need is greatest and where the benefit of such training is passed on to the members of our local community.

On a final note, we wish to both welcome and thank our two new Trustees, Edward Lee and Matt Fellows who came onboard in October 2024 and have been invaluable with supporting our charitable vision, governance and strategic direction.


Tim Godfrey
Date: 28 October 2025

**TORBAY ADVICE NETWORK
(A COMPANY LIMITED BY GUARANTEE)**

**TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2025**

The Trustees present their annual report together with the financial statements of the Company for the 1 April 2024 to 31 March 2025. 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.

Objectives and activities

• Policies and objectives

Torbay Advice Network (TAN) aims to support the advice and information sector in Torbay through signposting services, multi-agency training, lobbying, strategic and developmental work. TAN will collect, collate, monitor and report on the advice and information sector in Torbay identifying gaps in service provision, staff, training and other resources and will support joint working initiatives.

In support of the above TAN will strive to become the natural choice for local people when they need information, training and/or advice. It will strive to become a centre of excellence noted for customer service, for going that extra mile. It will aim to be a market leader, at the forefront of new and innovative service delivery within Torbay. TAN will epitomise strong partnership working and ensure equitable resources across the TAN community.

The Objects are:

To advance education for the benefit of the public in Torbay and to promote for the benefit of the public in Torbay those parts of the voluntary sector which provide advice and information services by:

- a) the co-ordination and development of high quality advice and information services with a view to improving the quality and capacity of, and public access to, such services;
- b) the provision of training services, educational materials, support and assistance relating to advice and information services; and
- c) the promotion of co-operation between voluntary sector, advice organisations and all relevant statutory authorities and other bodies in relation to advice and information services.

TAN was set up to implement the recommendations of the Advice Strategy (2006) around Quality, Training, Access, Monitoring, Volunteer recruitment, Strategic Voice and the provision of an Advice Centre.

The main priorities today are to:

1. Deliver multi-agency & community training at basic, skilled advisor and legal advisor levels
2. Monitor the sector and use the information to develop the TAN community
3. Increase the Strategic Voice of the sector as a whole
4. Increase Quality Standards
5. Develop membership standards, criteria and participation
6. Attract new volunteers to TAN and the sector
7. Provide welfare support services to those deemed most in need

**TORBAY ADVICE NETWORK
(A COMPANY LIMITED BY GUARANTEE)**

**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025**

Objectives and activities (CONTINUED)

• Policies and objectives (continued)

Future priorities dependent on funding are to develop single points of entry via an advice hub, telephone signposting line and web portal. One of the main priorities of TAN is to monitor the sector and use the information to develop the TAN community.

Each year we undertake a training needs analysis and this outlines the requirements for the forthcoming year and we regularly receive additional requests throughout the year.

TAN will continue to assess the needs of the community and develop training to ensure that advisers and communities have the most up to date information and skills to underpin our aims to improve the quality of advice available in Torbay.

Service Delivery Overview

We have supported 293 people and have helped clients to secure additional income of £583,274 in total.

Working in collaboration with the Windmill Centre's Generalist Advisor, we subsequently added a new volunteer advisor who provides clients with support such as Better Off Calculations, General Advice and triages clients within our internal and external referral system for tailored support.

In addition, we trained 118 people in community and practitioner workshops covering, Introduction to benefits, Personal Independence Payments, Universal Credit and Challenging Decisions.

Person-Centered Model

Our person-centered service focuses on providing quality advice over quantity. The increasing demand and complexity of clients support needs, has led to us providing an introduction and assessment phase where clients are triaged more thoroughly and meet with our tier 1 advisor to explain the service, process, benefit(s) and identify the exact support that is required.

Here it is assessed how support will be delivered and by whom as well as the client being supported to access all the relevant information needed to have a successful and efficient use of appointment time with our more experienced advisors.

We delivered drop-ins at The Windmill Centre, Paignton Hub, Crafty Fox, Centrepeace and in home settings to further enable access of vulnerable clients.

Demand-led

The majority of the need we see is around Personal Independent Payments, with form filling, support for appeals, medical assessments, and Tribunal representation. As a collective, there is currently only a small number of specialist advisors who work on appeals in Torbay, so we worked to upskill our own in-house advisors to build capacity and expertise.

We also delivered drop-ins at The Windmill Centre, Great Parks Community Centre, Paignton Hub, Riviera Life Church and in home settings to further enable access of vulnerable clients.

**TORBAY ADVICE NETWORK
(A COMPANY LIMITED BY GUARANTEE)**

**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025**

Objectives and activities (CONTINUED)

Common Support Themes

Our person-centred package helps to increase household income, reduce expenditure, and generally promote independence.

The support was not limited to, but covered:

- Benefits advice, including accompanying applications for PIP, U.C, Pension Credit, Attendance Allowance and Carer's Allowance
- Guidance/support with appeals, Blue Badge applications and Tribunal advocacy
- Support with Housing Benefit applications, Council Tax Reductions, Household Support Funds, and grant applications (to the local authority, trusts and foundations), to fund home improvements and adaptations, maximising independence at home
- Advice Workshops, delivery of a series of community-based Workshops, which helped inform, raise awareness and enable people aged to access unclaimed entitlements.
- Signposting to additional voluntary sector support to underpin independence, wellbeing, and financial inclusion

Challenges and Learning

As ever, the clients we are seeing rarely have just one presenting issue. Typically, clients come to us after many years of struggling with accessing public services in general and are often bewildered by the benefits system. The clients we support have often been let down on multiple occasions, due to practitioners not fully understanding their support needs. This means it can take a lot more time to build a relationship of trust and provide all the support required for tangible outcomes.

We have also seen an increase in appeals, both at Mandatory Reconsideration and Tribunal Hearings. There are several reasons in this regard, one being limited agency support in Torbay, often due to capacity challenges and lack of relevant specialist advisor experience. Appeals and Tribunals are complex and timely which deters some VSCO in the first place which then means clients try to apply or appeal by themselves which is very rarely successful.

Clients Supported Journey

Clients can be with us from the start or can join at any point on their support 'journey'.

In terms of accessing our service, some clients self-refer, generally after a word-of-mouth recommendation, but the majority are referred from other statutory and voluntary services. We take referrals from local Job Centres, Adult Social Care Team including mental health, Mencap, PLUSS, Age UK, What's your Problem, social prescribers, wellbeing coordinators, community builders, housing associations, food banks, the Community Helpline, NHS, Dimension for Autism, and other VCSO's as applicable.

Increasing knowledge of Entitlements

The cost-of-living crisis continues to impact our clients, who are struggling to pay for day-to-day essentials. We offer all clients a comprehensive online benefit check to ensure they are receiving everything they are entitled to and maximizing their income. We utilise these 'better off calculations', where appropriate, to determine what effect moving into work or increasing or sometimes decreasing their working hours would have on their overall financial position. This better off calculation often highlights benefits clients are entitled to, which feeds into continued support and guidance to aid with accessing identified entitlements.

**TORBAY ADVICE NETWORK
(A COMPANY LIMITED BY GUARANTEE)**

**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025**

Objectives and activities (CONTINUED)

Training Feedback

Below statements are from practitioners and volunteers, who attended our most recent workshops.

- *All the courses I have attended have been thoroughly enjoyable, educational, well thought through and while the content is dry and intense, the facilitator somehow makes it easy to understand and as light as possible.*
- *A very useful introduction to Universal Credit and help with information to fill in paperwork, which was invaluable.*
- *The content is excellent; we went through the Universal Credit work capability questionnaire which was insightful.*
- *Excellent as always, very informative.*
- *I found the handouts helpful, easy to find the information after the course has finished which is useful when helping a client as can reflect on what we learnt.*
- *The facilitator was amazing, very knowledgeable and able to explain things in detail.*
- *Really useful being able to go over the descriptors, points for PIP. Also, extremely useful in being able to go over case scenarios and fill in the application form, which helped bring the training together.*
- *I'm very new to this sector, so this was a good understanding of basics, and the handouts were very good.*

Public benefit

The Trustees confirm that they have complied with the duty in Section 17(5) of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit in exercising their powers or duties. They have referred to this guidance when reviewing the academy's aims and objectives and in planning its future activities.

**TORBAY ADVICE NETWORK
(A COMPANY LIMITED BY GUARANTEE)**

**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025**

Objectives and activities (CONTINUED)

• People to thank

Without the trustees, partnership working and financial support of trusts & foundations annually we would be unable to deliver all our work. We are extremely grateful for all the support we receive, especially financially as every pound donated allows us to make a lasting contribution to people we support within our community.

Our thanks go to the following supporters

- Bishop Fleming
- Wollens
- Our Trainers, Volunteers & Trustees

Our sincere thanks go to the following funders

- Torbay Council
- Awards For All – The Big Lottery
- Sanctuary Housing Trust
- Norman Family Charitable Trust
- Clare Milne Trust
- Groundwork & Peoples Post Code Trust

Achievements and performance

• Case studies & testimonials

Case Study 1

Client A - Client is a 43-year-old man with a teenager daughter and son. The daughter has severe mental health issues, and the client has been forced to give up work to care for her full-time. She has spent extensive periods in secure units for self-protection but is now living at home with her father. There is high level involvement with Social Services who referred the client to us for help with a claim for DLA. We arranged home visits, also attended by support staff, and liaised extensively to obtain the necessary supporting evidence. The claim was successful, with an award of high-rate care and middle rate mobility – generating income of £558.40 every 4 weeks with a backdated payment of approx. £2,600.

In addition to the DLA the client is now also eligible for the Carer and Disabled Child elements of UC. These amount to an additional £697.55 per calendar month and a further backdated payment of over £3,000. This has made a huge difference to the client who was really struggling to manage with the added expenses his daughter's health conditions were placing on the family budget. We are now in the process of helping her to transfer to PIP, which has quite different qualifying conditions to DLA.

**TORBAY ADVICE NETWORK
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**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025**

**Achievements and performance (CONTINUED)
Case studies & testimonials (continued)**

Case Study 2

Client B - Client is a 38-year-old man living in a housing association property. He is a highly vulnerable adult with diagnoses of learning disability, PTSD, depression and anxiety – with suicidal ideation and incidences of self-harm – dyslexia, and asthma. He has a long history in the care system having been in numerous foster placements across the country. Things came to a head in earlier this year as his mental health spiralled and his suicidal ideation dramatically increased. This was compounded by his being unable to work due to ill health and simply running out of money. His limited funds meant the food in his fridge freezer all went off when he ran out of electric and couldn't afford to top up his prepayment meter. What limited funds he did have, meant he was living off bread and peanut butter until that also ran out and he then went several days without any food at all.

With no electric he was also sitting in the dark and freezing cold with no hot water, which was when he was referred to us. Following numerous support appointments, we initiated a claim for PIP and aided him through his medical assessment.

The claim was successful, awarding a 3-year enhanced rate for daily living. This led to a backdated payment of £1,863.85 and an ongoing payment of £441.60 every 4 weeks.

On receiving this money his first act was to fill up his fridge freezer and put £100 on his electric key. He also bought a microwave as his had stopped working several months ago and went to visit his sister and niece, who live over 100 miles away and whom he had not seen for over a year. He had also fallen into rent arrears and was now able to make a lump sum payment towards these and set up an instalment plan to clear the remainder.

Further to the above, we also initiated a claim for the work capability element of Universal Credit. This has been submitted, and we will support him through the medical assessment in due course. In addition to our usual work remit we have been able to support the client to take up cycling again. We were able to get him a free refurbished bike, through our links with Cycle Torbay and Crafty Fox which is aiding him to access future work opportunities.

Financial review

• Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

**TORBAY ADVICE NETWORK
(A COMPANY LIMITED BY GUARANTEE)**

**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025**

Achievements and performance (CONTINUED)

• Reserves policy

The Trustees review the reserve levels of the Charity annually. This review encompasses the nature of income and expenditure streams, the need to match income with commitments and the nature of reserves. The Trustees take into consideration the future plans of the Charity, the uncertainty over future income streams and other key risks identified during the risk review. Available reserves at the year-end were £92,971, of which £53,889 relate to restricted funds.

Structure, governance and management

• Constitution

The company is limited by guarantee, having no share capital. Its governing document is a Memorandum and Articles of Association, and it is registered as a charity with the Charity Commission. Its Trustees are currently its only members and their liability is limited to £10 each.

Torbay Advice Network is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Torbay Advice Network and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet at a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The day to day management is delegated to Wayne Johnson.

Trustees are elected from the local community and the Trustee board elect the Chairman and Treasurer. The Trustees may at any time co-opt any individual who is qualified to be appointed as a Trustee to fill a vacancy in their number or as an additional Trustee, but a co-opted Trustee holds office only until the next AGM.

**TORBAY ADVICE NETWORK
(A COMPANY LIMITED BY GUARANTEE)**

**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025**

Structure, governance and management (CONTINUED)

• Trustees

Name	Role/s	Trustee Bio
Tim Godfrey	Trustee	Tim joined Bishop Fleming in 1994. He provides advice and support to a large number of his local business community. He is also the partner heading the firm's Care Home sector team - providing audit and accounting services but most importantly advising a growing number of care home owners on maximising the profitability and value of their business, as well as assisting those who want to grow or exit their business. His client portfolio also includes many of the tourism and leisure businesses in the area. Having been born and educated in the South West, Tim is keenly focused on the region's primary owner-managed business sectors. Tim comments, "My goal is to remove the headache of day-to-day paperwork whilst facilitating the growth and aspirations of my owner managed business clients. My focus is on helping core owner-managed sectors to maximize their business performance and value."
Steve Gale	Trustee	Prior to getting involved in the community sector, I worked for over 22 years in the commercial photographic industry, mostly in the London area, but also for a short spell in Cairo, and more locally in Torbay. In the early 1990s I decided to embark on a new career path and was drawn towards the advice sector, as manager with Torbay Disability Information Service (part of Torbay and Southern Devon Health and Care NHS Trust). After 20+ years I have decided to take early retirement to focus on new VCS ventures. Over the years I have developed a particular interest in social security issues and have delivered some of TAN's training sessions on welfare benefits.

• New Trustees (joined during the financial year)

Matt Fellows
Edward Lee

**TORBAY ADVICE NETWORK
(A COMPANY LIMITED BY GUARANTEE)**

**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025**

Structure, governance and management (CONTINUED)

- Independent Contractors commissioned by Torbay Advice Network

Charity Manager - Wayne Johnson

Wayne has worked in the voluntary sector since 2002, predominantly as a Senior Project Manager for a large Charity as well as senior roles within Fundraising, Community and Strategic Development and commissioned works within the private sector.

Wayne supports the Trustees with charity governance, compliance and service delivery, including, point of contact for general enquiries, general administration duties, bid and tender submissions, Partnership & Service Development, Contractor Management and applicable financial processes.

Welfare Advisor & Trainer – Susan Bottomley

Susan has over 20 years' experience working within this sector, working for organisations such as CAB, as a volunteer advisor and welfare support roles including, Homeless Persons Officer, Acting Housing Needs Manager, Community Outreach Worker, FAIR Coordinator and FAB Team Member.

Since 2018, Susan has been providing specialist information, advice and guidance, helping vulnerable people to understand and access their welfare rights entitlements.

Susan also writes bespoke training modules and delivers tailored training for VCSO staff and volunteers, including topics such as PIP, ESA, Carers Allowance, Universal Credit, GDPR, etc to name just a few.

Administrator – Abi Massheder

Abi has over a decade of experience working in administration for both local and multi-national organizations.

Abi's enthusiasm and experienced and varied background dealing with all different types of office administration and business support enabled our Charity to facilitate increased service delivery throughout the financial year.

All our contractors and volunteers have been an invaluable asset throughout the year and we would like to thank them in supporting us to meet and exceed our Charitable aims and objectives

- Related party relationships

There are no related parties which either control or significantly influence the decisions and operations of Torbay Advice Network.

Plans for future periods

The Charity plans to continue to support the advice and information sector in Torbay, providing front-line support for communities and practitioners.

Funds held as custodian

The Charity and its Trustees do not act as the Custodian Trustees of any other Charity.

Approved by order of the members of the board of Trustees on 14/11/25 and signed on their behalf by:



**Wayne Johnson
(Manager)**

TORBAY ADVICE NETWORK
(A COMPANY LIMITED BY GUARANTEE)

**STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2025**

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 situation 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:

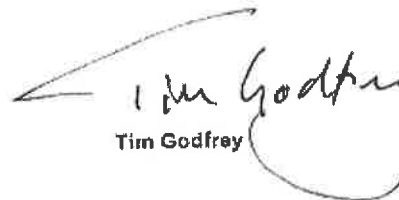
- select suitable accounting policies and then apply them consistently.
- observe the methods and principles of the Charities SORP (FRS 102).
- make judgments and accounting estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject 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 14/11/25 and signed on its behalf by:



Wayne Johnson
(Manager)


Tim Godfrey

TORBAY ADVICE NETWORK
(A COMPANY LIMITED BY GUARANTEE)

INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2025

Independent Examiner's Report to the Trustees of Torbay Advice Network ('the Company')

I report to the charity Trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

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

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:

Dated: 14 November 2025

Nicholas Millard

Accounting 4 Everything SW Ltd
13 Hyde Road
Paignton
TQ4 5BW

TORBAY ADVICE NETWORK
(A COMPANY LIMITED BY GUARANTEE)

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2025

Note	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Income from:				
Charitable activities	350	62,724	63,074	83,782
Total income	350	62,724	63,074	83,782
Expenditure on:				
Charitable activities	-	58,012	58,012	52,727
Total expenditure	-	58,012	58,012	52,727
Net movement in funds	350	4,712	5,062	31,055
Reconciliation of funds:				
Total funds brought forward	26,648	62,263	87,909	56,854
Net movement in funds	350	4,712	5,062	31,055
Transfer between funds	13,086	(13,086)	-	-
Total funds carried forward	39,082	53,889	92,971	87,909

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

The notes on pages 16 to 23 form part of these financial statements.

**TORBAY ADVICE NETWORK
(A COMPANY LIMITED BY GUARANTEE)
REGISTERED NUMBER:05979205**

**BALANCE SHEET
AS AT 31 MARCH 2025**

		2025 £	2024 £
Fixed assets			
Tangible assets	8	78	104
		<u>78</u>	<u>104</u>
Current assets			
Cash at bank and in hand		92,970	87,865
		<u>92,970</u>	<u>87,865</u>
Creditors: amounts falling due within one year	9	(77)	(60)
		<u>92,893</u>	<u>87,805</u>
Net current assets			
		<u>92,971</u>	<u>87,909</u>
Total assets less current liabilities			
		<u>92,971</u>	<u>87,909</u>
Total net assets			
		<u>92,971</u>	<u>87,909</u>
Charity funds			
Restricted funds	10	53,889	62,263
Unrestricted funds	10	39,082	25,646
		<u>92,971</u>	<u>87,909</u>
Total funds			
		<u>92,971</u>	<u>87,909</u>

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 29 August 2025 and signed on their behalf by:

Wayne Johnson
(Manager)

The notes on pages 16 to 23 form part of these financial statements.

**TORBAY ADVICE NETWORK
(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

1. General information

The company is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £10 per member of the company.

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.

Torbay Advice Network 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.

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.

2.4 TANGIBLE FIXED ASSETS AND DEPRECIATION

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, on a reducing balance basis.

Depreciation is provided on the following basis:

- Office equipment and software - 25% reducing balance

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

2. Accounting policies (continued)

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.

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.

**TORBAY ADVICE NETWORK
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

3. Income from charitable activities

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Lottery COL		-	-	28,182
Awards for All		16,984	16,984	-
Casework	350		350	-
Sanctuary Housing		5,500	5,500	5,000
Precept		28,240	28,240	38,800
ASC (Torbay Council)		10,000	10,000	10,000
Groundwork		2,000	2,000	-
NFCT			-	1,800
TOTAL	350	62,724	63,074	83,782

In 2024, of total income £nil was unrestricted and £83,782 was restricted.

4. Analysis of expenditure on charitable activities

	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Training/professional advice	34,140	34,140	30,029
Insurance	190	190	190
Sundry expenditure	637	637	731
Wages and salaries	22,177	22,177	21,022
Accountancy fees	842	842	720
Depreciation	26	26	35
TOTAL	58,012	58,012	52,727

In 2024, of total expenditure on charitable activities £0 was unrestricted and £52,727 was restricted.

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

5. Independent examiner's remuneration

	2025 £	2024 £
Fees payable to the Company's independent examiner for the independent examination of the Company's annual accounts	842	720
Fees payable to the Company's independent examiner in respect of: All other services not included above	nil	Nil

6. Staff costs

	2025 £	2024 £
Wages and salaries	22,177	21,022

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

	2025 No.	2024 No.
Employees	3	2

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

7. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2024 - £nil).

During the year ended 31 March 2025, no Trustee expenses have been incurred (2024 - £nil).

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

8. Tangible fixed assets

	Plant and machinery £
COST OR VALUATION	2,779
At 1 April 2024	-
Additions	<u>2,779</u>
At 31 March 2025	<u>2,779</u>
DEPRECIATION	2,675
At 1 April 2024	26
Charge for the year	<u>2,701</u>
At 31 March 2025	<u>2,727</u>
NET BOOK VALUE	
At 31 March 2024	<u>104</u>
At 31 March 2025	<u>78</u>

9. Creditors: Amounts falling due within one year

	2025 £	2024 £
Accruals	<u>77</u>	<u>60</u>

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

10. Statement of funds

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2025 £
UNRESTRICTED FUNDS					
General Funds - all funds	25,846	350		13,086	39,082
RESTRICTED FUNDS					
Gemini FM	55			(55)	-
Mayor Fund	46			(46)	-
Awards for All (National Lottery)	-	16,984	(8,278)		8,706
Sanctuary Housing	3,127	5,500	(5,160)	(1)	3,466
ASC (Torbay Council)	7,247	10,000	(14,407)	(1)	2,839
Groundwork	-	2,000	(2,000)		-
Cost of Living - TCDT	-				-
Lottery COL	20,127		(7,064)	(13,063)	-
NFCT	1,208		(1,208)		-
Precept	30,453	28,240	(19,895)	80	38,878
	62,263	62,724	(58,012)	(13,086)	53,889
TOTAL OF FUNDS	87,809	63,074	(58,012)		92,971

**TORBAY ADVICE NETWORK
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

10. Statement of funds (continued)

Funder	Grant Overview
Groundwork – Peoples Postcode Lottery	Specialist welfare advice support to Torbay residents experiencing Social Challenges & Extreme Deprivation.
Precept	A transformational, fully inclusive, multi-agency Information and advice (IAG) service for Torbay.
Sanctuary	Information advice and Guidance (IAG) and Advisor Training for Torbay residents.
ASC	Provide sources of information, support for people with Autistic Spectrum Conditions (ASC) & families and carers.
Awards for All	Delivery of IAG to residents in Paignton @ Crafty Fox and Centrepeace. Staff training, governance and community advice workshops.
Lottery C.O.L	Funds to increase capacity, maintain service delivery and sustainability, including Advisor Training & IAG services.
Groundwork – Peoples Postcode Lottery	Specialist welfare advice support to Torbay residents experiencing Social Challenges & Extreme Deprivation.

11. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £
Tangible fixed assets	61	17	78
Current assets	39,079	53,891	92,970
Creditors due within one year	(58)	(19)	(77)
TOTAL	39,082	53,889	92,971

**TORBAY ADVICE NETWORK
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

11. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	81	23	104
Current assets	24,705	62,300	87,865
Creditors due within one year		(60)	(60)
TOTAL	25,646	62,263	87,909

12. Controlling party

The charitable company is controlled by the Trustees.