

TEIGNBRIDGE CITIZENS ADVICE BUREAUX

England & Wales · Charity number 900012

Details

Status	Registered
Legal form	Charitable company
Company number	02373461
Registered	1990-03-12
Register	View on the Charity Commission register

Contact

Address	Citizens Advice Bureau 36-38 Market Walk Newton Abbot TQ12 2RX
Phone	01626322260
Email	info@citizensadviceteignbridge.org.uk
Website	https://citizensadviceteignbridge.org.uk

Activities

Objects: TO PROMOTE ANY CHARITABLE PURPOSE FOR THE PUBLIC BENEFIT BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS IN PARTICULAR, BUT WITHOUT LIMITATION FOR THE BENEFIT OF THE COMMUNITY IN TEIGNBRIDGE DISTRICT AND SURROUNDING AREAS.

Activities: We provide free, independent, confidential and impartial advice to the public. We aim to give people the advice they need for the problems they face, to help people understand and exercise their rights and responsibilities, and to improve the policies and practices that affect people's lives. We value diversity, promote equality and challenge discrimination.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Disability, The Prevention Or Relief Of Poverty, Economic/community Development/employment
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, The General Public/mankind

Geography

- **Area of benefit:** THE AREA OF THE TEIGNBRIDGE DISTRICT COUNCIL IN DEVONSHIRE
- Devon

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£621,135	£696,337	£256,191	24
2024-03-31	£611,985	£608,348	£331,393	20
2023-03-31	£554,607	£584,669	£327,756	27
2022-03-31	£561,412	£534,804	£357,817	23
2021-03-31	£502,050	£422,039	£331,209	22

Trustees

Name	Role	Appointed
Andrew Wilson		2015-11-10
Gregory Paul Dyke		2023-06-29
Martin Bullen		2021-10-08
Maureen Winn Oakley		2021-10-08

TEIGNBRIDGE CITIZENS ADVICE BUREAUX

England & Wales - Charity number 900012

Accounts

Company registration number: 02373461

Charity registration number: 900012

Teignbridge Citizens Advice Bureau

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2025

Teignbridge Citizens Advice Bureaux

Contents

Reference and Administrative Details	1
Trustees' Report	2 to 7
Statement of Trustees' Responsibilities	8
Independent Examiner's Report	9
Statement of Financial Activities	10
Balance Sheet	11
Statement of Cash Flows	12
Notes to the Financial Statements	13 to 26

Teignbridge Citizens Advice Bureaux

Reference and Administrative Details

Principal Office

36-38 Market Walk
Newton Abbot
Devon
TQ12 2RX

Company Registration Number

02373461

Charity Registration Number

900012

Bankers

CAF Bank
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

Independent Examiner

Thompson Jenner LLP
Chartered Accountants
1 Colleton Crescent
Exeter
Devon
EX2 4DG

Teignbridge Citizens Advice Bureaux

Trustees' Annual Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2025 which comply with current statutory requirements, the charity's governing documents and prepared in accordance with 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 2015) - (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

The Charity was incorporated on 18 April 1989 and is a company limited by guarantee, having no share capital. The maximum liability of each member is limited to £1. Teignbridge Citizens Advice Bureaux is governed by its memorandum and Articles of Association as amended in November 2010.

Trustees

Mr Andrew Wilson (Chair)

Mr Martin Bullen (Treasurer)

Mr Geoff Williams (Resigned 16 May 2024)

Mrs Maureen Winn Oakley

Mr Christopher Hole (Resigned 7 November 2024)

Mr Gregory Dyke

Mrs Angela Richards

Mrs Lesley Sheffield

Mr Bernard Dagnall (Appointed 16 April 2025)

Mr Malcom O'Dea (Appointed 16 April 2025)

Objectives and activities

Objects and aims

The charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Teignbridge District and surrounding areas.

Aims, Objectives, Strategies and Activities for the Year

Teignbridge Citizens Advice Bureaux aims to provide free, confidential, impartial and independent advice and information for the benefit of the local community. It aims to provide the advice people need for the problems they face, ensuring that individuals do not suffer from a lack of knowledge about their rights and responsibilities. The dual aim of the charity is to improve the policies and practices that affect people's lives.

Public Benefit

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the charity during the year. The trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

Teignbridge Citizens Advice Bureaux

Trustees' Annual Report

The principal activity of Teignbridge Citizens Advice Bureaux remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. This was provided through the Newton Abbot office and outreaches in Bovey Tracey, Buckfastleigh, Buckland, Dawlish and Teignmouth (see our website for information on our outreaches and how to get information and advice).

In addition to general advice, the following projects were provided:

- **Family Law Clinic:** *legal consultancy and advice*
- **Action for Children:** *advice for users of Children's Centres in Devon*
- **Buckfastleigh Food Bank:** *advice and support for users of the food bank*
- **Cost of Living Project:** *generalist advice for people affected by the cost of living crisis*
- **Debt Advice Project**
- **Health and Disability:** *complex welfare benefits problems*
- **HealthWatch:** *advice and advocacy for people using health or social care services*
- **Refuge Support:** *advice and support for refuge guests and those hosting them*
- **Household Support Fund**
- **IT Support:** *a paid for service offering competitively priced support for individuals community groups and businesses*
- **MS Advocacy Project:** *for anyone who has or is affected by multiple sclerosis*
- **Energy Advice through EAP** *working with our LCA partners to provide specialist energy advice to help tackle fuel poverty*
- **Quids for Kids:** *benefits advice service for families and young people with additional needs*
- **Training for Citizens Advice Devon**
- **Pension Credit Project** *raising awareness of potential entitlement to Pension Credit and assist eligible clients to claim*
- **ILTA - Improving Living Through Advice** *legal advice on family law issues for litigants in person who are not eligible for legal aid but who cannot afford to pay for legal advice*

Chair's Report

The overriding outlook for this very important charity shows that we are in a period of considerable change. Overall, we continue to provide an exceptional service for the people of Teignbridge and will continue to do so.

However, our future depends on our ability to adapt to changes that are certain to come from the result of the economic conditions and the proposed devolution of local government including the abolishment of District Councils on whom we have relied for financial support

The Trustees are committed to change and our regular discussions with other local offices result in strategic planning to ensure we are fit for purpose after devolution and in the best place to attract sustainable funding for our future.

This year has proved challenging for us all and our diverse trustee board with widespread skills and experience are well placed to provide superior governance for the times ahead. Sadly, Geoff Williams and Chris Hole both resigned as Trustees during the year, and Barry Dewhurst retired as clerk to the Board, all of whom gave excellent service to our board and I wish them well in their new endeavours. We are most fortunate to have local councillors as members of our board who have been elected by their councils to represent them. My thanks to Colin Parker of Newton Abbot Town Council, Jill Graham-Ellis of Dawlish Town Council and Lin Goodman Bradbury from Teignbridge District Council for their continued support.

Teignbridge Citizens Advice Bureaux

Trustees' Annual Report

With financial uncertainty comes the necessity to have first class monetary controls and our Treasurer, Martin Bullen, has given regular updates to the board and it is this foresight that leads us to believe we have every chance of a future in the most challenging time we have ever seen.

Maureen Oakley leads our Compliance and Assessment subcommittee, ensuring an effective report structure to the Board and reducing time at board meetings. My thanks to her for all her work. Angie Richards continues to raise the profile at local events and Greg Dyke attends many town and parish council meetings often returning with a donation to our funds. We are most grateful for both their efforts in this valuable community involvement.

It is rewarding to see that we are moving ahead with a project to bring our advice services to pupils and parents of our local schools. After much deliberation we have agreed to work with Nick Banwell, an associate director of primary education enrichment to handle issues that affect educational standards and indeed family life. My sincere thanks to my colleague Lesley Sheffield whose educational background has made this possible.

I would like to thank my Trustee colleagues for another year of dedicated support. Their tireless voluntary work often goes without thanks so I will give them all my own kind regards for their good efforts throughout the year.

The staff and volunteers are, as ever, remarkable in their resilience and hard work giving the best advice to anyone who contacts us in this most difficult time. I continue to enjoy working alongside our chief officer, Vincent Willson and I have the utmost respect for his excellent management of our charity.

Finally, my thanks to all of our funders whose financial commitments sustain our work on behalf of the people of Teignbridge.

As ever it is a challenge and a joy to serve you as Chair for another year.

Andrew Wilson
Chair, Trustee Board

Chief Officer's Report

We can all face problems that seem complicated or intimidating. At Citizens Advice Teignbridge, we believe that no one should have to face these problems without good quality, independent advice.

We offer confidential advice online, over the phone, and in person, for free. When we say we're for everyone, we mean it. People rely on us because we're independent and totally impartial.

No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today. With the right evidence, we can show big organisations – from companies right up to the government – how they can make things better for people.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

We are an independent charity and part of the Citizens Advice network. Most of our team are trained volunteers, and we are supported by local councils, a variety of specialist funders and the general public. We serve a population of 135,000 across Teignbridge.

Teignbridge Citizens Advice Bureaux

Trustees' Annual Report

Our statistics for 2024-25 are remarkably similar to those for 2023-24. This year we advised **6,992** unique clients (6,837 last year), dealing with **21,954** issues (19,395 last year) and securing income gains for clients of more than **£2.6 million** (£2.5 million last year), which are mainly spent in the local economy on ordinary daily expenses.

The ongoing effects of the cost of living crisis are still apparent, with around **14,000** issues in 2024-25 being directly related to people struggling to make ends meet. We commend our volunteer and paid advisers for their dedication and commitment to their work as they assisted their clients to manage at a time when more people than ever have risked living in a situation where their income does not meet their essential expenditure, even after income maximisation.

As ever, we are extremely grateful to our funders for their support, without which our work would not happen. As all third sector organisations will attest, it remains challenging to secure additional funding. We rely heavily on funding from Devon County Council, Teignbridge District Council and local Town and Parish Councils, whose support enables us to provide our generalist service. Their support is vital and helps to provide the stable foundation of our service and we thank them for this.

Continuing financial pressures during the year meant that we needed to prepare for a loss of funding in 2025-26, and we have made adjustments to reduce our expenditure and to work ever more closely with our local Citizens Advice partners. The financial challenges will continue for the foreseeable future and we also need to prepare for Local Government Reorganisation and Devolution. Our plan is for closer collaboration with our colleagues in our partner Citizens Advice offices so that, collectively, we are able to adjust to any new Local Government structure.

Vincent Willson
Chief Officer

Risk and uncertainty

A risk management strategy was agreed by the Trustee Board as part of the business planning process. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end Teignbridge Citizens Advice Bureaux is continually monitoring and managing its risk and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implantation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

Policy on reserves

Teignbridge Citizens Advice Bureaux is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The charity will maintain a projection of income for at least three years ahead and will ensure that this continues to be derived from as wide a variety of sources as possible. They will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

Based upon the budgeted expenditure for 2025-26 a new reserve target, based upon CA National guidance, will need to be around £135,000 going forward. This is the bare minimum with no designated

Teignbridge Citizens Advice Bureaux

Trustees' Annual Report

redundancy costs or any other cover. It was agreed that a further £25,000 is added to make the new reserve figure £160k. The reason for the additional reserve, apart from the cost of potential redundancies is that if we are successful in ongoing project bids it will potentially increase our total expenditure and mean that our minimum reserve would not meet the minimum requirement.

At 31 March 2025, the total reserves were £256,191 (2024 - £331,393) of which represented unrestricted funds of £247,765 (2024 - £321,075), including £59,000 as designated funds and free reserves of £188,765 with £10,119 held as tangible fixed assets. The remaining free reserves held of £178,646 are in excess of the reserves policy to suitably manage expected future deficits in unrestricted funds. Restricted funds at year end totalled £8,426 (2024 - £10,318).

Plans for future periods

Going concern

The trustees have given due consideration to the impact of the cost of living crisis and the remaining long-term impact of Covid and the effect this may have on the charity and financial statements. At present, the trustees do not consider it to have a material impact on the balances included within the financial statements and do not consider it to cast any significant doubt upon the charity's ability to continue to operate as a going concern.

Structure, governance and management

Nature of governing document

Teignbridge Citizens Advice Bureaux is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to £1. Teignbridge Citizens Advice Bureaux is governed by its Memorandum and Articles of Association as amended in November 2010. Teignbridge Citizens Advice Bureaux was incorporated as a company limited by guarantee on 18th April 1989.

Recruitment, Appointment of Trustees

Trustees who are also directors of the company, are elected from the local community. Trustees are elected at the Annual General Meeting. A separate process agreed by the Trustee Board is followed for the election of the Chair and other officers. No other persons or bodies external to the charity are entitled to appoint persons to the Trustee Board. The board understands the importance of the diversity of its trustees in regards to the Charity Governance Code and is mindful of this when going through the recruitment process for new trustees.

Induction of Trustees

Newly appointed Trustees are provided with a comprehensive induction to Teignbridge Citizens Advice Bureaux through the provision of training courses and mentoring by established trustees.

Related Parties

Teignbridge Citizens Advice Bureaux is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Teignbridge Citizens Advice Bureaux in order to fulfil its charitable objects and comply with the national membership requirements.

Organisational structure

Teignbridge Citizens Advice Bureaux 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 Teignbridge Citizens Advice Bureaux and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet every six weeks and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management.

Teignbridge Citizens Advice Bureaux

Trustees' Annual Report

Financial instruments

Objectives and policies

The charity's activities expose it to a number of financial risks including credit risk and liquidity risk.

Cash flow risk

Due to the nature of the charitable activities and assets held, risk in relation to cash flow is considered to be minimal, with funds being held in instant access UK bank accounts and our unrestricted reserves being held in free cash not tied up in fixed assets.

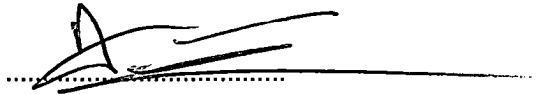
Credit risk

The charity's principal financial assets are bank balances. The credit risk on liquid funds is limited because the counterparties are banks with high credit-ratings assigned by international credit-rating agencies. The charity has no significant concentration of credit risk.

Liquidity risk

In order to maintain liquidity to ensure that sufficient funds are available for ongoing operations and future developments, the charity holds surplus funds in instant access bank accounts.

The annual report was approved by the trustees of the charity on and signed on its behalf by



Andrew Wilson (Chair)
Trustee

Teignbridge Citizens Advice Bureaux

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Teignbridge Citizens Advice Bureaux for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

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 charitable 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 apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the trustees of the charity on08/07/2025..... and signed on its behalf by:



.....
Martin Bullen (Treasurer)
Trustee

Teignbridge Citizens Advice Bureaux

Independent Examiner's Report to the Trustees

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2025 which are set out on pages 10 to 26.

Respective responsibilities of trustees and examiner

As the charity's trustees of Teignbridge Citizens Advice Bureaux (and also 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 Teignbridge Citizens Advice Bureaux 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 your charity's accounts as 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 Teignbridge Citizens Advice Bureaux'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 The Association of Chartered Certified Accountants, 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 Teignbridge Citizens Advice Bureaux 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.

.....
David Tucker FCCA
The Association of Chartered Certified Accountants
Thompson Jenner LLP

1 Colleton Crescent
Exeter
Devon
EX2 4DG

Date:.....

Teignbridge Citizens Advice Bureaux
(Registration Number: 02373461)
Balance Sheet as at 31 March 2025

	Note	Unrestricted funds £	Restricted funds £	Total 2025 £
Income and Endowments from:				
Charitable activities, donations & legacies	3	167,530	437,283	604,813
Investment income	4	8,544	-	8,544
Other income	5	7,778	-	7,778
Total income		<u>183,852</u>	<u>437,283</u>	<u>621,135</u>
Expenditure on:				
Charitable activities	6	(257,162)	(439,175)	(696,337)
Total expenditure		<u>(257,162)</u>	<u>(439,175)</u>	<u>(696,337)</u>
Net income		(73,310)	(1,892)	(75,202)
Transfers between funds		-	-	-
Net movement in funds		<u>(73,310)</u>	<u>(1,892)</u>	<u>(75,202)</u>
Reconciliation of funds				
Total funds brought forward		<u>321,075</u>	<u>10,318</u>	<u>331,393</u>
Total funds carried forward	19	<u>247,765</u>	<u>8,426</u>	<u>256,191</u>

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £
Income and Endowments from:				
Charitable activities, donations & legacies	3	248,244	349,180	597,424
Investment income	4	7,803	-	7,803
Other income	5	6,758	-	6,758
Total income		<u>262,805</u>	<u>349,180</u>	<u>611,985</u>
Expenditure on:				
Charitable activities	6	(229,198)	(379,150)	(608,348)
Total expenditure		<u>(229,198)</u>	<u>(379,150)</u>	<u>(608,348)</u>
Net income		33,607	(29,970)	3,637
Transfers between funds		(34,672)	34,672	-
Net movement in funds		<u>(1,065)</u>	<u>4,702</u>	<u>3,637</u>
Reconciliation of funds				
Total funds brought forward		<u>322,140</u>	<u>5,616</u>	<u>327,756</u>
Total funds carried forward	19	<u>321,075</u>	<u>10,318</u>	<u>331,393</u>

The notes of pages 13 to 26 form an integral part of these financial statements

Teignbridge Citizens Advice Bureaux
(Registration Number: 02373461)
Balance Sheet as at 31 March 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	12	10,119	14,925
Current assets			
Debtors	13	26,998	21,875
Investments	14	85,000	85,000
Cash at bank and in hand	15	248,251	328,739
		<u>360,249</u>	<u>435,614</u>
Creditors: Amounts falling due within one year	16	<u>(114,177)</u>	<u>(119,146)</u>
Net current assets		<u>246,072</u>	<u>316,468</u>
Net assets	20	<u>256,191</u>	<u>331,393</u>
Funds of the charity:			
Restricted		8,426	10,318
Unrestricted income funds			
Unrestricted funds		188,765	240,183
Designated funds		59,000	80,892
		<u>247,765</u>	<u>321,075</u>
Total funds	20	<u>256,191</u>	<u>331,393</u>


For the financial year ending 31 March 2025 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements on pages 13 to 26 were approved by the trustees and authorised for issue on 08/07/25 and signed on their behalf by:



 Martin Bullen
 Trustee

Teignbridge Citizens Advice Bureaux

Statement of Cash Flows for the Year Ended 31 March 2025

	Note	2025 £	2024 £
Cash flows from operating activities			
Net cash income/(expenditure)		(75,202)	3,637
Adjustments to cash flows from non-cash items			
Depreciation	12	4,806	4,870
Accrued expenses		(4,339)	(2,577)
Working capital adjustments			
Debtors	13	(5,123)	(10,170)
Creditors	16	(7,313)	(2,866)
(Decrease)/increase in deferred income	17	6,683	62,332
Net cash flows from operating activities		(80,488)	55,226
Cash flows from investing activities			
Purchase of tangible fixed assets	12	-	-
Net (decrease)/increase in cash and cash equivalents		(80,488)	55,226
Cash and cash equivalents at 1 April		413,739	358,513
Cash and cash equivalents at 31 March		333,251	413,739

All of the cash flows are derived from continuing operations during the above two periods.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

1 Charity status

The charity is incorporated in England and Wales and is a charity limited by guarantee and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

36-38 Market Walk
Newton Abbot
Devon TQ12 2RX

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

The financial statements have been prepared in accordance with 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 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation

Teignbridge Citizens Advice Bureaux 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 notes.

The financial statements are prepared in sterling, which is the functional currency of the charity.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Income and endowments

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Grant provisions

Provisions for grants are made when the intention to make a grant has been communicated to the recipient but there is uncertainty about either the timing of the grant or the amount of grant payable.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees' meetings and reimbursed expenses.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes

Tangible fixed assets

Individual fixed assets costing £750.00 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Computer equipment	33.33% on straight line basis
Office equipment	20% reducing balance
Leasehold improvements	Straight line basis over the remaining lifetime of the lease

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

Financial instruments

Classification, recognition and measurement

The Charity 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.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

3 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total funds £
Donations			
CATCH	8,000	-	8,000
Other donations	5,428	-	5,428
Grants			
Devon County Council Core Grant	75,022	-	75,022
Teignbridge District Council	52,130	-	52,130
Action for Children	-	34,000	34,000
Healthwatch	-	16,168	16,168
Quids4Kids	-	61,400	61,400
Fairer Charging	-	-	-
Empower	-	-	-
MAPS	-	55,860	55,860
Access to Justice	-	-	-
Multiple Sclerosis Advocacy	-	8,750	8,750
Household Support Fund (Fuel)	-	735	735
Outreach	26,950	-	26,950
Refuge Support (prev Homes for Ukraine)	-	24,450	24,450
Trussell Trust	-	16,055	16,055
Independent Age	-	-	-
Community Organisations Cost of Living Fund	-	-	-
Growing Communities Fund (DCC)	-	-	-
National CA - Pot 1	-	-	-
National CA - Pot 2 (Increasing Capacity)	-	83,000	83,000
Energy Advice Project (EAP)	-	15,710	15,710
Improving Lives Through Advice (ILTA)	-	93,316	93,316
CAB Devon Children's Project	-	25,000	25,000
Pension Credit Project	-	2,839	2,839
Total for 2025	167,530	437,283	604,813
Total for 2024	248,244	349,180	597,424

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

4 Income from investments

	Unrestricted funds General £	Restricted funds £	Total funds £
Bank interest receivable	8,544	-	8,544
Total for 2025	8,544	-	8,544
Total for 2024	7,803	-	7,803

5 Other income

	Unrestricted funds General £	Restricted funds £	Total funds £
Other income (training, IT support)	7,778	-	7,778
Total for 2025	7,778	-	7,778
Total for 2024	6,758	-	6,758

6 Expenditure on charitable activities by fund type

	Unrestricted funds General £	Restricted funds £	Total funds £
Charitable activities	167,494	393,789	561,283
Support Costs	89,668	45,386	135,054
Total for 2025	257,162	439,175	696,337
Total for 2024	229,198	379,150	608,348

Included in the expenditure analysed above, there are governance costs of £11,652 (2024 - £7,630) which relate directly to charitable activities. See note 7 for further details.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

7 Analysis of support and governance costs

	2025 £	2024 £
Staff costs	11,528	13,535
Premises	61,670	52,869
Communications and IT	38,432	13,952
General Office	4,147	8,237
Finance Costs	91	73
Governance costs	11,652	7,630
Depreciation, amortisation and other similar costs	4,806	4,870
Sundry expenses	246	335
Reference materials	2,069	2,688
Advertising and publicity	413	1,268
	135,054	106,457

Governance costs

	Total funds £
Independent examiner fees	2,760
Trustees remuneration and expenses	909
Legal & Consultancy fees (including payroll services)	7,983
Total for 2025	11,652
Total for 2024	7,630

8 Trustees remuneration and expenses

Trustee expenses amounted to £909 during the year in respect of travel and subsistence (2024 - £957). No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any other benefits from the charity during the year.

9 Staff costs

The aggregate payroll costs were as follows:

	2025 £	2024 £
Staff costs during the year were:		
Wages and salaries	453,561	420,893
Social security costs	29,689	25,867
Pension costs	15,343	14,867
	498,593	461,627

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

The average headcount of employees during the year was 24 (2024 - 22). The monthly average number of persons (including senior management team) employed by the charity during the year expressed as full-time equivalents was as follows:

	2025 No	2024 No
Number of staff (FTE equivalent)	15	12

18 (2024 - 20) of the above employees participated in the Defined Contribution Pension Schemes. A further 4 employees had contributions made to private pension schemes (2024 - 4).

Contributions to the employee pension schemes for the year totalled £15,343 (2024 - £14,867).

No employee received emoluments of more than £60,000 during the year.

10 Independent examiner's remuneration

	2025 £	2024 £
Examination of the financial statements	2,760	2,560
Other financial services	4,377	-
	<u>7,137</u>	<u>2,560</u>

11 Taxation

The charity is a registered charity and is therefore exempt from taxation.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

12 Tangible fixed assets

	Leasehold Improvements £	Office Equipment £	Computer Equipment £	Total £
Cost				
At 1 April 2024	106,205	26,592	36,874	169,671
Additions				
Disposals			(36,874)	(36,874)
At 31 March 2025	106,205	26,592	-	132,797
Depreciation				
At 1 April 2024	92,542	25,330	36,874	154,746
Charge for the year	4,554	252		4,806
Eliminated on disposal			(36,874)	(36,874)
At 31 March 2025	97,096	25,582	-	122,678
Net book value				
At 31 March 2025	9,109	1,010	-	10,119
At 31 March 2024	13,663	1,262	-	14,925

13 Debtors

	2025 £	2024 £
Trade Debtors	18,197	13,670
Prepayments	8,801	8,205
	26,998	21,875

14 Investments

	2025 £	2024 £
Short-term investments	85,000	85,000

The investments are held in separate fixed-term notice and fixed-term maturity bank accounts.

15 Cash and cash equivalents

	2025 £	2024 £
Cash at bank	248,251	328,739
Short term deposits	85,000	85,000
	333,251	413,739

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

16 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	2,904	9,479
Accruals	4,846	9,185
Deferred income	102,140	95,457
Social security and other taxes	-	-
Pension creditor	2,521	3,287
Other creditors	1,766	1,738
	<hr/> 114,177	<hr/> 119,146

17 Deferred income

	2025 £	2024 £
Deferred income at 1 April 2024	95,457	33,125
Resources deferred in the period	102,140	95,457
Amounts released from previous periods	<hr/> (95,457)	<hr/> (33,125)
Deferred income at year end	<hr/> 102,140	<hr/> 95,457

18 Pension and other schemes

The charity operates a defined contribution pension scheme to fulfil its auto-enrolment obligations. In addition, the charity has made arrangements with four employees to pay into other private pension schemes at the same percentage rate as the defined contribution scheme.

The pension cost charge for the year represents contributions payable by the charity to the schemes and amounted to £15,343 (2024 - £14,867).

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

19 Movement of Funds

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2025 £
Unrestricted funds					
General unrestricted (incl outreach)	240,183	183,852	(235,270)	-	188,765
Designated (Innovation)	80,000	-	(21,000)	-	59,000
Designated (HVAC depreciation)	892	-	(892)	-	-
	<u>321,075</u>	<u>183,852</u>	<u>(257,162)</u>	<u>-</u>	<u>247,765</u>
Restricted funds					
Action for Children	1,257	34,000	(35,257)	-	-
Healthwatch	-	16,168	(16,168)	-	-
Quids4Kids	627	61,400	(62,027)	-	-
Debt Project (MAPS)	-	55,860	(55,860)	-	-
Multiple Sclerosis Advocacy	-	8,750	(8,750)	-	-
Household Support Fund (Fuel)	-	735	(735)	-	-
Refuge Support (Homes for Ukraine)	8,434	24,450	(29,362)	-	3,522
Trussell Trust	-	16,055	(16,055)	-	-
National CA - Pot 2	-	83,000	(83,000)	-	-
Energy Advice Project (EAP)	-	15,710	(15,710)	-	-
Improving Lives Through Advice	-	93,316	(93,316)	-	-
CAB Devon Children's Services	-	25,000	(20,096)	-	4,904
TDC Pension Credit project	-	2,839	(2,839)	-	-
Total restricted funds	<u>10,318</u>	<u>437,283</u>	<u>(439,175)</u>	<u>-</u>	<u>8,426</u>
Total funds	<u>331,393</u>	<u>621,135</u>	<u>(696,337)</u>	<u>-</u>	<u>256,191</u>

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

19 Movement of Funds

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
General unrestricted (incl outreach)	236,694	189,857	(151,696)	(34,672)	240,183
Designated (Innovation)	80,000	-	-	-	80,000
Designated (HVAC depreciation)	5,446	-	(4,554)	-	892
Community Organisations Cost of Living Fund	-	72,948	(72,948)	-	-
	<u>322,140</u>	<u>262,805</u>	<u>(229,198)</u>	<u>(34,672)</u>	<u>321,075</u>
Restricted funds					
Action for Children	1,990	18,600	(19,333)	-	1,257
Healthwatch	-	15,732	(15,732)	-	-
Quids4Kids	1,525	48,184	(49,082)	-	627
Fairer Charging	-	6,900	(11,095)	4,195	-
Empower	2,101	1,256	(3,357)	-	-
Debt Project (MAPS)	-	57,354	(57,354)	-	-
Access to Justice	-	32,058	(62,535)	30,477	-
Multiple Sclerosis Advocacy	-	14,000	(14,000)	-	-
Household Support Fund (Fuel)	-	3,354	(3,354)	-	-
Homes for Ukraine	-	25,418	(16,984)	-	8,434
Trussell Trust	-	15,980	(15,980)	-	-
Independent Age	-	11,756	(11,756)	-	-
National CA - Pot 1	-	15,000	(15,000)	-	-
Growing Communities Fund (DCC)	-	6,000	(6,000)	-	-
National CA - Pot 2	-	58,625	(58,625)	-	-
Energy Advice Project (EAP)	-	10,795	(10,795)	-	-
Improving Lives Through Advice	-	8,168	(8,168)	-	-
Total restricted funds	<u>5,616</u>	<u>349,180</u>	<u>(379,150)</u>	<u>34,672</u>	<u>10,318</u>
Total funds	<u>327,756</u>	<u>611,985</u>	<u>(608,348)</u>	<u>-</u>	<u>331,393</u>

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

Restricted Funds

Action for Children - a grant received to provide advice for users of children's centres in Devon. The service can provide a free benefit check, help with claiming benefits and give guidance on financial management. It can also help parents understand how getting a job or changing the hours they work would affect their income and benefits.

Healthwatch Devon - a grant from Citizens Advice Devon to employ a Healthwatch Champion to assist clients in need.

Quids 4 Kids - a contractual arrangement with Devon County Council through Citizens Advice Devon to provide an income maximisation service for families with disabled children.

Fairer charging (Charging for Care) - a grant received to provide benefits advice.

Empower – Replaced Heat Well for Less providing advice and information on fuel poverty. It encompasses advice and assistance on bills and meter issues, fuel debt, minimising costs (e.g., tariffs, discounts, grants), switching suppliers and energy efficiency.

Debt Project (MAPS) – This project takes referrals from the core service for clients needing assistance with managing problem debt and it enables clients to make informed decisions on options for longer term solutions

Multiple Sclerosis Advocacy - enables the charity to employ a project worker to delivery general advice to clients and families affected by MS.

Household Support Fund (Fuel) – Separate HSF project in partnership with other LCAs specifically for the distribution of fuel vouchers for Devon clients on prepayment meters.

Refuge Support (previously Homes for Ukraine) – funding provided Teignbridge CVS to provide help and support to refugees resettled in the Teignbridge area. The scope of this funding has been expanded from Ukrainian guests to include all support for all those with refuge status.

Trussell Trust– funding provided by the Trussell Trust to provide advisory services and support to users of the foodbank in Buckfastleigh.

Independent Age – funding provided by Independent Age to work in partnership with the Caring charities (Ashburton & Buckfastleigh Caring; Kingsteignton & Newton Abbot Caring and Teignmouth, Dawlish & Chudleigh Caring) to provide advisory services, support and home visits to clients over the ages of 65.

Growing Communities Fund

This fund allowed us to provide 5 days of training to local voluntary groups and social prescribing link workers in Teignbridge to enhance their ability to support the advice needs of some of the most marginalised residents in the district.

National CA – Pot 1

This grant from national Citizens Advice enabled us to employ a member staff to further increase our capacity to meet the rising demand for advice connected with the cost of living crisis at a time when it was particularly difficult to recruit volunteers.

National CA – Pot 2

This grant from National Citizens Advice enables us to increase our Adviceline capacity by funding 2 FTE advisers, one based at South hams and one at Teignbridge.

Energy Advice Project (EAP)

This project funds a specialist energy adviser to help tackle fuel poverty.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

Improving Lives Through Advice (ILTA)

This grant from the Access to Justice Foundation funds a Legal Services Manager and Legal Adviser to provide legal advice on family law issues for litigants in person who are not eligible for legal aid but who cannot afford to pay for legal advice.

CAB Devon Children's Services

Additional funding to expand Children's Services across Devon in light of increased demand for these services.

TDC Pension Credit Project

The purpose of the Pension Credit Take-up Project was to raise awareness of potential entitlement to Pension Credit and assist eligible clients to claim, thereby also ensuring entitlement to the Winter Fuel Payment.

Access to Justice - a project which takes referrals from local Citizens Advice offices across Devon and provides legal advice to clients in areas of social welfare law, including in particular, family and employment law. It is designed for clients who would otherwise be left without access to legal advice.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2025

20 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2025 £
Tangible fixed assets	10,119	-	10,119
Current assets	351,823	8,426	360,249
Current liabilities	(114,177)	-	(114,177)
Total net assets	247,765	8,426	256,191

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2024 £
Tangible fixed assets	14,925	-	14,925
Current assets	425,296	10,318	435,614
Current liabilities	(119,146)	-	(119,146)
Total net assets	321,075	10,318	331,393

21 Related party transactions

Two of the member organisations, Devon County Council and Teignbridge District Council, provide substantial funding to enable the charity to carry out its charitable objectives as shown in note 3 to the accounts.

22 Operating Leases

The total future minimum lease payments under non-cancellable operating leases are as follows:.

	2025 £	2024 £
Not later than a year	26,914	26,914
Later than one year and not later than five years	47,100	74,014
	74,014	100,928

Teignbridge Citizens Advice Bureaux
Management Information for the Year Ended 31 March 2025

The following pages do not form part of the financial statements.

Teignbridge Citizens Advice Bureaux

Detailed Statement of Financial Activities for the Year Ended 31 March 2025

Income from charitable activities

	2025 £	2024 £
Donations & grants		
CATCH	8,000	8,000
Other donations	5,428	8,484
Devon County Council Core Grant	75,022	77,307
Teignbridge District Council	52,130	52,130
Action for Children	34,000	18,600
Healthwatch	16,168	15,732
Quids4Kids	61,400	48,184
Fairer Charging	-	6,900
Empower	-	1,256
MAPS	55,860	57,354
Access to Justice	-	32,058
Multiple Sclerosis Advocacy	8,750	14,000
Household Support Fund (Fuel)	735	3,354
Outreach	26,950	29,375
Refuge Support (previously Homes for Ukraine)	24,450	25,418
Trussell Trust	16,055	15,980
Independent Age	-	11,756
Community Organisations Cost of Living Fund	-	72,948
Growing Communities Fund	-	6,000
National CA – Pot 1	-	15,000
National CA – Pot 2	83,000	58,625
Energy Advice Project (EAP)	15,710	10,795
Improving Lives Through Advice (ILTA)	93,316	8,168
CAB Devon Children's Project	25,000	-
TDC Pension Credit Project	2,839	-
	604,813	597,424
Investment Income		
Bank interest	8,544	7,803
Other income		
Other income (training, IT support)	7,778	6,758
Total Income	621,135	611,985

Teignbridge Citizens Advice Bureaux

Detailed Statement of Financial Activities for the Year Ended 31 March 2025

Expenditure on charitable activities

	2025 £	2024 £
Activities undertaken directly		
Wages and salaries	453,561	420,893
Employers NIC	29,689	25,867
Pension costs	15,343	14,867
Other LCA adviser fees	-	-
Travel costs	7,185	5,794
Other interest payable and similar charges	-	-
Other direct costs	5,472	4,845
Partner Payments	50,033	29,625
	561,283	501,891
Support Costs		
Operating leases	25,519	29,398
Equipment rental	5,745	4,957
Utility expenses	6,707	6,860
Repairs & maintenance	25,019	14,340
Insurance	4,425	3,272
Sundry expenses	247	335
Finance Administration	6,771	10,569
Professional fees	7,983	4,300
Independent Examiner's fee	2,760	2,560
Telephone	5,118	5,305
Printing, postage and stationery	4,147	8,237
Depreciation	4,806	4,870
Staff and training costs	4,756	2,966
Information and books	2,069	2,688
Photocopier and computer	27,569	3,689
Advertising and publicity	413	1,268
Trustees expenses	909	770
Bank charges	91	73
	135,054	106,457
Total expenditure	696,337	608,348
Net Income	(75,202)	3,637

TEIGNBRIDGE CITIZENS ADVICE BUREAUX

England & Wales - Charity number 900012

Accounts

Company registration number: 02373461

Charity registration number: 900012

Teignbridge Citizens Advice Bureaux

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2024

Teignbridge Citizens Advice Bureau

Contents

Reference and Administrative Details	1
Trustees' Report	2 to 6
Statement of Trustees' Responsibilities	7
Independent Examiner's Report	8
Statement of Financial Activities	9
Balance Sheet	10
Statement of Cash Flows	11
Notes to the Financial Statements	12 to 25

Teignbridge Citizens Advice Bureaux

Reference and Administrative Details

Principal Office

36-38 Market Walk
Newton Abbot
Devon
TQ12 2RX

Company Registration Number

02373461

Charity Registration Number

900012

Bankers

CAF Bank
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

Independent Examiner

Thompson Jenner LLP
Chartered Accountants
1 Colleton Crescent
Exeter
Devon
EX2 8BA

Teignbridge Citizens Advice Bureaux

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2024 which comply with current statutory requirements, the charity's governing documents and prepared in accordance with 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 2015) - (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

The Charity was incorporated on 18 April 1989 and is a company limited by guarantee, having no share capital. The maximum liability of each member is limited to £1. Teignbridge Citizens Advice Bureaux is governed by its memorandum and Articles of Association as amended in November 2010.

Trustees

Mr Andrew Wilson (Chair)

Mr Martin Bullen (Treasurer)

Mr Barry Dewhurst (Resigned 7 December 2023)

Mr Geoff Williams (Resigned 16 May 2024)

Mrs Maureen Winn Oakley

Mr Christopher Hole (Appointed 4 May 2023)

Mr Gregory Dyke (Appointed 29 June 2023)

Mrs Angela Richards

Mrs Lesley Sheffield

Objectives and activities

Objects and aims

The charity's objects are to promote any charitable purpose for the benefit of the community in Teignbridge, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Aims, Objectives, Strategies and Activities for the Year

Teignbridge Citizens Advice Bureaux aims to provide free, confidential, impartial and independent advice and information for the benefit of the local community. It aims to provide the advice people need for the problems they face, ensuring that individuals do not suffer from a lack of knowledge about their rights and responsibilities. The dual aim of the charity is to improve the policies and practices that affect people's lives.

Public Benefit

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the charity during the year. The trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

The principal activity of Teignbridge Citizens Advice Bureaux remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. This was provided through the Newton Abbot office and outreaches in Bovey Tracey, Buckfastleigh, Buckland, Dawlish and Teignmouth (see our website for information on our outreaches and how to get information and advice).

In addition to general advice the following projects were provided:

- **Family Law Clinic:** *legal consultancy and advice*
- **Action for Children:** *advice for users of children's centres in Devon*

Teignbridge Citizens Advice Bureaux

Trustees' Report

- **Buckfastleigh Food Bank:** *advice and support for users of the food bank*
- **Charging for Care:** *financial assessments for social care needs*
- **Cost of Living Project:** *generalist advice for people affected by the cost of living crisis*
- **Debt Advice Project**
- **EmPOWER:** *energy advice*
- **Health and Disability:** *complex welfare benefits problems*
- **HealthWatch:** *advice and advocacy for people using health or social care services*
- **Homes for Ukraine:** *advice and support for Ukrainian guests and those hosting them*
- **Household Support Fund**
- **Independent Age:** *generalist advice for older people*
- **IT Support:** *a paid for service offering competitively priced support for individuals, community groups and businesses*
- **MS Advocacy Project:** *for anyone who has or is affected by multiple sclerosis*
- **Quids for Kids:** *benefits advice service for families and young people with additional needs*
- **Training for Citizens Advice Devon**
- **Working-Age Carers Project:** *advice for carers*
- **Energy Advice Project (EAP):** *energy advice*
- **Access to Justice & Improving Lives through Advice:** *legal advice on family law issues*

Chair's Report

I have the pleasure to report on another successful year for this excellent local charity as it moves forward after the pressures of Covid.

It is always a pleasure to see more Trustees join us and we have welcomed Chris Hole onto the board having had a long career with National Citizens Advice. His experience will be most valuable.

Additionally, we welcomed Greg Dyke, an experienced Town Clerk, who brings with him vast knowledge of local authority working.

Barry Dewhurst retired as a Trustee but remains as Clerk to the Board a position that is of enormous help to me and our members. His diligence and attention to detail are second to none.

As ever, we look to diversify the board representation and seek new members from both community and commerce whose skills will contribute to sustain this organisation.

I am delighted that we continue to be represented at local authority level and I can report that Lin Goodman Bradbury an executive of Teignbridge District Council and Colin Parker from Newton Abbot Town Council have been elected on behalf of their councils to join us. Their support is most valuable.

My thanks go to our Treasurer for his financial planning and budgeting that plays such an important part in our development. Whilst uncertainty always plays a key part in our sustainability, Martin Bullen provides a constant stream of reports to the board for which we are most indebted

A visual presence at local events is most important to help raise our profile and we value the efforts of Lesley Sheffield and Angie Richards for their hard work and enterprise at such events, which this year included a fire walk, and various community fairs.

Our volunteers have shown their unwavering commitment during the year and I note with pleasure that numbers continue to increase. The Trustees acknowledge the importance of their work, and their loyalty and dedication. Often dealing with the most challenging problems their work is highly valued. As we continue to provide this excellent service, I am pleased that ongoing recruitment and training helps to keep our numbers at a high level.

Such work can be both demanding and stressful and with this in mind we have joined forces with the Dartmoor Centre for Counselling and Psychotherapy to provide free mental health support for all our staff and volunteers. Our volunteer representative, Karen Loader is always on hand to assist with referrals for this most valuable new service.

Teignbridge Citizens Advice Bureaux

Trustees' Report

As Chair, I have the privilege of being the first among equals leading a team of Trustees dedicated to overseeing the fortunes of this most important local charity. I am delighted to work with them and thank them for their unwavering support. My thanks must also go to our funders for continuing to recognise the difference that a free impartial advice service makes to the people of Teignbridge during uncertain and changing times.

I will continue to work with like-minded organisations and the Trustees of other local offices to ensure the sustainability of Citizens Advice Teignbridge.

Andrew Wilson
Chair, Trustee Board

Chief Officer's Report

We can all face problems that seem complicated or intimidating. At Citizens Advice Teignbridge, we believe no one should have to face these problems without good quality, independent advice.

We offer confidential advice online, over the phone, and in person, for free.

When we say we're for everyone, we mean it. People rely on us because we're independent and totally impartial.

No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today. With the right evidence, we can show big organisations – from companies right up to the government – how they can make things better for people.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

We are an independent charity and part of the Citizens Advice network. Most of our team are trained volunteers, and we are supported by local councils, a variety of specialist funders and the general public. We serve a population of 135,000 across Teignbridge. In 2023-24, we advised **6,837** unique clients (an increase of more than **1,000** on the previous year), dealing with **22,233** issues and securing income gains for clients of more than **£2.5 million**, which are mainly spent in the local economy on ordinary daily expenses.

In the last year, our clients have continued to struggle as a result of the cost of living crisis, with around **70%** of all enquiries prompted by the crisis. We have struggled to meet the demand but are satisfied that we have done our best to mitigate the worst effects on our clients of the cost of living crisis. The financial climate in recent years has made it significantly more difficult for funders to provide financial support for our services and there is more competition amongst voluntary sector organisations for the funds that are available. We are extremely grateful to our funders for their support and to our volunteers and staff for their unerring commitment and dedication to our clients.

The funding climate means that we have worked more closely with partners and stakeholders to create efficiencies and to secure funding for larger collaborative projects so that services can be provided across districts and counties. We are grateful, in particular, to our fellow local Citizens Advice offices and to Citizens Advice Devon of which we are all members.

Vincent Willson
Chief Officer

Teignbridge Citizens Advice Bureaux

Trustees' Report

Risk and uncertainty

A risk management strategy was agreed by the Trustee Board as part of the business planning process. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end Teignbridge Citizens Advice Bureaux is continually monitoring and managing its risk and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implantation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

Policy on reserves

Teignbridge Citizens Advice Bureaux is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The charity will maintain a projection of income for at least three years ahead and will ensure that this continues to be derived from as wide a variety of sources as possible. They will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the policy in 2024, it is clear that six months core costs, disregarding any recharges to projects, is approximately £155k.

If it became necessary to pay all project employees for three months without project funds that could add £91k to core costs. However, it is expected that the majority of project staff will be entitled to no more than four weeks redundancy pay and we usually have funds paid in advance into our accounts for projects so the related risk is significantly less. Based on redundancy calculations and eligibility for current project staff this reduces to £25k.

The Trustee Board has therefore resolved that £180k is our reserve target - £155k of which is six months of Core expenditure including any core redundancy requirements, plus £25k redundancy contingency for project staff.

At 31 March 2024, the total reserves were £331,393 (2023 - £327,756) of which represented unrestricted funds of £321,075 (2023 - £322,140), including £80,892 designated funds, and restricted funds of £10,318 (2023 - £5,616).

Plans for future periods

Going concern

The trustees have given due consideration to the impact of the cost of living crisis and the remaining long-term impact of Covid and the effect this may have on the charity and financial statements. At present, the trustees do not consider it to have a material impact on the balances included within the financial statements and do not consider it to cast any significant doubt upon the charity's ability to continue to operate as a going concern.

Structure, governance and management

Nature of governing document

Teignbridge Citizens Advice Bureaux is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to £1. Teignbridge Citizens Advice Bureaux is governed by its Memorandum and Articles of Association as amended in November 2010. Teignbridge Citizens Advice Bureaux was incorporated as a company limited by guarantee on 18th April 1989.

Teignbridge Citizens Advice Bureaux

Trustees' Report

Recruitment, Appointment of Trustees

Trustees who are also directors of the company, are elected from the local community. Trustees are elected at the Annual General Meeting. A separate process agreed by the Trustee Board is followed for the election of the Chair and other officers. No other persons or bodies external to the charity are entitled to appoint persons to the Trustee Board. The board understands the importance of the diversity of its trustees in regards to the Charity Governance Code and is mindful of this when going through the recruitment process for new trustees.

Induction of Trustees

Newly appointed trustees are provided with a comprehensive induction to Teignbridge Citizens Advice Bureau through the provision of training courses and mentoring by established trustees.

Related Parties

Teignbridge Citizens Advice Bureaux is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Teignbridge Citizens Advice Bureaux to fulfil its charitable objects and comply with the national membership requirements.

Organisational structure

Teignbridge Citizens Advice Bureaux 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 Teignbridge Citizens Advice Bureaux and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet every six weeks and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management.

Financial instruments

Objectives and policies

The charity's activities expose it to a number of financial risks including credit risk and liquidity risk.

Cash flow risk

Due to the nature of the charitable activities and assets held, risk in relation to cash flow is considered to be minimal, with funds being held in instant access UK bank accounts and our unrestricted reserves being held in free cash not tied up in fixed assets.

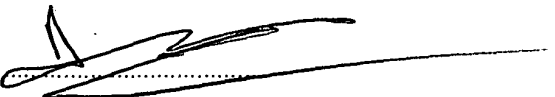
Credit risk

The charity's principal financial assets are bank balances. The credit risk on liquid funds is limited because the counterparties are banks with high credit-ratings assigned by international credit-rating agencies. The charity has no significant concentration of credit risk.

Liquidity risk

In order to maintain liquidity to ensure that sufficient funds are available for ongoing operations and future developments, the charity holds surplus funds in instant access bank accounts.

The annual report was approved by the trustees of the charity on 7/11/24 and signed on its behalf by



Andrew Willson (Chair)
Trustee

Teignbridge Citizens Advice Bureaux

Statement of Trustees' Responsibilities

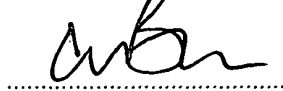
The trustees (who are also the directors of Teignbridge Citizens Advice Bureaux for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

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 charitable 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 apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the trustees of the charity on 7/11/24 and signed on its behalf by:



Martin Bullen (Treasurer)
Trustee

Teignbridge Citizens Advice Bureaux

Independent Examiner's Report to the Trustees

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2024 which are set out on pages 9 to 25.

Respective responsibilities of trustees and examiner

As the charity's trustees of Teignbridge Citizens Advice Bureaux (and also 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 Teignbridge Citizens Advice Bureaux 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 your charity's accounts as 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 Teignbridge Citizens Advice Bureaux'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 The Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no material 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 Teignbridge Citizens Advice Bureaux 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.


.....
David Tucker FCCA
The Association of Chartered Certified Accountants

1 Colleton Crescent
Exeter
Devon
EX2 4DG

Date: 2/12/24

Teignbridge Citizens Advice Bureaux
Statement of Financial Activities for the Year ended 31 March 2024
(Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £
Income and Endowments from:				
Charitable activities, donations & legacies	3	248,244	349,180	597,424
Investment income	4	7,803	-	7,803
Other income	5	6,758	-	6,758
Total income		<u>262,805</u>	<u>349,180</u>	<u>611,985</u>
Expenditure on:				
Charitable activities	6	(229,198)	(379,150)	(608,348)
Total expenditure		<u>(229,198)</u>	<u>(379,150)</u>	<u>(608,348)</u>
Net income		33,607	(29,970)	3,637
Transfers between funds		(34,672)	34,672	-
Net movement in funds		<u>(1,065)</u>	<u>4,702</u>	<u>3,637</u>
Reconciliation of funds				
Total funds brought forward		<u>322,140</u>	<u>5,616</u>	<u>327,756</u>
Total funds carried forward	19	<u>321,075</u>	<u>10,318</u>	<u>331,393</u>

	Note	Unrestricted funds £	Restricted funds £	Total 2023 £
Income and Endowments from:				
Charitable activities, donations & legacies	3	145,273	397,111	542,384
Investment income	4	2,999	-	2,999
Other income	5	4,224	5,000	9,224
Total income		<u>152,496</u>	<u>402,111</u>	<u>554,607</u>
Expenditure on:				
Charitable activities	6	(157,560)	(427,109)	(584,669)
Total expenditure		<u>(157,560)</u>	<u>(427,109)</u>	<u>(584,669)</u>
Net income		(5,064)	(24,998)	(30,062)
Transfers between funds		7,206	(7,206)	-
Net movement in funds		<u>2,142</u>	<u>(32,203)</u>	<u>(30,062)</u>
Reconciliation of funds				
Total funds brought forward		<u>319,998</u>	<u>37,819</u>	<u>357,817</u>
Total funds carried forward	19	<u>322,140</u>	<u>5,616</u>	<u>327,756</u>

All of the charity's activities derive from continuing operations during the above two periods. The funds breakdown for 2024 and 2023 is shown in note 19.

Teignbridge Citizens Advice Bureaux
(Registration Number: 02373461)
Balance sheet as at Year ended 31 March 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	12	14,925	19,795
Current assets			
Debtors	13	21,875	11,705
Investments	14	85,000	160,000
Cash at bank and in hand	15	328,739	198,513
		435,614	370,218
Creditors: Amounts falling due within one year	16	(119,146)	(62,257)
Net current assets		316,468	307,961
Net assets	20	331,393	327,756
Funds of the charity:			
Restricted		10,318	5,616
Unrestricted income funds			
Unrestricted funds		240,183	236,695
Designated funds		80,892	85,445
Total funds	20	331,393	327,756

For the financial year ending 31 March 2024 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements on pages 12 to 25 were approved by the trustees and authorised for issue on 7/11/24 and signed on their behalf by:



.....
Martin Bullen
Trustee

The notes of pages 12 to 25 form an integral part of these financial statements

Teignbridge Citizens Advice Bureaux

Statement of Cash Flows for the Year Ended 31 March 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net cash income/(expenditure)		3,637	(30,062)
Adjustments to cash flows from non-cash items			
Depreciation	12	4,870	5,237
Accrued expenses		(2,577)	4,132
Working capital adjustments			
Debtors	13	(10,170)	37,540
Creditors	16	(2,866)	5,371
(Decrease)/increase in deferred income	17	62,332	6,067
Net cash flows from operating activities		55,226	28,285
Cash flows from investing activities			
Purchase of tangible fixed assets	12	-	(22,772)
Net (decrease)/increase in cash and cash equivalents		55,226	5,513
Cash and cash equivalents at 1 April		358,513	353,000
Cash and cash equivalents at 31 March		413,739	358,513

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages 12 to 25 form an integral part of these financial statements.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

1 Charity status

The charity is incorporated in England and Wales and is a charity limited by guarantee and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

36-38 Market Walk
Newton Abbot
Devon TQ12 2RX

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

The financial statements have been prepared in accordance with 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 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation

Teignbridge Citizens Advice Bureaux 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 notes.

The financial statements are prepared in sterling, which is the functional currency of the charity.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Income and endowments

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Grant provisions

Provisions for grants are made when the intention to make a grant has been communicated to the recipient but there is uncertainty about either the timing of the grant or the amount of grant payable.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees' meetings and reimbursed expenses.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes

Tangible fixed assets

Individual fixed assets costing £750.00 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Computer equipment	33.33% on straight line basis
Office equipment	20% reducing balance
Leasehold improvements	Straight line basis over the remaining lifetime of the lease -

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post-retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

Financial instruments

Classification, recognition and measurement

The charity 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.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

3 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total funds £
Donations			
CATCH	8,000	-	8,000
Other donations	8,484	-	8,484
Grants			
Devon County Council Core Grant	77,307	-	77,307
Teignbridge District Council	52,130	-	52,130
Action for Children	-	18,600	18,600
Healthwatch	-	15,732	15,732
Quids4Kids	-	48,184	48,184
Victim Support	-	-	-
Devon Carers	-	-	-
Fairer Charging	-	6,900	6,900
Empower	-	1,256	1,256
MAPS	-	57,354	57,354
Access to Justice	-	32,058	32,058
Help to Claim	-	-	-
Multiple Sclerosis Advocacy	-	14,000	14,000
Household Support Fund (Fuel)	-	3,354	3,354
COVID Outbreak Management Fund (COMF)	-	-	-
Outreach	29,375	-	29,375
Homes for Ukraine	-	25,418	25,418
Awards for All	-	-	-
Clothworkers Guild	-	-	-
Trussell Trust	-	15,980	15,980
Mid Devon PCN	-	-	-
Independent Age	-	11,756	11,756
Community Organisations Cost of Living Fund	72,948	-	72,948
Growing Communities Fund (DCC)	-	6,000	6,000
National CA - Pot 1	-	15,000	15,000
National CA - Pot 2 (Increasing Capacity)	-	58,625	58,625
Energy Advice Project (EAP)	-	10,795	10,795
Improving Lives Through Advice (ILTA)	-	8,168	8,168
Total for 2024	248,244	349,180	597,424
Total for 2023	145,273	397,111	542,384

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

4 Income from investments

	Unrestricted funds General £	Restricted funds £	Total funds £
Bank interest receivable	7,803	-	7,803
Total for 2024	7,803	-	7,803
Total for 2023	2,999	-	2,999

5 Other income

	Unrestricted funds General £	Restricted funds £	Total funds £
Other income (training, IT support)	6,758	-	6,758
Total for 2024	6,758	-	6,758
Total for 2023	4,224	5,000	9,224

6 Expenditure on charitable activities by fund type

	Unrestricted funds General £	Restricted funds £	Total funds £
Charitable activities	159,048	342,843	501,891
Support Costs	70,150	36,307	106,457
Total for 2024	229,198	379,150	608,348
Total for 2023	157,560	427,109	584,669

Included in the expenditure analysed above, there are governance costs of £7,630 (2023 - £12,449) which relate directly to charitable activities. See note 7 for further details.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

7 Analysis of support and governance costs

	2024 £	2023 £
Staff costs	13,535	11,309
Premises	53,869	52,395
Communications and IT	13,952	17,105
General Office	8,237	7,148
Finance Costs	73	96
Governance costs	7,630	12,449
Depreciation, amortisation and other similar costs	4,870	5,237
Sundry expenses	335	191
Reference materials	2,688	6,050
Advertising and publicity	1,268	33
	106,457	112,013

Governance costs

	Total funds £
Independent examiner fees	2,560
Trustees remuneration and expenses	770
Legal & Consultancy fees (including payroll services)	4,300
Total for 2024	7,630
Total for 2023	12,449

8 Trustees remuneration and expenses

Trustee expenses amounted to £957 during the year in respect of travel and subsistence (2023 - £1,503). No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any other benefits from the charity during the year.

9 Staff costs

The aggregate payroll costs were as follows:

	2024 £	2023 £
Staff costs during the year were:		
Wages and salaries	420,893	404,905
Social security costs	25,867	25,344
Pension costs	14,867	19,208
	461,627	449,457

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

The average head count of employees during the year was 22 (2023 - 23). The monthly average number of persons (including senior management team) employed by the charity during the year expressed as full-time equivalents was as follows:

	2024 No	2023 No
Number of staff (FTE equivalent)	12	19

20 (2023 - 20) of the above employees participated in the Defined Contribution Pension Schemes. A further 4 employees had contributions made to private pension schemes (2023 - 4).

Contributions to the employee pension schemes for the year totalled £14,867 (2023 - £19,208).

No employee received emoluments of more than £60,000 during the year.

10 Independent examiner's remuneration

	2024 £	2023 £
Examination of the financial statements	2,560	2,430
Other financial services	-	4,500
	<u>2,560</u>	<u>6,930</u>

11 Taxation

The charity is a registered charity and is therefore exempt from taxation.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

12 Tangible fixed assets

	Land and Buildings £	Fixtures and Fittings £	Equipment £	Total £
Cost				
At 1 April 2023	106,205	26,592	36,874	169,671
Additions				
At 31 March 2024	106,205	26,592	36,874	169,671
Depreciation				
At 1 April 2023	87,988	25,014	36,874	149,876
Charge for the year	4,554	316		4,870
At 31 March 2024	92,542	25,330	36,874	154,746
Net book value				
At 31 March 2024	13,663	1,262	-	14,925
At 31 March 2023	18,217	1,578	-	19,795

13 Debtors

	2024 £	2023 £
Trade Debtors	13,670	7,268
Prepayments	8,205	4,437
	21,875	11,705

14 Investments

	2024 £	2023 £
Short-term investments	85,000	160,000

The investments are held in separate fixed-term notice and fixed-term maturity bank accounts.

15 Cash and cash equivalents

	2024 £	2023 £
Cash at bank	328,739	198,513
Short-term deposits	85,000	160,000
	413,739	358,513

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

16 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	9,479	8,022
Accruals	9,185	11,762
Deferred income	95,457	33,125
Social security and other taxes	-	6,108
Pension creditor	3,287	542
Other creditors	1,738	2,698
	<u>119,146</u>	<u>62,257</u>

17 Deferred income

	2024 £	2023 £
Deferred income at 1 April 2023	33,125	27,058
Resources deferred in the period	95,457	33,125
Amounts released from previous periods	<u>(33,125)</u>	<u>(27,058)</u>
Deferred income at year end	<u>95,457</u>	<u>33,125</u>

18 Pension and other schemes

The charity operates a defined contribution pension scheme to fulfil its auto-enrolment obligations. In addition, the charity has made arrangements with four employees to pay into other private pension schemes at the same percentage rate as the defined contribution scheme.

The pension cost charge for the year represents contributions payable by the charity to the schemes and amounted to £14,867 (2023 - £19,208).

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

19 Movement of Funds

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
General unrestricted (incl outreach)	236,694	189,857	(151,696)	(34,672)	240,183
Designated (Innovation)	80,000	-	-	-	80,000
Designated (HVAC depreciation)	5,446	-	(4,554)	-	892
Community Organisations Cost of Living Fund	-	72,948	(72,948)	-	-
	322,140	262,805	(229,198)	(34,672)	321,075
Restricted funds					
Action for Children	1,990	18,600	(19,333)	-	1,257
Healthwatch	-	15,732	(15,732)	-	-
Quids4Kids	1,525	48,184	(49,082)	-	627
Victim Support	-	-	-	-	-
Devon Carers	-	-	-	-	-
Fairer Charging	-	6,900	(11,095)	4,195	-
Empower	2,101	1,256	(3,357)	-	-
Debt Project (MAPS)	-	57,354	(57,354)	-	-
Access to Justice	-	32,058	(62,535)	30,477	-
Help to Claim	-	-	-	-	-
Multiple Sclerosis Advocacy	-	14,000	(14,000)	-	-
Household Support Fund (Fuel)	-	3,354	(3,354)	-	-
COVID Outbreak Management Fund (COMF)	-	-	-	-	-
Homes for Ukraine	-	25,418	(16,984)	-	8,434
Awards for All	-	-	-	-	-
Clothworkers Guild	-	-	-	-	-
Trussell Trust	-	15,980	(15,980)	-	-
Mid Devon PCN	-	-	-	-	-
Independent Age	-	11,756	(11,756)	-	-
HITS Foodbank	-	-	-	-	-
National CA - Pot 1	-	15,000	(15,000)	-	-
Growing Communities Fund (DCC)	-	6,000	(6,000)	-	-
National CA - Pot 2	-	58,625	(58,625)	-	-
Energy Advice Project (EAP)	-	10,795	(10,795)	-	-
Improving Lives Through Advice	-	8,168	(8,168)	-	-
Total restricted funds	5,616	349,180	(379,150)	34,672	10,318
Total funds	327,756	611,985	(608,348)	-	331,393

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

19 Movement of Funds

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Unrestricted funds					
General unrestricted (incl outreach)	239,998	152,496	(157,560)	1,760	236,694
Designated (Innovation)	80,000	-	-	-	80,000
Designated (HVAC depreciation)	-	-	-	5,446	5,446
	<u>319,998</u>	<u>152,496</u>	<u>(157,560)</u>	<u>7,206</u>	<u>322,140</u>
Restricted funds					
Action for Children	5,684	16,100	(19,794)	-	1,990
Healthwatch	-	15,838	(15,838)	-	-
Quids4Kids	2,083	48,184	(48,742)	-	1,525
Victim Support	-	5,141	(5,141)	-	-
DASWAC/ABC	-	-	-	-	-
Devon Carers	-	7,925	(7,925)	-	-
Fairer Charging	-	13,143	(13,143)	-	-
Heat Well for Less	-	-	-	-	-
Empower	4,307	12,178	(14,385)	-	2,101
Debt Project (MAPS)	-	49,212	(49,212)	-	-
Access to Justice...	25,745	143,157	(168,902)	-	-
Help to Claim	-	1,760	-	(1,760)	-
Multiple Sclerosis Advocacy	-	14,000	(14,000)	-	-
Household Support Fund (TDC)	-	-	-	-	-
Household Support Fund (Fuel)	-	1,152	(1,152)	-	-
COVID Outbreak Management Fund (COMF)	-	10,240	(10,240)	-	-
Homes for Ukraine	-	23,778	(23,778)	-	-
Awards for All	-	10,000	(10,000)	-	-
Clothworkers Guild	-	10,000	(4,554)	(5,446)	-
Trussell Trust	-	3,995	(3,995)	-	-
Mid Devon PCN	-	7,052	(7,052)	-	-
Independent Age	-	4,256	(4,256)	-	-
HITS Foodbank	-	5,000	(5,000)	-	-
Total restricted funds	<u>37,819</u>	<u>402,111</u>	<u>(427,109)</u>	<u>(7,206)</u>	<u>5,616</u>
Total funds	<u>357,817</u>	<u>554,607</u>	<u>(584,669)</u>	<u>-</u>	<u>327,756</u>

During the year unrestricted funds were transferred to unrestricted reserves. The transfer is on the basis that conditions relating to certain grants have been satisfied.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

Restricted Funds

Action for Children - a grant received to provide advice for users of children's centres in Devon. The service can provide a free benefit check, help with claiming benefits and give guidance on financial management. It can also help parents understand how getting a job or changing the hours they work would affect their income and benefits.

Healthwatch Devon - a grant from Citizens Advice Devon to employ a Healthwatch Champion to assist clients in need.

Quids 4 Kids - a contractual arrangement with Devon County Council through Citizens Advice Devon to provide an income maximisation service for families with disabled children.

Victim Care Network - a grant received to provide emotional and practical support services for victims of crime.

Devon Advice Services for Workings Age Carers (DASWAC) - provided by Devon County Council through Citizens Advice Devon to provide an advice service for working age carers.

Devon Carers Project - funding provided by Devon Carers through Citizens Advice Devon to provide an income maximisation service for Devon's carers.

Fairer charging (Charging for Care) - a grant received to provide benefits advice.

Heat Well for Less - Provides advice and information on fuel poverty. It encompasses advice and assistance on bills and meter issues, fuel debt, minimising costs (e.g., tariffs, discounts, grants), switching suppliers and energy efficiency.

Empower - Replaced Heat Well for Less providing advice and information on fuel poverty. It encompasses advice and assistance on bills and meter issues, fuel debt, minimising costs (e.g., tariffs, discounts, grants), switching suppliers and energy efficiency.

Debt Project (MAPS) - This project takes referrals from the core service for clients needing assistance with managing problem debt and it enables clients to make informed decisions on options for longer term solutions

Access to Justice - a project which takes referrals from local Citizens Advice offices across Devon and provides legal advice to clients in areas of social welfare law, including in particular, family and employment law. It is designed for clients who would otherwise be left without access to legal advice.

Help to Claim (Universal Credit) - this was the set-up period, including recruitment and training, for a new national project 'Help to Claim' due to launch in April 2019. This will offer support to clients with making a new claim for Universal Credit, from opening an account to receiving their first full payment.

Multiple Sclerosis Advocacy - enables the charity to employ a project worker to delivery general advice to clients and families affected by MS.

Household Support Fund (TDC) - Project in partnership with Teignbridge District Council to using the Household Support Fund to support those most in need of help with significantly rising living costs.

Household Support Fund (Fuel) - Separate HSF project in partnership with other LCAs specifically for the distribution of fuel vouchers for Devon clients on prepayment meters.

Contain Outbreak Management Fund (COMF) - funding provided through local government to fund LCA staff to help support clients to reduce the spread of coronavirus and support local public health.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

Homes for Ukraine – funding provided through the government's Homes for Ukraine Scheme through Teignbridge CVS to provide help and support to Ukrainian families resettled in the Teignbridge area.

Awards for All – a grant received to improve access to outreach and other services for our clients and to improve our advice infrastructure resources.

Clothworkers Guild – a grant received from the Clothworkers guild to upgrade the organisation's office air filtration system. Under the terms of reference for our depreciation policy, part of this grant has funded depreciation of the asset in its first year and the remaining funds have been transferred to core to be held in a designated depreciation fund for the asset.

Trussell Trust– funding provided by the Trussell Trust to provide advisory services and support to users of the foodbank in Buckfastleigh.

Mid Devon PCN – funding provided by Mid Devon PCN to provide advisory services and support to patients at GP surgeries across the Mid Devon PCN area.

Independent Age – funding provided by Independent Age to work in partnership with the Caring charities (Ashburton & Buckfastleigh Caring; Kingsteignton & Newton Abbot Caring and Teignmouth, Dawlish & Chudleigh Caring) to provide advisory services, support and home visits to clients over the ages of 65.

HITS Foodbank – funding provided by HITS Foodbank to provide direct support to clients through third party provider Charis in the form of food vouchers or other necessities such as white goods.

Community Organisations Cost of Living Fund

This grant from the National Lottery was a contribution to our core funding and enabled us to increase our capacity to meet the rising demand for advice connected with the cost of living crisis.

Growing Communities Fund

This fund allowed us to provide 5 days of training to local voluntary groups and social prescribing link workers in Teignbridge to enhance their ability to support the advice needs of some of the most marginalised residents in the district.

National CA – Pot 1

This grant from national Citizens Advice enabled us to employ a member staff to further increase our capacity to meet the rising demand for advice connected with the cost of living crisis at a time when it was particularly difficult to recruit volunteers.

National CA – Pot 2

This grant from National Citizens Advice enables us to increase our Adviceline capacity by funding 2 FTE advisers, one based at South hams and one at Teignbridge.

Energy Advice Project (EAP)

This project funds a specialist energy adviser to help tackle fuel poverty.

Improving Lives Through Advice (ILTA)

This grant from the Access to Justice Foundation funds a Legal Services Manager and Legal Adviser to provide legal advice on family law issues for litigants in person who are not eligible for legal aid but who cannot afford to pay for legal advice.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2024

20 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2024 £
Tangible fixed assets	14,925	-	14,925
Current assets	425,296	10,318	435,614
Current liabilities	(119,146)	-	(119,146)
Total net assets	321,075	10,318	331,393

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2023 £
Tangible fixed assets	19,795	-	19,795
Current assets	364,602	5,616	370,218
Current liabilities	(62,257)	-	(62,257)
Total net assets	322,140	5,616	327,756

21 Related party transactions

Two of the member organisations, Devon County Council and Teignbridge District Council, provide substantial funding to enable the charity to carry out its charitable objectives as shown in note 3 to the accounts.

22 Operating Leases

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2024 £	2023 £
Not later than a year	26,914	23,520
Later than one year and not later than five years	74,014	88,200
	<u>100,928</u>	<u>111,720</u>

TEIGNBRIDGE CITIZENS ADVICE BUREAUX

England & Wales - Charity number 900012

Accounts

Company registration number: 02373461

Charity registration number: 900012

Teignbridge Citizens Advice Bureaux

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2023

Teignbridge Citizens Advice Bureaux

Contents

Reference and Administrative Details	1
Trustees' Report	2 to 6
Statement of Trustees' Responsibilities	7
Independent Examiner's Report	8
Statement of Financial Activities	9
Balance Sheet	10
Statement of Cash Flows	11
Notes to the Financial Statements	12 to 25

Teignbridge Citizens Advice Bureaux

Reference and Administrative Details

Principal Office

36-38 Market Walk
Newton Abbot
Devon
TQ12 2RX

Company Registration Number

02373461

Charity Registration Number

900012

Bankers

CAF Bank
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

Independent Examiner

Thompson Jenner LLP
Chartered Accountants
1 Colleton Crescent
Exeter
Devon
EX2 8BA

Teignbridge Citizens Advice Bureaux

Trustees' Annual Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2023 which comply with current statutory requirements, the charity's governing documents and prepared in accordance with 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 2015) - (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

The Charity was incorporated on 18 April 1989 and is a company limited by guarantee, having no share capital. The maximum liability of each member is limited to £1. Teignbridge Citizens Advice Bureaux is governed by its memorandum and Articles of Association as amended in November 2010.

Trustees

Mr Andrew Wilson (Chair)

Mr Martin Bullen (Treasurer)

Mr Barry Dewhurst

Mr Geoff Williams

Mrs Maureen Winn Oakley

Mr Christopher Hole (Appointed 4 May 2023)

Mr Gregory Dyke (Appointed 29 June 2023)

Mrs Angela Richards (Appointed 9 September 2022)

Mrs Lesley Sheffield (Appointed 9 September 2022)

Mrs Helen Maclaine (Resigned 9 September 2022)

Mr Roger Bacon (Resigned 20 May 2022)

Mrs Linda Randall (Resigned 25 November 2022)

Objectives and activities

Objects and aims

The charity's objects are to promote any charitable purpose for the benefit of the community in Teignbridge, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Aims, Objectives, Strategies and Activities for the Year

Teignbridge Citizens Advice Bureaux aims to provide free, confidential, impartial and independent advice and information for the benefit of the local community. It aims to provide the advice people need for the problems they face, ensuring that individuals do not suffer from a lack of knowledge about their rights and responsibilities. The dual aim of the charity is to improve the policies and practices that affect people's lives.

Public Benefit

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the charity during the year. The trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

Teignbridge Citizens Advice Bureaux

Trustees' Annual Report

The principal activity of Teignbridge Citizens Advice Bureaux remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. This was provided through the Newton Abbot office and outreaches in Bovey Tracey, Buckfastleigh, Buckland, Dawlish and Teignmouth (see our website for information on our outreaches and how to get information and advice).

In addition to general advice the following projects were provided:

- **Access to Justice:** *legal consultancy and advice*
- **Action for Children:** *advice for users of Children's Centres in Devon*
- **Buckfastleigh Food Bank:** *advice and support for users of the food bank*
- **Charging for Care:** *financial assessments for social care needs*
- **Cost of Living Project:** *generalist advice for people affected by the cost of living crisis*
- **Debt Advice Project**
- **EmPOWER:** *energy advice*
- **Health and Disability:** *complex welfare benefits problems*
- **HealthWatch:** *advice and advocacy for people using health or social care services*
- **Homes for Ukraine:** *advice and support for Ukrainian guests and those hosting them*
- **Household Support Fund**
- **Independent Age:** *generalist advice for older people*
- **IT Support:** *a paid for service offering competitively priced support for individuals community groups and businesses*
- **MS Advocacy Project:** *for anyone who has or is affected by multiple sclerosis*
- **Quids for Kids:** *benefits advice service for families and young people with additional needs*
- **Training for Citizens Advice Devon**
- **Victim Care -** *advice for victims of crime*
- **Working-Age Carers Project -** *advice for carers*

Chair's Report

The Board continues to review its resources and service delivery in the light of the pressures on funding and an uncertain environment. Many challenges remain, not least the demand for our services from those who are excluded in the community. We also anticipate the funding environment will be very difficult for the foreseeable future and our finance team meet regularly to examine all possible revenue streams whilst enjoying success in applying for external grants.

Over this last year we have demonstrated we can respond rapidly to changing circumstances with the provision of an Innovation Fund that allows us to anticipate events with confidence thus continuing to provide a continuous high standard of service for the community of Teignbridge

Allied to the ability to manage the finances effectively, the Charity must maintain the highest standards of corporate governance to ensure the organisation is well run and worth supporting. The standards are maintained through an effective Board of Trustees and having a good working relationship with the Operational Staff led by Vincent Willson.

Despite the pressures of meeting the issues in this volatile environment, we again achieved the highest rating in all areas of our operation for our annual audit and achieved the Advice Quality Standard accreditation.

The Trustee Board underwent change during this year in that we sadly lost the services of our longest serving member Linda Randall who has given unequalled help for 30 years. Helen Maclaine who organised many of our promotional activities has also left us after many years of volunteering both as an adviser and a trustee. We owe them all a debt of thanks for their most loyal support. We are

Teignbridge Citizens Advice Bureaux

Trustees' Annual Report

delighted to welcome Lesley Sheffield to the board whose knowledge of local council affairs will be most welcome. Angie Richards has now joined us with responsibility for publicity & local fundraising.

I believe the Trustee Board is in the strongest position with a wide range of skills and experience to take us forward to meet the challenges ahead. We will continue to work closely with other like-minded organisations to explore new initiatives for the way forward. Our Trustees meet regularly to promote ongoing training that is vital to keep the governance effective. I am grateful to all my colleagues for their loyal work which is vital to the ongoing success of this amazing charity.

My sincere thanks, as ever, go to our funders who allow us to continue to provide the very best service to the people of Teignbridge.

Andrew Wilson
Chair, Trustee Board

Chief Officer's Report

Our purpose is to meet the advice needs of our clients. We do this by providing information and support to help them find a way forward with the problems they face. We also try to influence policies and procedures so that clients face fewer problems; so that the way forward is easier to navigate. We are forever trying to ensure that our capacity to help matches the need.

In the last year, the cost-of-living crisis has resulted in a level of need not reached for many years. About **70%** of the issues we dealt with this year were directly linked with the cost of living crisis, centring on income (benefits), debt, housing and fuel poverty. The steep and long running rise in inflation follows on from the economic shock of the pandemic and all sectors, including the voluntary sector, have been affected. It is harder now for us to recruit volunteers. Our running costs have increased. Many charitable funders have less money with greater calls on their funds than in previous years, meaning that fewer applications by charities like our own for funding have been successful. Although Government and local authorities have found additional funds to help the most disadvantaged in society, much of the additional funding has been short term and is now running out. All of this makes it harder for us to meet the growing need.

Although times are hard both for us, for our funders and, most importantly, for our clients, the commitment, skill, knowledge and dedication of our staff and volunteers have made a remarkable difference to our clients. In 2022-23, we advised **5,692** individual clients. We carried out over **20,000** activities with them: face to face interviews, telephone calls, video calls, emails, letters. We helped them with over **17,500** issues and secured over **£2.2 million** of additional income for them, with the overwhelming majority of this income being spent in the local economy.

We have worked effectively in partnership with a wide range of local and national organisations to improve our ability collectively to support our clients and we are proud of our achievements. (We have been working particularly closely with Citizens Advice South Hams.) We have provided a wide range of generalist and specialist advice.

We owe a debt of gratitude to our funders, to local County, District, Town and Parish Councils, to our other funders and to our Trustees. None of the work we do would be possible without them or without the dedication of our paid staff and our volunteers, who remain the mainstay of our advice service. We aim to continue to recruit and support more volunteers to help meet the desperate needs of our clients in these challenging times.

Vincent Willson
Chief Officer

Teignbridge Citizens Advice Bureaux

Trustees' Annual Report

Risk and uncertainty

A risk management strategy was agreed by the Trustee Board as part of the business planning process. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end Teignbridge Citizens Advice Bureaux is continually monitoring and managing its risk and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implantation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

Policy on reserves

Teignbridge Citizens Advice Bureaux is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The charity will maintain a projection of income for at least three years ahead and will ensure that this continues to be derived from as wide a variety of sources possible. They will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, the Trustees have determined that the funds retained in "free" reserves should be increased to be equal to 6 months of all operating expenditure rather than just core and have therefore increase the reserves policy to £130,000 (previously £80,000 for six months of core expenditure). In addition, the Trustees have determined that a further reserve of £20,000 should be maintained for redundancy and £80,000 of reserves should be designated for an Innovation Reserve Fund designed to provide the organisation with the financial flexibility to respond promptly to significant changes in funding and new opportunities. At 31 March 2023, the total reserves were £327,756 (2022 - £357,817) of which represented unrestricted funds of £322,140 (2022 - £319,998), including £85,446 designated funds and restricted funds of £5,616 (2022 - £37,819).

Plans for future periods

Going concern

The trustees have given due consideration to the impact of the cost of living crisis and the remaining long-term impact of Covid-and the effect this may have on the charity and financial statements. At present, the trustees do not consider it to have a material impact on the balances included within the financial statements and do not consider it to cast any significant doubt upon the charity's ability to continue to operate as a going concern.

Structure, governance and management

Nature of governing document

Teignbridge Citizens Advice Bureaux is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to £1. Teignbridge Citizens Advice Bureaux is governed by its Memorandum and Articles of Association as amended in November 2010. Teignbridge Citizens Advice Bureaux was incorporated as a company limited by guarantee on 18th April 1989.

Recruitment, Appointment of Trustees

Trustees who are also directors of the company, are elected from the local community. Trustees are elected at the Annual General Meeting. A separate process agreed by the Trustee Board is followed for

Teignbridge Citizens Advice Bureaux

Trustees' Annual Report

the election of the Chair and other officers. No other persons or bodies external to the charity are entitled to appoint persons to the Trustee Board. The board understands the importance of the diversity of its trustees in regards to the Charity Governance Code and is mindful of this when going through the recruitment process for new trustees.

Induction of Trustees

Newly appointed Trustees are provided with a comprehensive induction to Teignbridge Citizens Advice Bureau through the provision of training courses and mentoring by established trustees.

Related Parties

Teignbridge Citizens Advice Bureaux is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Teignbridge Citizens Advice Bureaux in order to fulfil its charitable objects and comply with the national membership requirements.

Organisational structure

Teignbridge Citizens Advice Bureaux 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 Teignbridge Citizens Advice Bureaux and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet every six weeks and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management.

Financial instruments

Objectives and policies

The charity's activities expose it to a number of financial risks including credit risk and liquidity risk.

Cash flow risk

Due to the nature of the charitable activities and assets held, risk in relation to cash flow is considered to be minimal, with funds being held in instant access UK bank accounts and our unrestricted reserves being held in free cash not tied up in fixed assets.

Credit risk

The charity's principal financial assets are bank balances. The credit risk on liquid funds is limited because the counterparties are banks with high credit-ratings assigned by international credit-rating agencies. The charity has no significant concentration of credit risk.

Liquidity risk

In order to maintain liquidity to ensure that sufficient funds are available for ongoing operations and future developments, the charity holds surplus funds in instant access bank accounts.

The annual report was approved by the trustees of the charity on 23/11/23 and signed on its behalf by



Geoff Williams (Acting Chair)
Trustee

Teignbridge Citizens Advice Bureaux

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Teignbridge Citizens Advice Bureaux for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

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 charitable 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 apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the trustees of the charity on 23/4/23 and signed on its behalf by:



.....
Geoff Williams (Acting Chair)
Trustee

Teignbridge Citizens Advice Bureaux

Independent Examiner's Report to the Trustees

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2023 which are set out on pages 9 to 28.

Respective responsibilities of trustees and examiner

As the charity's trustees of Teignbridge Citizens Advice Bureaux (and also 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 Teignbridge Citizens Advice Bureaux 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 your charity's accounts as 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 Teignbridge Citizens Advice Bureaux'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 The Association of Chartered Certified Accountants, 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 Teignbridge Citizens Advice Bureaux 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.


.....
David Tucker FCCA
The Association of Chartered Certified Accountants

1 Colleton Crescent
Exeter
Devon
EX2 4DG

Date: 24 November 2023

Teignbridge Citizens Advice Bureaux

Statement of Financial Activities for the Year Ended 31 March 2023 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2023 £
Income and Endowments from:				
Charitable activities, donations & legacies	3	145,273	397,111	542,384
Investment income	4	2,999	-	2,999
Other income	5	4,224	5,000	9,224
Total income		<u>152,496</u>	<u>402,111</u>	<u>554,607</u>
Expenditure on:				
Charitable activities	6	(157,560)	(427,109)	(584,669)
Total expenditure		<u>(157,560)</u>	<u>(427,109)</u>	<u>(584,669)</u>
Net income		(5,064)	(24,998)	(30,062)
Transfers between funds		7,206	(7,206)	-
Net movement in funds		<u>2,142</u>	<u>(32,203)</u>	<u>(30,062)</u>
Reconciliation of funds				
Total funds brought forward		319,998	37,819	357,817
Total funds carried forward	19	<u>322,140</u>	<u>5,616</u>	<u>327,756</u>

	Note	Unrestricted funds £	Restricted funds £	Total 2022 £
Income and Endowments from:				
Charitable activities, donations & legacies	3	153,467	371,678	525,145
Investment income	4	746	-	746
Other income	5	11,636	23,885	35,521
Total income		<u>165,849</u>	<u>395,563</u>	<u>561,412</u>
Expenditure on:				
Charitable activities	6	(125,338)	(409,466)	(534,804)
Total expenditure		<u>(125,338)</u>	<u>(409,466)</u>	<u>(534,804)</u>
Net income		40,511	(13,903)	26,608
Transfers between funds		(4,666)	4,666	-
Net movement in funds		<u>35,845</u>	<u>(9,237)</u>	<u>26,608</u>
Reconciliation of funds				
Total funds brought forward		284,153	47,056	331,209
Total funds carried forward	19	<u>319,998</u>	<u>37,819</u>	<u>357,817</u>

All of the charity's activities derive from continuing operations during the above two periods. The funds breakdown for 2022 is shown in note 19.

Teignbridge Citizens Advice Bureaux
(Registration Number: 02373461)
Balance Sheet as at 31 March 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	12	19,795	2,261
Current assets			
Debtors	13	11,705	49,245
Investments	14	160,000	160,000
Cash at bank and in hand	15	198,513	193,000
		<u>370,218</u>	<u>402,245</u>
Creditors: Amounts falling due within one year	16	<u>(62,257)</u>	<u>(46,689)</u>
Net current assets		<u>307,961</u>	<u>355,556</u>
Net assets	20	<u>327,756</u>	<u>357,817</u>
Funds of the charity:			
Restricted		5,616	37,819
Unrestricted income funds			
Unrestricted funds		236,695	239,998
Designated funds		<u>85,445</u>	<u>80,000</u>
Total funds	20	<u>327,756</u>	<u>357,817</u>

For the financial year ending 31 March 2023 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements on pages 12 to 28 were approved by the trustees and authorised for issue on 23/11/23 and signed on their behalf by:



.....
 Geoff Williams
 Trustee

Teignbridge Citizens Advice Bureaux

Statement of Cash Flows for the Year Ended 31 March 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash income/(expenditure)		(30,062)	26,608
Adjustments to cash flows from non-cash items			
Depreciation	12	5,237	7,387
Accrued expenses		4,132	2,053
Working capital adjustments			
Debtors	13	37,540	(37,424)
Creditors	16	5,371	4,390
(Decrease)/increase in deferred income	17	6,067	-
Net cash flows from operating activities		28,285	3,014
Cash flows from investing activities			
Purchase of tangible fixed assets	12	(22,772)	-
Net (decrease)/increase in cash and cash equivalents		5,513	3,014
Cash and cash equivalents at 1 April		353,000	349,986
Cash and cash equivalents at 31 March		358,513	353,000

All of the cash flows are derived from continuing operations during the above two periods.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

1 Charity status

The charity is incorporated in England and Wales and is a charity limited by guarantee and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

36-38 Market Walk
Newton Abbot
Devon TQ12 2RX

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

The financial statements have been prepared in accordance with 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 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation

Teignbridge Citizens Advice Bureaux 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 notes.

The financial statements are prepared in sterling, which is the functional currency of the charity.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Income and endowments

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Grant provisions

Provisions for grants are made when the intention to make a grant has been communicated to the recipient but there is uncertainty about either the timing of the grant or the amount of grant payable.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees' meetings and reimbursed expenses.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes

Tangible fixed assets

Individual fixed assets costing £750.00 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Computer equipment	33.33% on straight line basis
Office equipment	20% reducing balance
Leasehold improvements	Straight line basis over the remaining lifetime of the lease

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

Financial instruments

Classification, recognition and measurement

The Charity 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.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

3 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total funds £
Donations			
CATCH	9,000	-	9,000
Other donations	4,901	-	4,901
Grants			
Devon County Council Core Grant	63,292	-	63,292
Teignbridge District Council	52,130	-	52,130
Action for Children	-	16,100	16,100
Healthwatch	-	15,838	15,838
Quids4Kids	-	48,184	48,184
Victim Support	-	5,141	5,141
DASWAC/ABC	-	-	-
Devon Carers	-	7,925	7,925
Fairer Charging	-	13,143	13,143
Heat Well for Less	-	-	-
Empower	-	12,178	12,178
MAPS	-	49,212	49,212
Access to Justice	-	143,157	143,157
Help to Claim	-	1,760	1,760
Multiple Sclerosis Advocacy	-	14,000	14,000
Household Support Fund (TDC)	-	-	-
Household Support Fund (Fuel)	-	1,152	1,152
COVID Outbreak Management Fund (COMF)	-	10,240	10,240
Outreach	15,950	-	15,950
Homes for Ukraine	-	23,778	23,778
Awards for All	-	10,000	10,000
Clothworkers Guild	-	10,000	10,000
Trussell Trust	-	3,995	3,995
Mid Devon PCN	-	7,052	7,052
Independent Age	-	4,256	4,256
Total for 2023	145,273	397,111	542,384
Total for 2022	153,467	371,678	525,145

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

4 Income from investments

	Unrestricted funds General £	Restricted funds £	Total funds £
Bank interest receivable	2,999	-	2,999
Total for 2023	2,999	-	2,999
Total for 2022	746	-	746

5 Other income

	Unrestricted funds General £	Restricted funds £	Total funds £
Other income (training, IT support)	4,224	-	4,224
Partner funds (HITS Foodbank)	-	5000	5000
Total for 2023	4,224	5000	9,224
Total for 2022	11,636	23,885	35,521

6 Expenditure on charitable activities by fund type

	Unrestricted funds General £	Restricted funds £	Total funds £
Charitable activities	127,622	345,034	472,656
Support Costs	29,938	82,075	112,013
Total for 2023	157,560	427,109	584,669
Total for 2022	125,338	409,466	534,804

Included in the expenditure analysed above, there are governance costs of £17,686 (2022 - £18,531) which relate directly to charitable activities. See note 7 for further details.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

7 Analysis of support and governance costs

	2023 £	2022 £
Staff costs	11,309	8,923
Premises	52,395	42,793
Communications and IT	17,105	13,429
General Office	7,148	5,480
Finance Costs	96	90
Governance costs	12,449	9,250
Depreciation, amortisation and other similar costs	5,237	7,387
Sundry expenses	191	1,175
Reference materials	6,050	4,510
Advertising and publicity	33	59
	112,013	94,990

Governance costs

	Total funds £
Independent examiner fees	4,500
Examination of the financial statements	2,430
Trustees remuneration and expenses	1,503
Legal & Consultancy fees	4,016
Total for 2023	12,449
Total for 2022	9,250

8 Trustees remuneration and expenses

Trustee expenses amounted to £1,503 during the year in respect of travel and subsistence (2022 - £1,894). No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any other benefits from the charity during the year.

9 Staff costs

The aggregate payroll costs were as follows:

	2023 £	2022 £
Staff costs during the year were:		
Wages and salaries	404,905	374,211
Social security costs	25,344	21,569
Pension costs	19,208	10,379
	449,457	406,159

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

The average head count of employees during the year was 27 (2022-23). The monthly average number of persons (including senior management team) employed by the charity during the year expressed as full-time equivalents was as follows:

	2023 No	2022 No
Number of staff (FTE equivalent)	19	18

20 (2022-18) of the above employees participated in the Defined Contribution Pension Schemes. A further 4 employees had contributions made to private pension schemes (2022-4).

Contributions to the employee pension schemes for the year totalled £19,208 (2022 - £10,379).

No employee received emoluments of more than £60,000 during the year.

10 Independent examiner's remuneration

	2023 £	2022 £
Examination of the financial statements	2,430	1,900
Other financial services	4,500	2,340
	<u>6,930</u>	<u>4,240</u>

11 Taxation

The charity is a registered charity and is therefore exempt from taxation.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

12 Tangible fixed assets

	Land and Buildings £	Fixtures and Fittings £	Equipment £	Total £
Cost				
At 1 April 2022	83,433	26,592	36,874	146,899
Additions	22,772			22,772
At 31 March 2023	<u>106,205</u>	<u>26,592</u>	<u>36,874</u>	<u>169,671</u>
Depreciation				
At 1 April 2022	83,433	24,619	36,586	144,638
Charge for the year	4,554	395	288	5,237
At 31 March 2023	<u>87,987</u>	<u>25,014</u>	<u>36,874</u>	<u>149,875</u>
Net book value				
At 31 March 2023	<u>18,218</u>	<u>1,578</u>	-	<u>19,796</u>
At 31 March 2022	-	1,973	288	<u>2,261</u>

13 Debtors

	2023 £	2022 £
Trade Debtors	7,268	38,108
Prepayments	4,437	11,137
	<u>11,705</u>	<u>49,245</u>

14 Investments

	2023 £	2022 £
Short-term investments	<u>160,000</u>	<u>160,000</u>

The investments are held in separate fixed-term notice and fixed-term maturity bank accounts.

15 Cash and cash equivalents

	2023 £	2022 £
Cash at bank	198,513	193,000
Short term deposits	160,000	160,000
	<u>358,513</u>	<u>353,000</u>

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

16 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	8,022	4,452
Accruals	11,762	7,632
Deferred income	33,125	27,058
Social security and other taxes	6,108	6,786
Pension creditor	542	105
Other creditors	2,698	656
	<u>62,257</u>	<u>46,689</u>

17 Deferred income

	2023 £	2022 £
Deferred income at 1 April 2022	27,058	34,367
Resources deferred in the period	33,125	27,058
Amounts released from previous periods	<u>(27,058)</u>	<u>(34,367)</u>
Deferred income at year end	<u>33,125</u>	<u>27,058</u>

18 Pension and other schemes

The charity operates a defined contribution pension scheme to fulfil its auto-enrolment obligations. In addition, the charity has made arrangements with four employees to pay into other private pension schemes at the same percentage rate as the defined contribution scheme.

The pension cost charge for the year represents contributions payable by the charity to the schemes and amounted to £19,208 (2022 - £10,379). Costs to the pension schemes were inflated this year due to discovery of missed historical contributions for some staff following a pension review.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

19 Movement of Funds

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Unrestricted funds					
General unrestricted (incl outreach)	239,998	152,496	(157,560)	1,760	236,694
Designated (Innovation)	80,000	-	-	-	80,000
Designated (HVAC depreciation)	-	-	-	5,446	5,446
	<u>319,998</u>	<u>152,496</u>	<u>(157,560)</u>	<u>7,206</u>	<u>322,140</u>
Restricted funds					
Action for Children	5,684	16,100	(19,794)	-	1,990
Healthwatch	-	15,838	(15,838)	-	-
Quids4Kids	2,083	48,184	(48,742)	-	1,525
Victim Support	-	5,141	(5,141)	-	-
DASWAC/ABC	-	-	-	-	-
Devon Carers	-	7,925	(7,925)	-	-
Fairer Charging	-	13,143	(13,143)	-	-
Heat Well for Less	-	-	-	-	-
Empower	4,307	12,178	(14,385)	-	2,101
Debt Project (MAPS)	-	49,212	(49,212)	-	-
Access to Justice	25,745	143,157	(168,902)	-	-
Help to Claim	-	1,760	-	(1,760)	-
Multiple Sclerosis Advocacy	-	14,000	(14,000)	-	-
Household Support Fund (TDC)	-	-	-	-	-
Household Support Fund (Fuel)	-	1,152	(1,152)	-	-
COVID Outbreak Management Fund (COMF)	-	10,240	(10,240)	-	-
Homes for Ukraine	-	23,778	(23,778)	-	-
Awards for All	-	10,000	(10,000)	-	-
Clothworkers Guild	-	10,000	(4,554)	(5,446)	-
Trussell Trust	-	3,995	(3,995)	-	-
Mid Devon PCN	-	7,052	(7,052)	-	-
Independent Age	-	4,256	(4,256)	-	-
HITS Foodbank	-	5,000	(5,000)	-	-
Total restricted funds	<u>37,819</u>	<u>402,111</u>	<u>(427,109)</u>	<u>(7,206)</u>	<u>5,616</u>
Total funds	<u>357,817</u>	<u>554,607</u>	<u>(584,669)</u>	<u>-</u>	<u>327,756</u>

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
Unrestricted funds					
General unrestricted (incl outreach)	284,153	165,849	(125,338)	(84,666)	239,998
Designated	-	-	-	80,000	80,000
	<u>284,153</u>	<u>165,849</u>	<u>(125,338)</u>	<u>(4,666)</u>	<u>319,998</u>
Restricted funds					
Action for Children	8,289	16,100	(18,705)	-	5,684
Healthwatch	-	13,158	(13,158)	-	-
Quids4Kids	6,052	48,184	(52,153)	-	2,083
Victim Support	-	5,141	(5,141)	-	-
DASWAC/ABC	-	8,181	(8,181)	-	-
Devon Carers	-	4,725	(4,725)	-	-
Fairer Charging	-	14,356	(14,356)	-	-
Heat Well for Less	-	1,265	(1,265)	-	-
Empower	-	8,041	(3,734)	-	4,307
Debt Project (MAPS)	5,589	38,438	(44,027)	-	-
Access to Justice	24,215	144,418	(142,888)	-	25,745
Help to Claim	2,911	29,776	(32,687)	-	-
Multiple Sclerosis Advocacy	-	6,000	(6,000)	-	-
Household Support Fund (TDC)	-	32,674	(37,340)	4,666	-
Household Support Fund (Fuel)	-	2,284	(2,284)	-	-
COVID Outbreak Management Fund (COMF)	-	22,822	(22,822)	-	-
Total restricted funds	<u>47,056</u>	<u>395,563</u>	<u>(409,466)</u>	<u>4,666</u>	<u>37,819</u>
Total funds	<u>331,209</u>	<u>561,412</u>	<u>(534,804)</u>	<u>-</u>	<u>357,817</u>

During the year restricted funds were transferred to unrestricted reserves. The transfer is on the basis that conditions relating to certain grants have been satisfied.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

Restricted Funds

Action for Children - a grant received to provide advice for users of Children's Centres in Devon. The service can provide a free benefit check, help with claiming benefits and give guidance on financial management. It can also help parents understand how getting a job or changing the hours they work would affect their income and benefits.

Healthwatch Devon - a grant from Citizens Advice Devon to employ a Healthwatch Champion to assist clients in need.

Quids 4 Kids - a contractual arrangement with Devon County Council through Citizens Advice Devon to provide an income maximisation service for families with disabled children.

Victim Care Network - a grant received to provide emotional and practical support services for victims of crime.

Devon Advice Services for Workings Age Carers (DASWAC) - provided by Devon County Council through Citizens Advice Devon to provide an advice service for working age carers.

Devon Carers Project - funding provided by Devon Carers through Citizens Advice Devon to provide an income maximisation service for Devon's carers.

Fairer charging (Charging for Care) - a grant received to provide benefits advice.

Heat Well for Less - Provides advice and information on fuel poverty. It encompasses advice and assistance on bills and meter issues, fuel debt, minimising costs (e.g., tariffs, discounts, grants), switching suppliers and energy efficiency.

Empower - Replaced Heat Well for Less providing advice and information on fuel poverty. It encompasses advice and assistance on bills and meter issues, fuel debt, minimising costs (e.g., tariffs, discounts, grants), switching suppliers and energy efficiency.

Debt Project (MAPS) - This project takes referrals from the core service for clients needing assistance with managing problem debt and it enables clients to make informed decisions on options for longer term solutions

Access to Justice - a project which takes referrals from local Citizens Advice offices across Devon and provides legal advice to clients in areas of social welfare law, including in particular, family and employment law. It is designed for clients who would otherwise be left without access to legal advice.

Help to Claim (Universal Credit) - this was the set-up period, including recruitment and training, for a new national project 'Help to Claim' due to launch in April 2019. This will offer support to clients with making a new claim for Universal Credit, from opening an account to receiving their first full payment.

Multiple Sclerosis Advocacy - enables the charity to employ a project worker to deliver general advice to clients and families affected by MS.

Household Support Fund (TDC) - Project in partnership with Teignbridge District Council to using the Household Support Fund to support those most in need of help with significantly rising living costs.

Household Support Fund (Fuel) - Separate HSF project in partnership with other LCAs specifically for the distribution of fuel vouchers for Devon clients on prepayment meters.

Contain Outbreak Management Fund (COMF) - funding provided through local government to fund LCA staff to help support clients to reduce the spread of coronavirus and support local public health.

Homes for Ukraine - funding provided through the government's Homes for Ukraine Scheme through Teignbridge CVS to provide help and support to Ukrainian families resettled in the Teignbridge area.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

Awards for All – a grant received to improve access to outreach and other services for our clients and to improve our advice infrastructure resources.

Clothworkers Guild – a grant received from the Clothworkers guild to upgrade the organisation's office air filtration system. Under the terms of reference for our depreciation policy, part of this grant has funded depreciation of the asset in its first year and the remaining funds have been transferred to core to be held in a designated depreciation fund for the asset.

Trussell Trust – funding provided by the Trussell Trust to provide advisory services and support to users of the foodbank in Buckfastleigh.

Mid Devon PCN – funding provided by Mid Devon PCN to provide advisory services and support to patients at GP surgeries across the Mid Devon PCN area.

Independent Age – funding provided by Independent Age to work in partnership with the Caring charities (Ashburton & Buckfastleigh Caring; Kingsteignton & Newton Abbot Caring and Teignmouth, Dawlish & Chudleigh Caring) to provide advisory services, support and home visits to clients over the ages of 65.

HITS Foodbank – funding provided by HITS Foodbank to provide direct support to clients through third party provider Charis in the form of food vouchers or other necessities such as white goods.

Teignbridge Citizens Advice Bureaux

Notes to the Financial Statements for the Year Ended 31 March 2023

20 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2023 £
Tangible fixed assets	19,795	-	19,795
Current assets	364,602	5,616	370,218
Current liabilities	(62,257)	-	(62,257)
Total net assets	322,140	5,616	327,756

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2022 £
Tangible fixed assets	2,261	-	2,261
Current assets	364,426	37,819	402,245
Current liabilities	(46,689)	-	(46,689)
Total net assets	319,998	37,819	357,817

21 Related party transactions

Two of the member organisations, Devon County Council and Teignbridge District Council, provide substantial funding to enable the charity to carry out its charitable objectives as shown in note 3 to the accounts.

22 Operating Leases

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2023 £	2022 £
Not later than a year	23,520	17,644
Later than one year and not later than five years	88,200	29,406
	111,720	47,050

Teignbridge Citizens Advice Bureaux

Management Information for the Year Ended 31 March 2023

The following pages do not form part of the financial statements.

Teignbridge Citizens Advice Bureaux

Detailed Statement of Financial Activities for the Year Ended 31 March 2023

Income from charitable activities

	2023 £	2022 £
Donations & grants		
CATCH	9,000	5,250
Other donations	4,901	915
Devon County Council Core Grant	63,292	63,292
Teignbridge District Council	52,130	52,130
Action for Children	16,100	16,100
Healthwatch	15,838	13,158
Quids4Kids	48,184	48,184
Victim Support	5,141	5,141
DASWAC/ABC	-	8,181
Devon Carers	7,925	4,725
Fairer Charging	13,143	14,356
Heat Well for Less	-	1,265
Empower	12,178	8,041
MAPS	49,212	38,438
Access to Justice	143,157	144,418
Help to Claim	1,760	29,776
Multiple Sclerosis Advocacy	14,000	6,000
Household Support Fund (TDC)	-	8,789
Household Support Fund (Fuel)	1,152	2,284
COVID Outbreak Management Fund (COMF)	10,240	22,822
Outreach	15,950	21,880
National CA (Single Queue)	-	10,000
Homes for Ukraine	23,778	-
Awards for All	10,000	-
Clothworkers Guild	10,000	-
Trussell Trust	3,995	-
Mid Devon PCN	7,052	-
Independent Age	4,256	-
	542,384	525,145
Investment Income		
Bank interest	2,999	746
Other income		
Partner funds (2023 - HITS foodbank; 2022 - HSF TDC)	5000	23,885
Rental income	-	300
Other income	4,224	11,336
	9,224	35,521
Total Income	554,607	561,412

Teignbridge Citizens Advice Bureaux

Detailed Statement of Financial Activities for the Year Ended 31 March 2023

Expenditure on charitable activities

	2023 £	2022 £
Activities undertaken directly		
Wages and salaries	404,905	374,211
Employers NIC	25,344	21,569
Pension costs	19,208	10,379
Other LCA adviser fees	6,761	8,592
Travel costs	6,551	158
Other interest payable and similar charges	-	-
Other direct costs	4,886	1,020
Partner Payments	5,000	23,885
	472,656	439,814
 Support Costs		
Operating leases	26,356	25,258
Equipment rental	4,957	4,957
Utility expenses	4,026	3,943
Repairs & maintenance	16,269	9,644
Insurance	5,744	3,949
Sundry expenses	191	1,175
Book-keeping	5,772	3,742
Professional fees	4,016	4,201
Independent Examiner's fee	6,930	5,048
Telephone	4,270	5,789
Printing, postage and stationery	7,148	5,480
Depreciation	5,237	7,387
Staff and training costs	5,536	5,181
Information and books	6,050	4,510
Photocopier and computer	7,878	2,683
Advertising and publicity	32	59
Trustees expenses	1,503	1,894
Bank charges	96	90
	112,013	94,990
 Total expenditure	 584,669	 534,804
 Net Income	 (30,062)	 26,608

TEIGNBRIDGE CITIZENS ADVICE BUREAUX

England & Wales - Charity number 900012

Accounts



Trustees' Annual Report for the period

From 01 April 2021 To 31 March 2022

Charity name: Citizens Advice Teignbridge

Charity registration number: 900012

Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	Public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular for the benefit of the community in Teignbridge District and surrounding areas
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	Providing advice to 6,882 clients in the reporting period, helping them to prevent and to solve problems while enabling them to secure £2,105,380 of additional income, much of it being recycled directly into the local economy.
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	The Trustees review the Memorandum of Association each year and receive regular reports to confirm the public benefit resulting from our activity.

Additional information (optional)

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	Not applicable
Policy on social investment including program related investment	Para 1.38	Not applicable
Contribution made by volunteers	Para 1.38	During the reporting period our volunteers contributed 27,550 hours of work with an estimated value of £458,636 based upon the H M Treasury approved model.
Other		

--	--	--

Achievements and Performance

	SORP reference	
Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.	Para 1.20	<p>We advised 6,882 clients dealing with 18,753 issues.</p> <p>Using national guidelines it is estimated that for every £1 invested in our service we generate £6.11 savings for the government, £41.97 in wider economic and social benefits and £18.78 of financial value for the people we help.</p>

Additional information (optional)

You may choose to include further statements where relevant about:

Achievements against objectives set	Para 1.41	<p>We advised more people in 2021-22 on more issues than in 2020-21.</p> <p>We also took steps to improve access to advice by offering innovative ways of clients contacting us e.g. advice via video.</p>
Performance of fundraising activities against objectives set	Para 1.41	<p>The Trustee Board monitors fundraising objectives and activity via reports to every meeting. 2020-201 objectives were exceeded.</p>
Investment performance against objectives	Para 1.41	<p>Our investment strategy primary objective remains the minimisation of risk. That said, with historically low interest rates, the returns on investments were not significant however in 2022-23 rates are expected to improve and the Investment strategy will be reviewed.</p>
Other		

Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	Our financial position at year end is better than budget. There is forecast to be a deficit in 2022-23 due the cessation of some large and long term projects and the impact of cost of living increases, however, we carry sufficient reserves to cushion the impact.
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	The reserves Policy was reviewed and approved during the reporting year
Amount of reserves held	Para 1.22	£239,998 unrestricted; £80,000 designated; £37,819 restricted
Reasons for holding zero reserves	Para 1.22	
Details of fund materially in deficit	Para 1.24	
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	The independent examiner reports "There are no material uncertainties about the charity's ability to continue"

Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	Our principal sources of funds are Devon County Council, Teignbridge District Council, Access To Justice Foundation and Help to Claim. We also received similar funds from schemes for Covid-19 support and recovery.
Investment policy and objectives including any social investment policy adopted	Para 1.46	The Investment Policy and strategy will be reviewed in 2022-23.
A description of the principal risks facing the charity	Para 1.46	Financially these are cost of living increases, inflation and pressure on our principle funders to cut costs. Operationally the pressure on our services due from clients struggling with cost of living increases, inflation, debt, homelessness and job security is impacting on our volunteers and staff while the challenges of recruitment of volunteers is affected by the same factors.
Other		

Structure, Governance and Management

Description of charity's trusts:		
Type of governing document (trust deed, royal charter)	Para 1.25	Trust deed
How is the charity constituted? (e.g unincorporated association, CIO)	Para 1.25	Company Limited by Guarantee and not having a Share Capital
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	Trustees are elected from the local community with particular attention to ensuring diversity of representation. All new Trustees undergo selection interviews and induction training before election at the Annual General Meeting. Ongoing training, mentoring and supervision is also provided

Additional information (optional)

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	Trustee skills audit is undertaken annually and this informs our recruitment strategy. A fully documented induction is provided for all Trustees.
The charity's organisational structure and any wider network with which the charity works	Para 1.51	The trustees carry the ultimate responsibility for the conduct of Citizens Advice Teignbridge while day-to-day operation is delegated to senior management.
Relationship with any related parties	Para 1.51	We have contracts in place with Citizens Advice South Hams to share financial management and training resources to our mutual benefit.
Other		

Reference and Administrative details

Charity name	Teignbridge Citizens Advice Bureaux
Other name the charity uses	Citizens Advice Teignbridge
Registered charity number	900012

Charity's principal address	36-38 Market Walk Newton Abbot Devon TQ12 2RX

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Mr Andrew Wilson	Chair		
2	Mrs Linda Randall			
3	Mr Barry Dewhurst	Clerk to the Board		
4	Mrs Helen Maclaine			
5	Mr Roger Randall	Treasurer	Resigned 2 February 2022	
6	Mr Frank Bond		Resigned 8 October 2021)	
7	Mr Martin Bullen	Treasurer (from 3 February 2022)	Appointed 8 October 2021	
8	Mr Geoff Williams		Appointed 8 October 2021)	
9	Mrs Maureen Winn Oakley		Appointed 8 October 2021)	
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

Corporate trustees - names of the directors at the date the report was approved

Director name		

Name of trustees holding title to property belonging to the charity

Trustee name	Dates acted if not for whole year	

Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	

Additional information (optional)

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
Independent Examiner	Mr R Smith (FCA), Thomas Westcott LLP, Chartered Accountants	Pettitor House, Nicholson Road Torquay, Devon TQ2 7TD

Name of chief executive or names of senior staff members (Optional information)

Mr Vincent Willson

Exemptions from disclosure

Reason for non-disclosure of key personnel details

--

Other optional information

--

Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)

--	--

Full name(s)

Barry Dewhurst	
----------------	--

Position (eg
Secretary, Chair, etc)

Clerk to the Board	
--------------------	--

Date

20/01/2023

NUMBER:02373461

900012

COMPANY REGISTRATION

CHARITY REGISTRATION NUMBER:

**Teignbridge Citizens Advice Bureaux
Company Limited by Guarantee
Unaudited Financial Statements
31 March 2022**

Teignbridge Citizens Advice Bureaux
Company Limited by Guarantee
Financial Statements
Year ended 31 March 2022

	Page
Trustees' annual report (incorporating the director's report)	1
Independent examiner's report to the trustees	7
Statement of financial activities (including income and expenditure account)	8
Statement of financial position	9
Statement of cash flows	10
Notes to the financial statements	11
The following pages do not form part of the financial statements	
Detailed statement of financial activities	24

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2022

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2021.

Reference and administrative details

Registered charity name Teignbridge Citizens Advice Bureaux

Charity registration number 900012

Company registration number 02373461

Principal office and registered office
36-38 Market Walk
Newton Abbot
Devon
TQ12 2RX

The trustees

Mr Andrew Wilson (Chair)	
Mrs Linda Randall	
Mr Barry Dewhurst	
Mrs Helen Maclaine	
Mr Roger Randall	(Resigned 2 February 2022)
Mr Frank Bond	(Resigned 8 October 2021)
Mr Martin Bullen	(Appointed 8 October 2021)
Mr Geoff Williams	(Appointed 8 October 2021)
Mrs Maureen Winn Oakley	(Appointed 8 October 2021)
Mr Roger Bacon	(Appointed 8 October 2021 and resigned 20 May 2022)

Treasurer Mr Martin Bullen

Chief executive Mr Vincent Willson

Independent examiner Mr S R Smith (FCA)
Westcotts
Chartered Accountants
Petitor House
Nicholson Road
Torquay
Devon
TQ2 7TD

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2022

Structure, governance and management

Governing Document

Teignbridge Citizens Advice Bureau is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to £1. Teignbridge Citizens Advice Bureau is governed by its Memorandum and Articles of Association as amended in November 2010.

Teignbridge Citizens Advice Bureau was incorporated as a company limited by guarantee on 18th April 1989.

Organisational Structure

Teignbridge Citizens Advice Bureau 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 Teignbridge Citizens Advice Bureau and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet every six weeks and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management.

Recruitment, Appointment of Trustees

Trustees who are also directors of the company, are elected from the local community. Trustees are elected at the Annual General Meeting. A separate process agreed by the Trustee Board is followed for the election of the Chair and other officers. No other persons or bodies external to the charity are entitled to appoint persons to the Trustee Board.

The board understands the importance of the diversity of its trustees in regards to the Charity Governance Code and is mindful of this when going through the recruitment process for new trustees.

Induction of Trustees

Newly appointed Trustees are provided with a comprehensive induction to Teignbridge Citizens Advice Bureau through the provision of training courses and mentoring by established trustees.

Related Parties

Teignbridge Citizens Advice Bureau is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Teignbridge Citizens Advice Bureau in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

Major risks

A risk management strategy was agreed by the Trustee Board as part of the business planning process. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end Teignbridge Citizens Advice Bureau is continually monitoring and managing its risk and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources.

Internal risks are minimised by the implantation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) (continued)

Year ended 31 March 2022

Objectives and activities

Objectives

The charity's objects are to promote any charitable purpose for the benefit of the community in Teignbridge, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Aims, Objectives, Strategies and Activities for the Year

Teignbridge Citizens Advice Bureau aims to provide free, confidential, impartial and independent advice and information for the benefit of the local community. The bureau aims to provide the advice people need for the problems they face, ensuring that individuals do not suffer from a lack of knowledge about their rights and responsibilities. The dual aim of the bureau is to improve the policies and practices that affect people's lives.

To obtain the necessary funding to provide the additional services and applications were made to various local and national providers of community finance.

Public Benefit

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the bureau during the year. The trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

The principal activity of Teignbridge Citizens Advice Bureau remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. This was provided through bureaux at Dawlish and Newton Abbot.

In addition to general advice the following projects were provided:-

1. Benefits advice to families who have children with special needs
2. Legal advice to clients
3. General advice to individuals and families affected by MS
4. General advice to clients affected by the welfare reform programme
5. Fairer Charging assessments for people requiring care and support services
6. Advice and advocacy for people using health or social services. Advisory services were provided through face-to-face consultations, telephone advice lines and various outreach services
7. Advice on issues that can improve financial circumstances and give children a better start in life
8. Advice and information on fuel poverty
9. Increasing debt advice capacity
10. Household Support Fund supporting those most in needs of help with significantly rising living costs.
11. Advice on energy efficiencies and cost-savings in the home

Contribution of Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity.

115 (2021 - 87) volunteers contributed approximately 33,120 (2021 - 33,000) hours of work to the bureau during the year. Based on the value of volunteer hours used by the Office of National Statistics, the value of volunteering in 2021/22 was worth £375,180.

Achievements and performance

Charitable Activities

During the year the charity helped 6884 (2021 - 6,550) clients with 18,757 (2021 - 16,541) issues. The majority of issues related to benefits (40%), housing (10%), debt (7%), relationships and family (7%), employment (6%) and utilities and communications. Other areas of advice included: consumer, health, immigration, financial capability, legal issues, travel and transport and tax.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) (continued)

Year ended 31 March 2022

Achievements and performance

Charitable Activities (continued)

Clients were predominately advised by phone (42%) and e-mail (34%), in person (2%), by letter (4%), via webchat (2%) and by video call (1%).

As a result of the advice given, clients received £2,111,635 (2021 - £1,354,904) of new financial income. This income will have a major impact on the lives of the individual clients but will also have a local impact with the majority of this income being spent in the local economy.

Investment Activities

The charity currently holds material investments in fixed-term notice and fixed-term maturity accounts.

Factors Affecting the Achievement of Objectives

The charity is only too well aware of the financial pressures experienced by its major funds and in view of this has taken active measures to seek additional sources of funding for its services and to generally widen the companies funding base.

Financial review

Total incoming resources for the year have increased to £561,412 (2021 - £502,050) and of this £395,563 (2021 - £272,617) related to project restricted income. The overall increase has arisen due to a number of short-term grants being added during the year and increased Covid-related government funds to support clients in need such as the Household Support Fund and the Covid Outbreak Management Fund.

The total expenditure has increased to £534,804 (2021 - £422,039), arising largely from the increased costs related to additional funding streams.

There was a surplus of income over expenditure during the year of £26,608 (2021 - surplus of £80,011).

Both the liquidity and cash flow risks of the charity are considered to be low, due to the nature of the current assets held and the payment terms from the core funders.

Reserves Policy

Teignbridge Citizens Advice Bureau is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The Bureaux will maintain a projection of income for at least three years ahead and will ensure that this continues to be derived from as wide a variety of sources possible. They will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, the Trustees have determined that "free" reserves should be maintained equal to 6 months core operating expenditure (50% of £150,000 based on 2021/22) i.e. £75,000. In addition, the Trustees have determined that £80,000 of reserves should be designated for an Innovation Reserve Fund designed to provide the organisation with the financial flexibility to respond promptly to significant changes in funding and new opportunities. At 31 March 2022, the total reserves were £357,817 (2020 - £331,209) of which represented unrestricted funds of £319,998 (2021 - £284,153), including £80,000 designated funds and restricted funds of £37,819 (2021 - £47,056).

Principal Funding Sources

The trustees extend their gratitude to Devon County Council and Teignbridge District Council, who continued to support the core operating capacity of the charity.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2022

Principal Funding Sources *(continued)*

The trustees are also grateful for the additional core funding received from the town councils of Dawlish, Newton Abbot, Teignmouth, Kingsteignton, Buckfastleigh and Exminster.

Project-specific funding was received from the MS Society and Citizens Advice nationally. To deliver its projects the charity worked in partnership with organisations including departments of local councils and other charities within the CAB Devon consortium.

The charity did not have any borrowings from either providers of funding or other sources at the balance sheet date.

Plans for future periods

The charity will seek to maintain its core funding and maintain or replace project-specific funding, looking for new opportunities to secure additional funding or improve service delivery.

Report from the Chair

I am delighted to report on the activities of this remarkable local charity which does so much to help the people of Teignbridge.

We rely heavily on the work of our governing board who freely give their time and expertise.

It is always sad to lose the services of our dedicated trustees and, in this respect, I would like to pay tribute to Roger Randall who served for seven years as our treasurer. We rely on accurate financial reporting to sustain us and Roger has been a diligent and trustworthy colleague.

Frank Bond retired having served as our governance lead ensuring we complied with all matters of compliance and reporting.

I have always tried to ensure that the Trustee Board represents all aspects of the community and our recruitment policy aims to ensure no one is excluded from giving their time to govern this business and we value skills however much time one is able to give.

I am delighted to have recruited new trustees to cover all areas of governance and I am pleased to welcome Geoff Williams who has taken responsibility for strategic planning and Martin Bullen who takes over our compliance group ensuring we maintain accurate recording and comply with current regulations.

It is most important that our volunteers are properly represented and Karen Loader has been elected as their representative on the board.

This being my sixth year as chair my thoughts on having had the privilege to serve this important charity is one of great pride in serving such a worthwhile organisation within the community and one I will relinquish with pride.

Our continuing growth in the most difficult time shows that we are without doubt a leader in the provision of free and impartial advice having sustained our position during the most challenging time. Without doubt we owe a great deal of gratitude to all of our trustees who continue to support our volunteers and management.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2022

Report from the Chair *(continued)*

My final remarks are left to thank our funders who continue to support our work and with whom we enjoy a remarkable relationship.

Trustees' responsibilities statement

The trustees, who are also directors 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 charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the 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 in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities and for the maintenance and integrity of the corporate and financial information on the company's website.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 4 November 2022 and signed on behalf of the board of trustees by:

.....
Mr Andrew Wilson
Trustee

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of Teignbridge Citizens Advice Bureaux

Year ended 31 March 2022

I report to the trustees on my examination of the financial statements of Teignbridge Citizens Advice Bureaux ('the charity') for the year ended 31 March 2022.

Responsibilities and basis of report

As the trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements 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 charity's accounts as 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 charity'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 the Institute of Chartered Accountants in England and Wales (ICAEW), 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 charity as required by section 386 of the 2006 Act; or
2. the financial statements do not accord with those records; or
3. the financial statements 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 financial statements 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.

.....
Mr S R Smith (FCA)
Independent Examiner
Westcotts
Chartered Accountants
Petitor House
Nicholson Road
Torquay
Devon, TQ2 7TD

Teignbridge Citizens Advice Bureaux
Company Limited by Guarantee
Statement of Financial Activities
(including income and expenditure account)

Year ended 31 March 2022

		2022	2021
	Note	Unrestricted funds £	Restricted funds £
		£	Total funds £
Income and endowments			
Donations and legacies	5	153,467	371,678
Investment income	6	746	-
Other income	7	11,636	23,885
Total income		<u>165,849</u>	<u>395,563</u>
Expenditure			
Expenditure on charitable activities	8	125,338	409,466
Total expenditure		<u>125,338</u>	<u>409,466</u>
Transfers between funds		(4,666)	4,666
Net income/(expenditure) and net movement in funds		<u>35,845</u>	<u>(9,237)</u>
Reconciliation of funds			
Total funds brought forward		284,153	47,056
Total funds carried forward		<u>319,998</u>	<u>37,819</u>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The notes on page 11 to 22 form part of these financial statements.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Statement of Financial Position

31 March 2022

	Note	2022 £	£	2021 £
Fixed assets				
Tangible fixed assets	14		2,261	9,648
Current assets				
Debtors	15	49,245		11,821
Investments	16	160,000		160,000
Cash at bank and in hand		193,000		189,986
		402,245		361,807
Creditors: amounts falling due within one year	17	46,689		40,246
Net current assets			355,556	321,561
Total assets less current liabilities			357,817	331,209
Net assets			357,817	331,209
Funds of the charity				
Restricted funds			37,819	47,056
Unrestricted funds			239,998	284,153
Designated funds			80,000	-
Total charity funds	20		357,817	331,209

For the year ending 31 March 2022 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

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

These financial statements were approved by the board of trustees and authorised for issue on 4 November 2022 and are signed on behalf of the board by:

.....
Mr Andrew Wilson
Trustee

The notes on page 11 to 22 form part of these financial statements.

- 9 -

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2022

	Note	2022 £	2021 £
Cash flows from operating activities			
Net income/(expenditure)		26,608	80,011
<i>Adjustments for:</i>			
Depreciation of tangible fixed assets		7,387	7,510
Other interest receivable and similar income		(746)	(784)
Interest payable and similar charges		-	2
Accrued expenses		2,053	227
<i>Changes in:</i>			
Trade and other debtors		(37,474)	(2,880)
Trade and other creditors		4,390	(1,072)
Cash generated from operations		2,218	83,014
Interest paid		-	(2)
Interest received		796	1,157
Net cash from operating activities		3,014	84,169
		=====	=====
Cash flows from investing activities			
Purchase of tangible assets		-	(1,076)
Net cash used in investing activities		-	(1,076)
		=====	=====
Net increase/(decrease) in cash and cash equivalents		3,014	83,093
Cash and cash equivalents at beginning of year		349,986	266,893
Cash and cash equivalents at end of year	17	353,000	349,986
		=====	=====

The notes on page 11 to 22 form part of these financial statements.

- 10 -

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2022

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 36-38 Market Walk, Newton Abbot, Devon, TQ12 2RX.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Cash and cash equivalents

Cash is represented by cash in hand and deposits with financial institutions repayable without penalty on notice of not more than 24 hours. Cash equivalents are highly liquid investments that mature in no more than three months from the date of acquisition and that are readily convertible to known amounts of cash with insignificant risk of change in value.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

3. Accounting policies *(continued)*

Incoming resources

All income is included in the statement of financial activities when the charity is entitled to the income, any performance related conditions attached have been met or are fully within the control of the charity, the income is considered probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Donations and legacy income is received by way of donations, legacies, grants and gifts and is included in full in the Statement of Financial Activities when receivable. Where legacies have been notified to the charity but the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material.
- Investment income is included when receivable.
- Income from other charitable activities are accounted for when earned.
- Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.
- Income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Costs of raising funds comprise the costs associated with attracting donations, grants and legacies and the costs of trading for fundraising purposes.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.
- All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis, as set out in the notes to the accounts.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

3. Accounting policies *(continued)*

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Leasehold Property	-	Straight line over the life of the asset
Fixtures and Fittings	-	20% reducing balance
Equipment	-	33% straight line

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash value or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

4. Limited by guarantee

Teignbridge Citizens Advice Bureau is a company limited by guarantee and accordingly does not have a share capital.

Every member of the company undertakes to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Donations			
CATCH	5,250	-	5,250
Other donations	915	-	915
Grants			
Devon County Council	63,292	-	63,292
Teignbridge District Council	52,130	-	52,130
CA - Fairer Charging	-	14,355	14,355
Action For Children	-	16,100	16,100
Devon Welfare Rights Unit - Quids for Kids	-	48,184	48,184
Access To Justice	-	144,418	144,418
Help To Claim	-	29,776	29,776
Victim Support	-	5,141	5,141
Multiple Sclerosis Advocacy	-	6,000	6,000
Heat Well For Less	-	1,265	1,265
Empower	-	8,041	8,041
Debt Project	-	38,439	38,439
COVID-19 funding	-	-	-
Outreach	21,880	-	21,880
National CA (Single Queue)	10,000	-	10,000
Healthwatch	-	13,158	13,158
Warburtons funding	-	-	-
DASWAC	-	8,181	8,181
Devon Carers	-	4,725	4,725
Household Support Fund (TDC)	-	8,789	8,789
Household Support Fund (Fuel)	-	2,284	2,284
Covid Outbreak Management Fund (COMF)	-	22,822	22,822
Other	-	-	-
	<u>153,467</u>	<u>371,678</u>	<u>525,145</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Donations			
CATCH	5,000	-	5,000

Other donations

3,623

-

3,623

- 14 -

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

5. Donations and legacies *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Grants			
Devon County Council	63,322	-	63,322
Teignbridge District Council	52,130	-	52,130
CA - Fairer Charging	-	16,073	16,073
Action For Children	-	16,500	16,500
Devon Welfare Rights Unit - Quids for Kids	-	29,584	29,584
Access To Justice	-	114,322	114,322
Help To Claim	-	37,665	37,665
Supporting Victims of Domestic and Sexual Abuse	10,240	-	10,240
Multiple Sclerosis Advocacy	-	14,000	14,000
Heat Well For Less	-	7,728	7,728
Debt Project	-	16,876	16,876
COVID-19 funding	38,018	-	38,018
Outreach	15,542	-	15,542
CAB Devon	10,000	-	10,000
Healthwatch	-	12,119	12,119
Warburtons funding	6,000	-	6,000
Other	9,953	-	9,953
	<u>213,828</u>	<u>264,867</u>	<u>478,695</u>

6. Investment income

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Bank interest receivable	<u>746</u>	<u>746</u>	<u>784</u>	<u>784</u>

7. Other income

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Other income	11,336	-	11,336
Partner funds (HSF)	-	23,885	23,885
Rental income	300	-	300
	<u>11,636</u>	<u>23,885</u>	<u>35,521</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Other income	11,371	7,750	19,121
Rental income	<u>3,450</u>	<u>-</u>	<u>3,450</u>

14,821

7,750

22,571

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Charitable activities	80,337	359,477	439,814
Support costs	45,001	49,989	94,990
	<u>125,338</u>	<u>409,466</u>	<u>534,804</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Charitable activities	131,440	206,736	338,176
Support costs	54,919	28,944	83,863
	<u>186,359</u>	<u>235,680</u>	<u>422,039</u>

9. Analysis of support costs

	Analysis of support costs £	Total 2022 £	Total 2021 £
Staff costs	8,923	8,923	6,307
Premises	42,793	42,793	36,828
Communications and IT	13,429	13,429	12,765
General office	5,480	5,480	3,017
Finance costs	90	90	69
Governance costs	9,250	9,250	11,722
Sundry expenses	1,175	1,175	698
Depreciation	7,387	7,387	7,510
Reference materials	4,510	4,510	4,275
Advertising and publicity	59	59	-
Trustees' expenses	1,894	1,894	672
	<u>94,990</u>	<u>94,990</u>	<u>83,863</u>

10. Net income/(expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	2022 £	2021 £
Depreciation of tangible fixed assets	7,387	7,510
Operating lease rentals	24,911	<u>25,266</u>

11. Independent examination fees

	2022 £	2021 £
Fees payable to the independent examiner for:		
Independent examination of the financial statements	1,900	1,545
Other financial services	2,340	<u>3,600</u>

4,240 5,145

- 16 -

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

12. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2022	2021
	£	£
Wages and salaries	374,211	299,500
Social security costs	21,569	14,728
Employer contributions to pension plans	10,379	7,986
	<u>406,159</u>	<u>322,214</u>

The average head count of employees during the year was 23 (2021: 19). The average number of full-time equivalent employees during the year is analysed as follows:

	2022	2021
	No.	No.
Number of staff	<u>18</u>	<u>12</u>

No employee received employee benefits of more than £60,000 during the year (2021: Nil).

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity, 115 (2021 - 87) volunteers contributed approximately 33,120 (2021 - 33,000) hours of work to the bureau during the year.

13. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees (2021 - £nil).

Trustees' expenses amounted to £1,894 (2021 - £672), where two (2021 - two) trustees were reimbursed during the year for charity related travelling, meeting expenses, stationery, telephone and small annual regulatory fees.

14. Tangible fixed assets

	Land and buildings £	Fixtures and fittings £	Equipment £	Total £
Cost				
At 1 April 2021	<u>83,433</u>	<u>26,592</u>	<u>36,874</u>	<u>146,899</u>
At 31 March 2022	<u>83,433</u>	<u>26,592</u>	<u>36,874</u>	<u>146,899</u>
Depreciation				
At 1 April 2021	83,433	24,216	29,894	137,251
Charge for the year	<u>-</u>	<u>493</u>	<u>6,894</u>	<u>7,387</u>
At 31 March 2022	<u>83,433</u>	<u>24,742</u>	<u>36,586</u>	<u>144,638</u>
Carrying amount				
At 31 March 2022	<u>-</u>	<u>1,973</u>	<u>288</u>	<u>2,261</u>

At 31 March 2021

<u>-</u>	<u>2,466</u>	<u>7,182</u>	<u>9,648</u>
----------	--------------	--------------	--------------

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

15. Debtors

	2022	2021
	£	£
Trade debtors	38,108	9,000
Prepayments and accrued income	11,137	2,821
	<u>49,245</u>	<u>11,821</u>

16. Investments

	2022	2021
	£	£
Short-term investments	160,000	160,000

The investments are held in separate fixed-term notice and fixed-term maturity bank accounts.

17. Cash and cash equivalents

Cash and cash equivalents comprise the following:

	2022	2021
	£	£
Cash at bank and in hand	193,000	189,986
Short-term deposits	160,000	160,000
	<u>353,000</u>	<u>349,986</u>

18. Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	4,452	300
Accruals and deferred income	34,690	39,946
Social security and other taxes	6,786	-
Pension creditor	105	-
Other creditors	656	-
	<u>46,689</u>	<u>40,246</u>

19. Deferred income

	2022	2021
	£	£
At 1 April 2021	34,367	29,367
Amount released to income	(34,367)	(29,367)
Amount deferred in year	27,058	34,367
At 31 March 2022	<u>27,058</u>	<u>34,367</u>

The deferred income relates to grants and other income received during the year in advance of the services performed.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

20. Pensions and other post-retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £10,379 (2021: £7,986).

21. Analysis of charitable funds

Unrestricted funds

	At 1 April 202 1	Income	Expenditure	Transfers	At 31 Mar 20 22
	£	£	£	£	£
Unrestricted Fund	284,153	165,849	(125,338)	(84,666)	239,998
Designated Fund	-	-	-	80,000	80,000
	<u>284,153</u>	<u>165,849</u>	<u>(125,338)</u>	<u>(4,666)</u>	<u>319,998</u>

	At 1 April 202 0	Income	Expenditure	Transfers	At 31 Mar 202 1
	£	£	£	£	£
Unrestricted Fund	244,005	229,433	(186,359)	(2,926)	<u>284,153</u>

The Unrestricted funds are free funds which are not reserved for specific purposes. Part of this fund is considered to be a contingency fund as set out in the reserves policy within the trustees' report.

The unrestricted fund transfer of £4,666 relates to an overspend of the Household Support Fund (TDC) during the year.

In addition, £80,000 of reserves is designated for an Innovation Reserve Fund intended to provide the organisation with the financial flexibility to respond promptly to significant changes in funding and new opportunities.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

21. Analysis of charitable funds *(continued)*

Restricted funds

	At 1 April 2021	Income	Expenditure	Transfers	At 31 March 2022
	£	£	£	£	£
Fairer Charging Fund	-	14,356	(14,356)	-	
Access to Justice	24,215	144,418	(142,888)	-	25,745
Action for Children	8,289	16,100	(18,705)	-	5,684
Multiple Sclerosis	-	6,000	(6,000)	-	
Quids for Kids	6,052	48,184	(52,153)	-	2,083
Healthwatch	-	13,158	(13,158)	-	
Help to Claim	2,911	29,776	(32,687)	-	
Debt Project	5,589	38,438	(44,027)	-	
Heat Well for Less	-	1,265	(1,265)	-	
Victim Support	-	5,141	(5,141)	-	
Empower	-	8,041	(3,734)	-	4,307
DASWAC	-	8,181	(8,181)	-	
Devon Carers	-	4,725	(4,725)	-	
Household Support Fund - (TDC)	-	32,674	(37,340)	4,666	
Household Support Fund (Fuel)	-	2,284	(2,284)	-	
COMF	-	22,822	(22,822)	-	
	<u>47,056</u>	<u>395,563</u>	<u>(409,466)</u>	<u>4,666</u>	<u>37,819</u>

	At 1 April 2020	Income	Expenditure	Transfers	At 31 March 2021
	£	£	£	£	£
Fairer Charging Fund	-	16,073	(16,177)	104	
Access to Justice	1,747	114,322	(91,854)	-	24,215
Action for Children	5,446	16,500	(13,657)	-	8,289
Multiple Sclerosis	-	14,000	(14,539)	539	
Quids for Kids	-	37,334	(31,282)	-	6,052
Healthwatch	-	12,119	(13,484)	1,365	
Help to Claim	-	37,665	(34,754)	-	2,911
Debt Project	-	16,876	(11,287)	-	5,589
Heat Well for Less	-	7,728	(8,646)	918	
	<u>7,193</u>	<u>272,617</u>	<u>(235,680)</u>	<u>2,926</u>	<u>47,056</u>

Fairer Charging Fund - arises from an agreement with CAB Devon to assess clients' care needs and their entitlement to benefits. Funding is from Devon County Council.

Access to Justice - a project which takes referrals from local Citizens Advice offices across Devon and provides legal advice to clients in areas of social welfare law, including in particular, family and employment law. It is designed for clients who would otherwise be left without access to legal advice.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

21. Analysis of charitable funds *(continued)*

Action For Children - this service provides advice for users of Children's Centres in Devon. It can give families a free benefit check, help with claiming and guidance on financial management. It can also help parents understand how getting a job or changing the hours they work would affect their income and benefits.

Multiple Sclerosis Advocacy - enables the charity to employ a project worker to delivery general advice to clients and families affected by MS.

Quids for Kids - arises from an agreement with CAB Devon to provide advice and information to families who have children with special needs. Funding is from Devon County Council.

Healthwatch - enables to charity to participate in a partnership with other local charities to help people get the best of health and social care services, including the facilitation of complaints. Funding is from Healthwatch Devon.

Help to Claim (Universal Credit) - this was the set-up period, including recruitment and training, for a new national project 'Help to Claim' due to launch in April 2019. This will offer support to clients with making a new claim for Universal Credit, from opening an account to receiving their first full payment.

Debt Project - This project takes referrals from the core service for clients needing assistance with managing problem debt and it enables clients to make informed decisions on options for longer term solutions

Heat Well For Less - Provides advice and information on fuel poverty. It encompasses advice and assistance on bills and meter issues, fuel debt, minimising costs (e.g., tariffs, discounts, grants), switching suppliers and energy efficiency.

Victim Care Network - a grant received from the Strategic Victim Support Partnership to provide emotional and practical support services for victims of crime.

Empower - Replaced Heat Well for Less providing advice and information on fuel poverty. It encompasses advice and assistance on bills and meter issues, fuel debt, minimising costs (e.g., tariffs, discounts, grants), switching suppliers and energy efficiency.

Devon Advice Services for Workings Age Carers (DASWAC) - provided by Devon County Council through Citizens Advice Devon to provide an advice service for working age carers.

Carers Project - funding provided by Devon Carers through Citizens Advice Devon to provide an income maximisation service for Devon's carers.

Household Support Fund (TDC) - Project in partnership with Teignbridge District Council to using the Household Support Fund to support those most in need of help with significantly rising living costs.

Household Support Fund (Fuel) - Separate HSF project in partnership with other LCAs specifically for the distribution of fuel vouchers for Devon clients on prepayment meters.

Contain Outbreak Management Fund (COMF) - funding provided through local

government to fund LCA staff to help support clients to reduce the spread of coronavirus and support local public health.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

22. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Tangible fixed assets	2,261	-	2,261
Current assets	364,426	37,819	402,245
Creditors less than 1 year	(46,689)	-	(46,689)
Net assets	319,998	37,819	357,817

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Tangible fixed assets	9,648	-	9,648
Current assets	314,751	47,056	361,807
Creditors less than 1 year	(40,246)	-	(40,246)
Net assets	284,153	47,056	331,209

23. Analysis of changes in net debt

	At 1 Apr 2021 £	Cash flows £	At 31 Mar 2022 £
Cash at bank and in hand	189,986	3,014	193,000
Current asset investments	160,000	-	160,000
	349,986	3,014	353,000

24. Related parties

Two of the member organisations, Devon County Council and Teignbridge District Council, provide substantial funding to enable the charity to carry out its charitable objectives as shown in note 5 to the accounts.

There was an outstanding balance of £15,706 with Teignbridge District Council at 31 March 2022 due to late invoicing. This amount is included in the Debtors total in note 15 (2021 - £nil).

The trustees and senior management are listed on page 1 of the charity's financial statements.

25. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2022 £	2021 £
Not later than 1 year	17,644	-

Teignbridge Citizens Advice Bureaux
Company Limited by Guarantee
Detailed Statement of Financial Activities
Year ended 31 March 2022

	2022 £	2021 £
Income and endowments		
Donations and legacies		
CATCH	5,250	5,000
Other donations	915	3,623
Devon County Council	63,292	63,322
Teignbridge District Council	52,130	52,130
CA - Fairer Charging	14,355	16,073
Action For Children	16,100	16,500
Devon Welfare Rights Unit - Quids for Kids	48,184	29,584
Access To Justice	144,418	114,322
Help To Claim	29,776	37,665
Supporting Victims of Domestic and Sexual Abuse	5,141	10,240
Multiple Sclerosis Advocacy	6,000	14,000
Heat Well For Less	1,265	7,728
Empower	8,041	-
Debt Project	38,439	16,876
COVID-19 funding	-	38,018
Outreach	21,880	15,542
National CA (Single Queue)	10,000	-
CAB Devon	-	10,000
Healthwatch	13,158	12,119
Warburtons funding	-	6,000
DASWAC	8,181	-
Devon Carers	4,725	-
Household Support Fund (TDC)	8,789	-
Household Support Fund (Fuel)	2,284	-
Covid Outbreak Management Fund (COMF)	22,822	-
Other	-	9,953
	<u>525,145</u>	<u>478,695</u>
Investment income		
Bank interest receivable	746	784
Other income		
Partner funds (HSF TDC)	23,885	-
Rental income	300	3,450
Other income	11,336	19,121
	<u>35,521</u>	<u>22,571</u>

Total income

561,412

502,050

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Detailed Statement of Financial Activities *(continued)*

Year ended 31 March 2022

	2022 £	2021 £
Expenditure on charitable activities		
<i>Activities undertaken directly</i>		
Wages and salaries	374,211	299,500
Employer's NIC	21,569	14,728
Pension costs	10,379	7,986
Other LCA adviser fees	8,592	13,174
Travel costs	158	1,519
Other interest payable and similar charges	-	2
Other direct costs	1,020	1,267
Partner payments	23,885	-
	<u>439,814</u>	<u>338,176</u>
<i>Support costs</i>		
Operating leases	25,258	25,266
Equipment rental	4,957	2,593
Utility expenses	3,943	3,284
Repairs & maintenance	9,644	4,800
Insurance	3,949	3,478
Sundry expenses	1,175	698
Book-keeping	3,742	1,732
Professional fees	4,201	4,845
Independent examiner's fee	5,048	5,145
Telephone	5,789	9,447
Printing, postage and stationery	5,480	3,017
Depreciation	7,387	7,510
Staff and training costs	5,181	6,307
Information and books	4,510	4,275
Photocopier and computer	2,683	725
Advertising and publicity	59	-
Trustees' expenses	1,894	672
Bank charges	90	69
	<u>94,990</u>	<u>83,863</u>
Total expenditure	<u>534,804</u>	<u>422,039</u>
Net income	<u>26,608</u>	<u>80,011</u>

Annual Report and Financial Statement 2021 - 2022

Contents



Our value to society	6
Our Invaluable Volunteers	7
Clients advised across Teignbridge	9
Breakdown of Enquiry Issues by percentage	10
Case Studies	11
Our Funders and Supporters	13
Our Projects	14
Making a difference	18
Information Assurance	20
Financial Reports	21
Trustees' Annual Report (Incorporating the Director's Report)	22
Independent Examiner's Report to the Trustees of Teignbridge Citizens Advice Bureaux	27
Statement of Financial Activities (including income and expenditure account)	29
Statement of Financial Position	30
Notes to the Financial Statements	31
Detailed Statement of Financial Activities	47
Our Mission	3
Chair's Report	3
Chief Officer's Report	4
What did we do in 2021-22?	6

Our Mission

We provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

Our aims are to:

- help people find a way forward, whatever problems they face
- campaign for change on the issues affecting people's lives

We value diversity, promote equality and challenge discrimination.

We're an independent charity and part of the Citizens Advice network. We serve a population of 134,000 across Teignbridge, and work in partnership with our neighbours within Citizens Advice Devon to coordinate services across the county.

Every local Citizens Advice is an independent registered charity. Without funding and volunteers, we could not continue to provide our services.

Chair's Report

I am delighted to report on the activities of this remarkable local charity which does so much to help the people of Teignbridge.

We rely heavily on the work of our governing board who freely give their time and expertise. It is always sad to lose the services of our dedicated trustees and in this respect, I would like to pay tribute to Roger Randall who served for seven years as our treasurer. We rely on accurate financial reporting to sustain us and Roger has been a diligent and trustworthy colleague. Frank Bond retired having served as our governance lead ensuring we complied with all matters of compliance and reporting.

I have always tried to ensure that the Trustee Board represents all aspects of the community and our recruitment policy aims to ensure no one is excluded from giving their time to govern this business and we value skills however much time one is able to give.

I am delighted to have recruited new trustees to cover all areas of governance and I am pleased to welcome Maureen Winn Oakley as safeguarding lead, Geoff Williams who has taken responsibility for strategic planning and Martin Bullen who takes over as our treasurer.

It is most important that our volunteers are properly represented and Karen Loader has been elected as their representative on the board.

This being my sixth year as chair my thoughts on having had the privilege to serve this important charity is one of great pride in serving such a worthwhile organisation within the community and one I will relinquish with pride.

Our continuing growth in the most difficult time shows that we are without doubt a leader in the provision of free and impartial advice having sustained our position during the most challenging time. Without doubt we owe a great deal of gratitude to all of our trustees who continue to support our volunteers and management.

My final remarks are left to thank our funders who continue to support our work and with whom we enjoy a remarkable relationship.

Andrew Wilson
Chair, Trustee Board

Chief Officer's Report

2021-22 saw the easing of restrictions related to the pandemic but also brought considerable financial challenges for our clients, not least in the form of lower rates of Universal Credit and steep rises in the cost of living, particularly in relation to gas, electricity and fuel. Our clients' enquiries became ever more complex throughout the year and income maximisation and advice on emergency situations where clients were unable to meet their immediate short-term needs became the norm.

With the help of funding related to assisting people to emerge from the pandemic and to counteract the worst effects of the rise in inflation, we worked

in partnership with both Teignbridge District Council and Devon County Council to try and ensure that Household Support Funds found their way to clients impacted by the economic situation. Our volunteers and paid staff worked under great pressure to provide the advice, information and support needed and they are a great credit to their community.

We anticipate further pressure on our clients (and therefore on ourselves to help) and on our funders, partners and stakeholders, as prices continue to rise and it becomes increasingly difficult for people on a low income to make ends meet. Debt and fuel poverty are likely to continue to be the problems with which our clients will struggle most.

This report sets out some of what our volunteers and staff have achieved this year. They deserve great credit for their commitment and dedication to the wellbeing and advice needs of their clients. We also thank our funders for the resources that have helped us to make a difference. However, we are concerned that, in the coming year, the demand for advice is likely to outstrip our capacity to provide it unless we are able to secure the necessary resources.

Vincent Willson
Chief Officer



6,882
clients assisted
over the year



18,753
issues dealt with -
helping clients
find a way
forward



£2,105,380
in additional
income generated

did we do in 2021-22?

We advised more people in 2021-22 on more issues than in 2020-21, partly as a result of an increase in demand occasioned by the change in the economic climate and partly because of an increase in short-term funding to assist with the demand. We also took steps to improve access to advice by re-opening our Dawlish office and offering innovative ways of clients contacting us e.g. advice via video.

More clients were able to secure more income as a result of our assistance. This income helps clients to meet priority expenditure (e.g. food, rent, fuel, Council Tax), with much of it being recycled directly into the local economy.

Our value to society

We help people to solve their problems. In doing so, we create *financial value*. This means that we save the Government and society money by stopping problems that are, or will become, costly to fix. It is impossible to put a £ sign on all of the crucial work that we do, but national Citizens Advice has developed a Government approved model which provides an estimate of financial value.

For every £1 invested in our service in 2021-22, we generated:



O
u
r

Invaluable Volunteers

Volunteers are the mainstay of the Citizens Advice service. With the support of national Citizens Advice and paid staff within Citizens Advice Teignbridge, our volunteers provide quality advice and support to thousands of clients each year.

We recruit and train for all sorts of roles, and our aim is always to make the volunteer experience a positive one for everyone, developing skills and encouraging continuous learning in a supportive environment. We encourage volunteers from a wide range of backgrounds to get involved. 87% or higher of paid staff and volunteers recommend Citizens Advice Teignbridge as a place to work or volunteer.

Our clients let us know how much they appreciate our volunteers, with over 90% recommending the service to other people. Using a Treasury-approved model, the value of volunteering in 2021/22 was worth £458,636. But our volunteers are worth a lot more than this.

Client Feedback

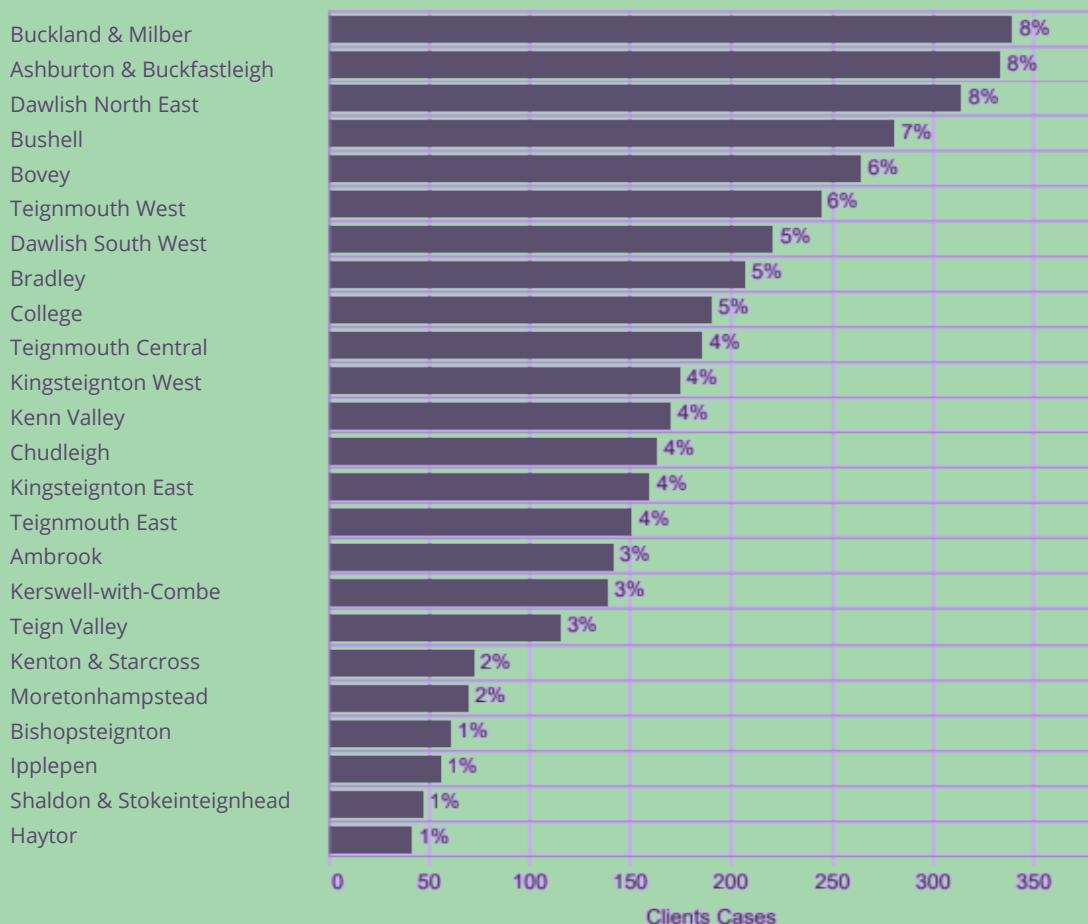
'You've been a calming, positive and supportive voice, in what had been a force of negativity, and a feeling of being all at sea. I will do all I can to support the Citizens Advice Bureau as my future brightens. Thank you'

'I found the staff of CAB to be very understanding and helpful, I was so worried that without your help I could not have resolved the issue alone, I am so grateful for the help I received and it has allowed me to get my life back on track, I sincerely thank each member of staff for all of the help and support which they gave me.'

'Your service has been a lifeline to me throughout this process. The legal system is a minefield to navigate for a litigant in person with no legal training. The fact that your service is available to people like me, who would otherwise be entirely on their own, has ensured that my child and I are now safe. Words can't express how thankful I am, and I'm not sure I would've been able to get through the last few months without your help. You are all heroes to us, the downtrodden and cast aside.'

If you're interested in joining us, please see our website www.citizensadviceteignbridge.org.uk/volunteer

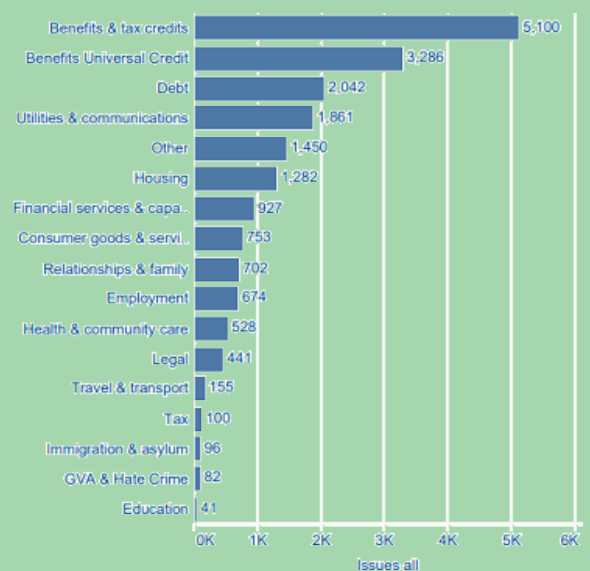
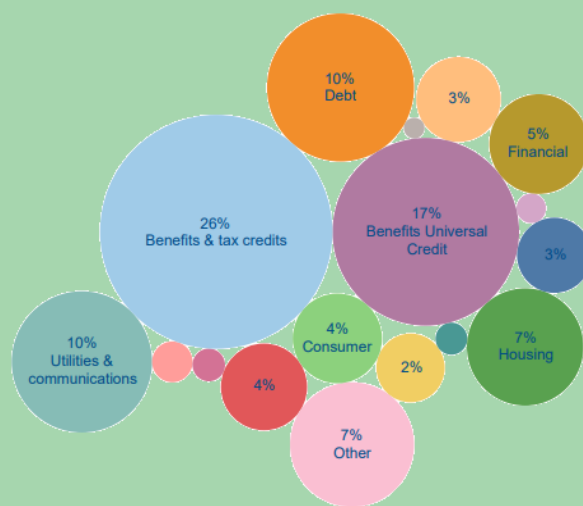
Clients advised across Teignbridge



Our service has reached every ward in Teignbridge, with a relatively narrow range - 1% to 8% - for the percentage of clients from each ward contacting the service. There are many factors which affect take-up of the service, and this year, like last, has been particularly challenging, with more people accessing the service. Our staff and volunteers rose to the challenge, and we now offer more ways to get advice than ever before. We have learnt that there is not much we cannot do remotely.

We reopened face-to-face services for the most vulnerable people as it had been difficult for them to access the service during the lockdown period. We have been working to extend this service to all members of the public. This has involved expenditure on the Newton Abbot office to ensure a safe working environment for staff and volunteers; installing an air conditioning and ventilation system with the help of a grant from the Clothworkers Foundation. Lessons learned from providing the service with no face-to-face advice during the pandemic will inform planning of services in the longer term.

Breakdown of Enquiry Issues by percentage



This graph indicates the key client enquiry areas and their relative values. It demonstrates that in the year 2021 – 2022 four key enquiry areas - benefits, debt, utilities and communication and housing - accounted for 70% of all enquiries.

Benefits and tax credits continue to dominate enquiries, accounting for 43% when combined with the Universal Credit enquiries. The impact of the cost of energy crisis can be seen in the increased utilities enquiries. There was the expected increase in debt enquiries, when the mitigations put in place during the lockdown periods ended.

The demand for advice on these subjects has implications for the planning and delivery of services and for workforce training. With rises in both numbers of clients and issues, the pressure on the service continues and demonstrates the difficulties many of our clients are experiencing.

Case Studies

Case Study One

The client contacted our office and, following an initial assessment of her needs, referred to our Access to Justice project. A single parent aged 25, with significant mental health issues, she had separated from her ex-partner around the time their 2-year-old son was born. The ex-partner had abused the client but the client was too afraid to seek help at the time. Following the breakdown of their relationship, informal child arrangements were made but the client's ex-partner would not keep to what was agreed and she never knew when her son would be returned to her. She feared for his safety. She had contacted both the Police and Social Services several times but had received no assistance.

The client wanted to know if she could take legal action to ensure that her ex-partner kept to the terms of their original agreement. She was not entitled to legal aid owing to lack of evidence of abuse suffered during the relationship, and could not afford legal representation. One of our legal advisers advised that she could act as a Litigant in Person and she provided information on the applicable law, on the strength of her case and helped her to prepare an application to the court. She advised her on the court process, assisted by drafting a witness statement and by reviewing the counter application made by her ex-partner,

who argued that the client was an inadequate mother. The adviser helped to prepare her for her hearing, advised on how to structure her evidence and present her legal argument, how to address the judge and what the potential outcomes might be. Following this, the client stated she felt confident about her hearing and was ready to represent herself.

The client attended the hearing by herself. Before it started, she was approached by her ex-partner's legal representative, a very senior solicitor specialising in family law and private child arrangements. She later reported to us that she felt bullied and intimidated, whereby she was asked to agree to their terms 'now' as the solicitor 'had been doing this a long time and always wins'. She did not back down, however, and proceeded to give her oral submission to the judge, sticking to the advice given to her at her previous consultation. The client expanded on the key points that we made to her in order to strengthen her argument and ensure her case was properly put to and understood by the judge.

The judge found that the ex-partner's claims and evidence were completely unsubstantiated - there was no evidence to suggest that client had ever been anything other than a loving and compassionate mother to their child.

A final order was issued, formalising the current contact arrangements in place. The client was overwhelmed that she had succeeded and was greatly appreciative of the advice and support we had provided.

Case Study Two

The client had applied to the Household Support Fund. She was living with her partner and their 5 children and they did not have enough money to meet their short term needs. The partner had been made redundant, but, having secured a new job, was not going to get paid for 4 weeks. They were desperate for winter coats for the children and food. The youngest child had a medical condition and was being treated at a hospital 100 miles away. The family were without private transport and the costs of travel were high. Their accommodation was too small for their needs and they were seeking more suitable accommodation. They had nowhere to dry clothes. Their only debt was a water bill.

An application made to the Household Support Fund with the adviser's assistance resulted in:

- delivery of a food parcel from the food bank
- winter coats for the children
- 2 x £150 vouchers to top up the client's gas and electricity
- supermarket vouchers to the value of £700.

We also assisted with the completion of a Discretionary Housing Payment form and provided information about help with travel costs to and from hospital. We made a referral to our Quids for Kids project for help with challenging a decision not to award the child with the health condition Disability Living Allowance. We helped the client to make an application to the Northcott Devon Foundation to fund the purchase of a tumble dryer. And we assisted with a referral to our EmPower project for further fuel vouchers.

Case Study Three

The client, a victim of domestic abuse, had applied to the Household Support Fund. The client had been in receipt of Universal Credit, but this had been suspended whilst the DWP carried out a fraud investigation triggered by what was later proved to be inaccurate information provided by the perpetrator. He was in prison, having been convicted of violence towards her. The client's only access to money was through the use of her credit card. She lived in her own house which had damaged, insecure windows and doors and poor insulation. She did not feel safe in the house due to the lack of security and feared that the perpetrator, who was due to be released from prison imminently, may be able to get into the house and harm her. She was experiencing depression and had arthritis. She was not able to work. She had made a claim for Personal Independence Payment and was awaiting the first payment. A friend was helping by paying the water bill. She was being supported by a Social Prescriber and by Splitz. She was also working with our Access to Justice project, having been told that she was not eligible for legal aid.

An application made to the Household Support Fund with the adviser's assistance resulted in:

- repairs to the house to make it secure

- supermarket vouchers to reduce spending on the credit card
- a referral for an energy assessment

The client was also referred to our Access to Justice project for assistance with a divorce petition, with advice on the commencement of a financial order and with a non-molestation order. We also assisted with reinstating Universal Credit.

Our Funders and Supporters

We are grateful to:

- Buckfastleigh Town Council
- Dawlish Town Council
- Devon County Council
- Exminster Parish Council
- Kingsteignton Town Council
- Newton Abbot Town Council
- Teignbridge District Council
- Teignmouth Town Council

In addition, we operate several specially funded services and projects, thanks to bodies including **Healthwatch Devon**, **Action for Children** and the **Office of the Police and Crime Commissioner**. To deliver our projects we have worked in partnership with organisations including **Access to Justice Foundation**, **Teignbridge CVS**, the **MS Society**, **Rotary Club of Newton Abbot**, **Victim Support** and our friends and neighbours within **Citizens Advice Devon**.

Our Projects

We provide specialist services that add to our general advice. If clients get advice through our general service and could benefit from being referred to one of these, the adviser will refer them to the project.

Access to Justice Foundation

Legal consultancy

This project takes referrals from local Citizens Advice offices across Devon and Cornwall, and provides legal advice to clients with family law issues. It is designed for clients who would otherwise be left without access to legal advice.

Action for Children

Advice for users of Children's Centres in Devon

This project helps maximise families' income by providing a benefit check, help with claiming and guidance on financial management. It can also help parents understand how getting a job or changing the hours they work would affect their income and benefits.

CATCH Project

Citizens Advice Teignbridge Community Help

This project provides specialist advice for those who experience the most difficulty in accessing our services.

Charging for Care

Financial assessments for social care needs

Citizens Advice Teignbridge continues to work with Devon County Council to deliver this project. Unlike health services, adult social care and support services are not free of charge and most people have to pay something towards the cost of their care. Our adviser carries out a financial assessment to work out how much clients will have to contribute to their care and support needs.

COMF

Contain Outbreak Management Fund

This short-term funding allowed us to increase our adviser resource to help meet increased demand on our service as a result of the the rise in the cost of living and the removal of some of the forms of help associated with the pandemic e.g. the furlough scheme, the Self-employed Income Support Scheme and the uplift in Universal Credit.

Debt Advice Project

This project, funded by the Money and Pensions Service (MaPS) delivers multi-channel debt advice to over 300,000 people a year, including some of the most financially excluded groups in society, with over £0.5 billion in debts. As part of this increasing capacity initiative we recruited and trained a debt adviser to give advice across telephone and digital channels, offering an improved debt service to our clients.

EmPower

Energy Advice

This project, funded by the Energy Redress Scheme, helps provide our more vulnerable energy consumers with advice and support, so they feel confident in using their energy systems and managing their energy bills. It advises on energy efficiency, on dealing with fuel poverty and helps clients to deal with energy supplier issues, including billing and meter problems.

Health and Disability Team

Our specialist volunteers tackle complex benefits problems

Most of our volunteer advisers are generalists, who can help with enquiries in any area where we offer advice, but we also have a special team that works together on complex benefits enquiries. This team handles a lot of our benefit appeals and has an excellent track record of overturning poor decisions and securing an income for people the benefits system is intended to help.

HealthWatch

Advice and advocacy for people using health or social care services

We work in partnership with Healthwatch Devon to give patients and social care service users a voice. If anyone would like to say something, good or bad, about their experience of health services or social care, our Healthwatch champion can help. Our local champion has provided advice and support on areas including what to expect from health and care services, who should be paying for what and with making complaints and signposting to local services.

Household Support Fund

We received local government funding to help clients access this fund which provides financial assistance to enable clients to meet their immediate short-term needs such as paying for food and fuel. We worked closely with Devon County Council and with Teignbridge District Council to try and ensure that those worse affected could stabilise their financial position.

IT Support

Very different from our typical advice work, this is a paid-for service in which one of our IT experts offers computer service and repairs across South Devon. We offer competitively priced support for individuals and businesses, and have a special further discounted rate for community groups. Computer upgrades, virus removal, service, repair and maintenance are all available.

MS Advocacy Project

For anyone who has or is affected by multiple sclerosis

Citizens Advice Teignbridge has a dedicated caseworker who can provide advice and advocacy to people affected by multiple sclerosis. This includes anyone who has MS themselves, carers for people with MS, or those who have someone with MS in their household. We can help with all sorts of enquiries including specialist help with welfare benefits, health and social care issues, employment, housing and debt.

Outreaches

All our outreaches are funded entirely and separately by a number of different funders. We always look to work with local partners who have well established local links and are trusted by the local community. Our outreaches had remained closed for face-to-face advice appointments during the pandemic and we have introduced several new ways of contacting us. During 2021-22, we began to reopen some face-to-face services and, in particular, reopened a limited in person service in Dawlish. *Please see our website for information on our outreaches and how to get information and advice.*

Pension Wise

Guidance for anyone over 50 with a defined contribution pension
Since 2015, people with certain types of pension have been able to access their money at age 55. There are several options that people may have and what might be best will depend on their retirement plans, their attitude to risk and much more.

Face-to-face appointments have been suspended, but clients are still able to book telephone appointments where they can go through their options with a Pension Wise guidance specialist who will also explain tax issues, discuss which options might be suitable for them and give them tips on what they can do next. Afterwards they will get a written summary of what was discussed.

Quids for Kids

Advice for families with children who have additional needs or a disability, young homeless people, care leavers and foster carers

Through the Quids for Kids project, we provide specialist advice to families of children (or young people up to the age of 21) with additional needs, a long-term

illness or disability, care leavers, young homeless people, foster parents and people looking after a child with a special guardianship order.

Our specialist adviser can help by assessing whether clients are able to claim benefits and help challenge unfair decisions.

Training for Citizens Advice Devon

Citizens Advice Devon commissions Citizens Advice Teignbridge to write and deliver benefits training to organisations and individuals in Devon. This training service is delivered in partnership with Devon Communities Together who organises the training on behalf of Citizens Advice Devon.

Victim Care

Funded by the Office of the Police and Crime Commissioner for Devon and Cornwall, Citizens Advice Devon provides support for victims of crime across Devon (including Torbay).

Referrals received from Victim Care officers and advocates are coordinated through Citizens Advice Teignbridge, to ensure victims of crime have access to advice and assistance as required. We are part of the Victim Care Network managed by Victim Support.

Working-Age Carers Project

Advice if you're caring for someone

Referrals to our office are made from a central point when carers require assistance with challenging benefit decisions. It is part of the Devon Advice Service for Working-Age Carers (DASWAC), run by Citizens Advice across the Devon County Council area.

Making a difference

Policy research and campaigns

Nationally, Citizens Advice helps millions of people every year. We use this evidence from the people we help to try and fix the underlying causes of people's problems. We are also the statutory consumer watchdog for the energy and post industries, meaning we advocate on behalf of consumers in these markets.

As well as helping individuals by giving them advice about their particular situation, we campaign for change on the issues and policies that affect people's lives. We work with our national organisation to collect evidence on particular issues, with the Citizens Advice Devon Research and Campaigns on more specific local issues and on our own initiative as a local office. We regularly report on issues to funders, engage publicly on social media and produce quarterly newsletters. In the last year we have made calls for national and local evidence on issues including:

- Fuel vouchers
- Universal Credit (removal of the £20 per week 'uplift')
- Bailiffs
- Mental Health and Personal Independence Payment
- Transferring from Disability Living Allowance to Personal Independence Payment
- Impacts of Coronavirus on Domestic Abuse
- The local impact on the lifting of the eviction ban
- Requests to repay pre-loaded top-up keys to British Gas by extremely vulnerable individuals
- Care Homes and Hospital Discharge during COVID
- Devon Doctors Governance and Accountability (e.g. complaints, communications)
- Problems with Buy Now, Pay Later products
- Access to GP surgeries
- Access to NHS Dentists and Emergency Dental Treatment
- Exploitative and unlawful accommodation

- Environmental Health Issues in Private Rented Housing
- Female Patients' symptoms dismissed as psychosomatic
- Long Covid and Benefits

We have also:

- Provided regular reports on our evidence forms to funders
- Promoted Research and Campaigns work at presentations to Town Councils, Newton Abbot Rotary and other organisations
- Discussed evidence forms on a quarterly basis with Teignbridge District Council on Housing, Housing Benefit, Council Tax Reduction and Council Tax
- Continued to work with Teignbridge District Council on practices relating to the collection of Council Tax arrears
- Contacted our local MP to request assistance with the promotion of funding of free family law legal advice
- Produced weekly Research and Campaigns updates for the workforce
- Held internal meetings to promote Research and Campaigns
- Produced reports on:
 - Housing
 - Personal Independence Payment and Mental Health

Citizens Advice successes

Universal Credit

Since the pandemic, the government has adopted several of our recommendations, including extending the Universal Credit uplift and the suspension of the Minimum Income Floor for self-employed workers.

Household bills

As a result of our campaigning, the government paused evictions and bailiff activity when coronavirus restrictions were strictest, and extended notice periods for evictions. They also adopted our recommendations on support for council tax arrears in the 2020 Spending Review, and a pilot low-interest loan scheme in the 2021 Budget.

Fixing the loyalty penalty

As a result of our campaign to end the loyalty penalty in essential markets, regulators have taken steps to address the issue. We estimate these measures will save consumers hundreds of millions of pounds every year.

Bailiffs

Following our campaign, the Government published new guidance for local authorities on collecting council tax arrears. Residents are now better protected from aggressive bailiffs.

Information Assurance

The Citizens Advice Teignbridge Trustee Board oversees the information security of all personal information of our clients, staff, funders and strategic partners that is processed. Teignbridge Citizens Advice holds joint responsibility for client data that is held in our case management system with the national Citizens Advice Service. An information assurance management team exists to ensure that the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of the General Data Protection Regulation and Data Protection Act 2018.

Financial Reports

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Unaudited Financial Statements

Year end 31 March 2022

Company Registration Number: 02373461. Charity Registration Number: 900012

Trustees' Annual Report (Incorporating the Director's Report)

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2021.

Reference and administrative details

Registered charity name:	Teignbridge Citizens Advice Bureaux
Charity registration number:	900012
Company registration number:	02373461
Principal office and registered office:	36-38 Market Walk Newton Abbot Devon TQ12 2RX
The trustees:	Mr Andrew Wilson (Chair) Mrs Linda Randall Mr Barry Dewhurst Mrs Helen Maclaime Mr Roger Randall (Resigned 2 February 2022) Mr Frank Bond (Resigned 8 October 2021) Mr Martin Bullen (Appointed 8 October 2021) Mr Geoff Williams (Appointed 8 October 2021) Mrs Maureen Winn Oakley (Appointed 8 October 2021 and resigned 20 May 2022)
Treasurer	Mr Martin Bullen
Chief Executive	Mr Vincent Willson
Independent Examiner	Mr R Smith (FCA) On behalf of Thomas Westcott LLP Chartered Accountants Pettitor House, Nicholson Road Torquay, Devon TQ2 7TD

Structure, governance and management

Governing Document

Teignbridge Citizens Advice Bureaux, operating as Citizens Advice Teignbridge, is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to £1. Teignbridge Citizens Advice Bureau is governed by its Memorandum and Articles of Association as amended in November 2010.

Citizens Advice Teignbridge was incorporated as a company limited by guarantee on 18th April 1989.

Organisational Structure

Citizens Advice Teignbridge 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 Citizens Advice Teignbridge and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet at least six times per year and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management.

Recruitment, Appointment of Trustees

Trustees who are also directors of the company, are elected from the local community. Trustees are elected at the Annual General Meeting. A separate process agreed by the Trustee Board is followed for the election of the Chair and other officers. No other persons or bodies external to the charity are entitled to appoint persons to the Trustee Board.

The board understands the importance of the diversity of its trustees in regards to the Charity Governance Code and is mindful of this when going through the recruitment process for new trustees.

Induction of Trustees

Newly appointed trustees are provided with a comprehensive induction to Citizens Advice Teignbridge through the provision of training courses and mentoring by established trustees.

Related Parties

Citizens Advice Teignbridge is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Citizens Advice Teignbridge in order to fulfil its charitable objects and comply with the national membership requirements.

The charity, also known as a Local Citizens Advice (LCA), co-operates and liaises with a variety of stakeholders and partners. A register of interests is maintained and Trustees are required to report any potential conflict of interest and to exclude themselves from any decisions where a conflict might occur.

Major risks

A risk management strategy has been agreed by the Trustee Board as part of the business planning process. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end Citizens Advice Teignbridge is continually monitoring and managing its risk register and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implantation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

Objectives and activities

Objectives

The charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Teignbridge District and surrounding areas. Our mission is set out on page 3 above.

Public Benefit

The trustees have considered the Charity Commission's guidance on public benefit in deciding the activities undertaken by the LCA during the year. The trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

The principal activity of Citizens Advice Teignbridge remained the provision of free, confidential, independent and impartial advice and information for members of the public. This was provided through offices at Dawlish and Newton Abbot.

In addition to general advice, specialist advice was provided by projects as detailed in the annual report.

Investment Activities

The charity currently holds material investments in fixed-term notice and fixed-term maturity accounts.

Factors Affecting the Achievement of Objectives

The charity is only too well aware of the financial pressures experienced by its major funders and in view of this has taken active measures to seek additional sources of funding for its services and to generally widen the companies funding base.

Financial review

Total incoming resources for the year have increased to £561,412 (2021 - £502,050) and of this £395,563 (2021 - £272,617) related to project restricted income. The overall increase has arisen due to a number of short-term grants being added during the year and increased Covid-related government funds to support clients in need such as the Household Support Fund and the Contain Outbreak Management Fund.

The total expenditure has increased to £534,804 (2021 - £422,039), arising largely from the increased costs related to additional funding streams.

There was a surplus of income over expenditure during the year of £26,608 (2021 - surplus of £80,011). At 31 March 2022, the total reserves were £357,817 (2020 - £331,209) of which represented unrestricted funds of £319,998 (2021 - £284,153) and restricted funds of £37,819 (2021 - £47,056).

Both the liquidity and cash flow risks of the charity are considered to be low, due to the nature of the current assets held and the payment terms from the core funders.

Reserves Policy

Citizens Advice Teignbridge is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. It will maintain a projection of income for at least three years ahead and will ensure that this continues to be derived from as wide a variety of sources as possible. All necessary steps will be taken to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, the trustees have determined that "free" reserves should be maintained equal to 6 months core operating expenditure (50% of £150,000 based on 2021/22) i.e. £75,000. In addition, the trustees have determined that £80,000 of reserves should be designated for an Innovation Reserve Fund designed to provide the organisation with the financial flexibility to respond promptly to significant changes in funding and new opportunities.

Principal Funding Sources

The trustees extend their gratitude to our principal funders detailed on page 13 of this report, for their continued support of both the core and specially funded services of the charity.

The charity did not have any borrowings either from funders or from other sources at the balance sheet date.

Plans for future periods

The charity will seek to maintain its core funding and maintain or replace project-specific funding, looking for new opportunities to secure additional funding or improve service delivery.

Trustees' responsibilities statement

The trustees, who are also directors 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 charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the 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 in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities and for the maintenance and integrity of the corporate and financial information on the company's website.

Events after the end of the reporting period

Particulars of events after the reporting date are detailed in note 22 to the financial statements.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 25 November 2022 and signed on behalf of the board of trustees by:

.....

Mr Andrew Wilson
Trustee

Independent Examiner's Report to the Trustees of Teignbridge Citizens Advice Bureaux

I report to the trustees on my examination of the financial statements of Teignbridge Citizens Advice Bureaux ('the charity') for the year ended 31 March 2022.

Responsibilities and basis of report

As the trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements 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 charity's accounts as 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 charity'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 the Institute of Chartered Accountants in England and Wales (ICAEW), 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 charity as required by section 386 of the 2006 Act; or
2. the financial statements do not accord with those records; or
3. the financial statements 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 financial statements 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.

**Independent Examiner's Report to the Trustees of Teignbridge Citizens Advice Bureaux
(Continued)**

.....

Mr S R Smith (FCA)
Independent Examiner
Thomas Westcott LLP
Chartered Accountants
Petitor House
Nicholson Road
Torquay
Devon
TQ2 7TD

Statement of Financial Activities (including income and expenditure account)

		2022		2021	
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income and endowments					
Donations and legacies	5	153,467	371,678	525,145	478,695
Investment income	6	746	-	746	784
Other income	7	11,636	23,885	35,521	22,571
Total income		<u>165,849</u>	<u>395,563</u>	<u>561,412</u>	<u>502,050</u>
Expenditure					
Expenditure on charitable activities	8	125,338	409,466	534,804	422,039
Total expenditure		<u>125,338</u>	<u>409,466</u>	<u>534,804</u>	<u>422,039</u>
Transfers between funds		(4,666)	4,666	-	-
Net income/(expenditure) and net movement in funds		<u>35,845</u>	<u>(9,237)</u>	<u>26,608</u>	<u>80,011</u>
Reconciliation of funds					
Total funds brought forward		284,153	47,056	331,209	251,198
Total funds carried forward		<u>319,998</u>	<u>37,819</u>	<u>357,817</u>	<u>331,209</u>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

Statement of Financial Position

		2022	2021
	Note	£	£
Fixed assets			
Tangible fixed assets	14	2,261	9,648
Current assets			
Debtors	15	49,245	11,821
Investments	16	160,000	160,000
Cash at bank and in hand		193,000	189,986
		<u>402,245</u>	<u>361,807</u>
Creditors: amounts falling due within one year	17	46,689	40,246
Net current assets		<u>355,556</u>	<u>321,561</u>
Total assets less current liabilities		<u>357,817</u>	<u>331,209</u>
Net assets		<u><u>357,817</u></u>	<u><u>331,209</u></u>
Funds of the charity			
		Restricted funds	47,056
		Unrestricted funds	284,153
		Designated funds	-
		<u>37,819</u>	<u>47,056</u>
		<u>239,998</u>	<u>284,153</u>
		<u>80,000</u>	<u>-</u>
Total charity funds	20	<u><u>357,817</u></u>	<u><u>331,209</u></u>

For the year ending 31 March 2022 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

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

These financial statements were approved by the board of trustees and authorised for issue on 25 November 2022 and are signed on behalf of the board by:

.....
Andrew Wilson
Trustee

Notes to the Financial Statements

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 36-38 Market Walk, Newton Abbot, Devon, TQ12 2RX.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure. The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Disclosure exemptions

The entity satisfies the criteria of being a qualifying entity as defined in FRS 102.

Therefore, advantage has been taken of the disclosure exemptions available under paragraph 1.12 of FRS 102 and no cash flow statement has been presented.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Cash and cash equivalents

Cash is represented by cash in hand and deposits with financial institutions repayable without penalty on notice of not more than 24 hours. Cash equivalents are highly liquid investments that mature in no more than three months from the date of acquisition and that are readily convertible to known amounts of cash with insignificant risk of change in value.

3. Accounting policies (*continued*)

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Incoming resources

All income is included in the statement of financial activities when the charity is entitled to the income, any performance related conditions attached have been met or are fully within the control of the charity, the income is considered probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Donations and legacy income are received by way of donations, legacies, grants and gifts and is included in full in the Statement of Financial Activities when receivable. Where legacies have been notified to the charity but the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material.
- Investment income is included when receivable.
- Income from other charitable activities are accounted for when earned.
- Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.
- Income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Costs of raising funds comprise the costs associated with attracting donations, grants and legacies and the costs of trading for fundraising purposes.

3. Accounting policies (*continued*)

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that **can** be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.
- All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis, as set out in the notes to the accounts.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Leasehold Property	-	Straight line over the life of the asset
Fixtures and Fittings	-	20% reducing balance
Equipment	-	33% straight line

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

3. Accounting policies (continued)

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash value or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

4. Limited by guarantee

Citizens Advice Teignbridge is a company limited by guarantee and accordingly does not have a share capital.

Every member of the company undertakes to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

Notes to the Financial Statements *(continued)*

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Donations			
CATCH	5,250	-	5,250
Other donations	915	-	915
Grants			
Devon County Council	63,292	-	63,292
Teignbridge District Council	52,130	-	52,130
CA - Fairer Charging	-	14,355	14,355
Action For Children	-	16,100	16,100
Devon Welfare Rights Unit - Quids for Kids	-	48,184	48,184
Access to Justice	-	144,418	144,418
Help to Claim	-	29,776	29,776
Victim Support	-	5,141	5,141
Multiple Sclerosis Advocacy	-	6,000	6,000
Heat Well For Less	-	1,265	1,265
Empower	-	8,041	8,041
Debt Project	-	38,439	38,439
COVID-19 funding	-	-	-
Outreach	21,880	-	21,880
National CA (Single Queue)	10,000	-	10,000
Healthwatch	-	13,158	13,158
Warburtons funding	-	-	-
DASWAC	-	8,181	8,181
Devon Carers	-	4,725	4,725
Household Support Fund (TDC)	-	8,789	8,789
Household Support Fund (Fuel)	-	2,284	2,284
Covid Outbreak Management Fund (COMF)	-	22,822	22,822
Other	-	-	-
	153,467	371,678	525,145
Donations			
CATCH	5,000	-	5,000
Other donations	3,623	-	3,623

Notes to the Financial Statements (continued)

Donations and legacies (continued)

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Grants			
Devon County Council	63,322	-	63,322
Teignbridge District Council	52,130	-	52,130
CA - Fairer Charging	-	16,073	16,073
Action For Children	-	16,500	16,500
Devon Welfare Rights Unit - Quids for Kids	-	29,584	29,584
Access To Justice	-	114,322	114,322
Help To Claim	-	37,665	37,665
Supporting Victims of Domestic and Sexual Abuse	10,240	-	10,240
Multiple Sclerosis Advocacy	-	14,000	14,000
Heat Well For Less	-	7,728	7,728
Debt Project	-	16,876	16,876
COVID-19 funding	38,018	-	38,018
Outreach	15,542	-	15,542
CAB Devon	10,000	-	10,000
Healthwatch	-	12,119	12,119
Warburtons funding	6,000	-	6,000
Other	9,953	-	9,953
	<u>213,828</u>	<u>264,867</u>	<u>478,695</u>

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Bank interest receivable	746	746	784	784

6. Investment income

Notes to the Financial Statements (*continued*)

7. Other income

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Other income	11,336	-	11,336
Partner funds (HSF)	-	23,885	23,885
Rental income	300	-	300
	<u>11,636</u>	<u>23,885</u>	<u>35,521</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Other income	11,371	7,750	19,121
Rental income	3,450	-	3,450
	<u>14,821</u>	<u>7,750</u>	<u>22,571</u>

8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Charitable activities	80,337	359,477	439,814
Support costs	45,001	49,989	94,990
	<u>125,338</u>	<u>409,466</u>	<u>534,804</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Charitable activities	131,440	206,736	338,176
Support costs	54,919	28,944	83,863
	<u>186,359</u>	<u>235,680</u>	<u>422,039</u>

Notes to the Financial Statements *(continued)*

9. Analysis of support costs

	Analysis of support costs £	Total 2022 £	Total 2021 £
Staff costs	8,923	8,923	6,307
Premises	42,793	42,793	36,828
Communications and IT	13,429	13,429	12,765
General office	5,480	5,480	3,017
Finance costs	90	90	69
Governance costs	9,250	9,250	11,722
Sundry expenses	1,175	1,175	698
Depreciation	7,387	7,387	7,510
Reference materials	4,510	4,510	4,275
Advertising and publicity	59	59	-
Trustees' expenses	1,894	1,894	672
	<u>94,990</u>	<u>94,990</u>	<u>83,863</u>

10. Net income/(expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	2022 £	2021 £
Depreciation of tangible fixed assets	7,387	7,510
Operating lease rentals	24,911	25,266
	<u>24,911</u>	<u>25,266</u>

11. Independent examination fees

	2022 £	2021 £
Fees payable to the independent examiner for:		
Independent examination of the financial statements	1,900	1,545
Other financial services	2,340	3,600
	<u>4,240</u>	<u>5,145</u>

Notes to the Financial Statements (*continued*)

12. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2022	2021
	£	£
Wages and salaries	374,211	299,500
Social security costs	21,569	14,728
Employer contributions to pension plans	10,379	7,986
	406,159	322,214

The average head count of employees during the year was 23 (2021: 19). The average number of full-time equivalent employees during the year is analysed as follows:

	2022	2021
	No.	No.
Number of staff	18	12

No employee received employee benefits of more than £60,000 during the year (2021: Nil).

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity; 79 (2021 - 87) volunteers contributed approximately 27,550 (2021 - 33,000) hours of work to the LCA during the year.

13. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees (2021 - £nil).

Trustees' expenses amounted to £1,894 (2021 - £672), where two (2021 - two) trustees were reimbursed during the year for charity related travelling, meeting expenses, stationery, telephone and small annual regulatory fees.

Notes to the Financial Statements *(continued)*

14. Tangible fixed assets

	Land and buildings £	Fixtures and fittings £	Equipment £	Total £
Cost				
At 1 April 2021	83,433	26,592	36,874	146,899
At 31 March 2022	83,433	26,592	36,874	146,899
Depreciation				
At 1 April 2021	83,433	24,216	29,894	137,251
Charge for the year	-	493	6,894	7,387
At 31 March 2022	83,433	24,742	36,586	144,638
Carrying amount				
At 31 March 2022	-	1,973	288	2,261
At 31 March 2021	-	2,466	7,182	9,648

15. Debtors

	2022 £	2021 £
Trade debtors	38,108	9,000
Prepayments and accrued income	11,137	2,821
	49,245	11,821

16. Investments

	2022 £	2021 £
Short-term investments	160,000	160,000

The investments are held in separate fixed-term notice and fixed-term maturity bank accounts.

Notes to the Financial Statements (*continued*)

17. Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	4,452	300
Accruals and deferred income	34,690	39,946
Social security and other taxes	6,786	-
Pension creditor	105	-
Other creditors	656	-
	<u>46,689</u>	<u>40,246</u>

18. Deferred income

	2022	2021
	£	£
At 1 April 2021	34,367	29,367
Amount released to income	(34,367)	(29,367)
Amount deferred in year	27,058	34,367
	<u>27,058</u>	<u>34,367</u>

The deferred income relates to grants and other income received during the year in advance of the services performed.

19. Pensions and other post-retirement benefits Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £10,379 (2021: £7,986).

Notes to the Financial Statements (*continued*)

20. Analysis of charitable funds

Unrestricted funds

	At 1 April 2021	Income	Expenditure	Transfers	At 31 Mar 2022
	£	£	£	£	£
Unrestricted Fund	284,153	165,849	(125,338)	(84,666)	239,998
Designated Fund	-	-	-	80,000	80,000
	<u>284,153</u>	<u>165,849</u>	<u>(125,338)</u>	<u>(4,666)</u>	<u>319,998</u>

	At 1 April 2020	Income	Expenditure	Transfers	At 31 Mar 2021
	£	£	£	£	£
Unrestricted Fund	244,005	229,433	(186,359)	(2,926)	284,153

The Unrestricted funds are free funds which are not reserved for specific purposes. Part of this fund is considered to be a contingency fund as set out in the reserves policy within the trustees' report.

In addition, £80,000 of reserves is designated for an Innovation Reserve Fund intended to provide the organisation with the financial flexibility to respond promptly to significant changes in funding and new opportunities.

Notes to the Financial Statements (*continued*)

Analysis of charitable funds (*continued*)

Restricted funds

	At 1 April 2021	Income	Expenditure	Transfers	At 31 March 2022
	£	£	£	£	£
Fairer Charging Fund	-	14,356	(14,356)	-	-
Access to Justice	24,215	144,418	(142,888)	-	25,745
Action for Children	8,289	16,100	(18,705)	-	5,684
Multiple Sclerosis	-	6,000	(6,000)	-	-
Quids for Kids	6,052	48,184	(52,153)	-	2,083
Healthwatch	-	13,158	(13,158)	-	-
Help to Claim	2,911	29,776	(32,687)	-	-
Debt Project	5,589	38,438	(44,027)	-	-
Heat Well for Less	-	1,265	(1,265)	-	-
Victim Support	-	5,141	(5,141)	-	-
Empower	-	8,041	(3,734)	-	4,307
DASWAC	-	8,181	(8,181)	-	-
Devon Carers	-	4,725	(4,725)	-	-
Household Support Fund – (TDC)	-	32,674	(37,340)	4,666	-
Household Support Fund (Fuel)	-	2,284	(2,284)	-	-
COMF	-	22,822	(22,822)	-	-
	47,056	395,563	(409,466)	4,666	37,819

	At 1 April 2020	Income	Expenditure	Transfers	At 31 March 2021
	£	£	£	£	£
Fairer Charging	-	16,073	(16,177)	104	-
Access to Justice	1,747	114,322	(91,854)	-	24,215
Action for Children	5,446	16,500	(13,657)	-	8,289
Multiple Sclerosis	-	14,000	(14,539)	539	-
Quids for Kids	-	37,334	(31,282)	-	6,052
Healthwatch	-	12,119	(13,484)	1,365	-
Help to Claim	-	37,665	(34,754)	-	2,911
Debt Project	-	16,876	(11,287)	-	5,589
Heat Well for Less	-	7,728	(8,646)	918	-
	7,193	272,617	(235,680)	2,926	47,056

Notes to the Financial Statements *(continued)*

Fairer Charging Fund – also known as Charging for Care, this service assists clients with the social care financial assessment and is funded via Citizens Advice Devon by Devon County Council.

Access to Justice - a project which takes referrals from LCA's across Devon and provides legal advice to clients on family law who would otherwise be left without access to legal advice.

Action For Children - this service provides advice for users of Children's Centres in Devon. It focuses on income maximisation and money management. It is funded via Citizens Advice Devon by Action for Children.

Multiple Sclerosis - this project enables the LCA to employ an adviser to deliver general advice to clients and families affected by Multiple Sclerosis and is funded by the MS Society.

Quids for Kids – a project which is funded via Citizens Advice Devon by Devon County Council, it is a service that provides advice and information to families who have children with special needs and to young people with disabilities and certain other groups. Funding is from Devon County Council.

Healthwatch – a project which enables patients and social care service users to have a voice.

Help to Claim - a project, funded by national Citizens Advice, which supports clients with making a new claim for Universal Credit, from opening an account to receiving their first full payment.

Debt Project – a project, funded by MaPS via national Citizens Advice, takes referrals from the core service for clients needing assistance with managing problem debt.

Heat Well For Less - provided advice and information on fuel poverty. It encompassed advice and assistance on bills and meter issues, fuel debt, minimising costs (e.g. tariffs, discounts, grants), switching suppliers and energy efficiency.

Victim Care Network - a grant received from the Strategic Victim Support Partnership via Citizens Advice Devon to provide generalist advice for victims of crime.

Empower – This replaced Heat Well for Less providing advice and information on fuel poverty

Devon Advice Services for Workings Age Carers (DASWAC) - provided by Devon County Council through Citizens Advice Devon to provide an advice service for working age carers.

Carers Project - funding provided by Devon Carers through Citizens Advice Devon to provide an income maximisation service for Devon's carers.

Household Support Fund (Teignbridge District Council) – a project in partnership with Teignbridge District Council to support those people affected by the rise in the cost of living.

Household Support Fund (Fuel) – a project funded via Citizens Advice Devon to assist with the distribution of fuel vouchers for clients on prepayment meters.

Contain Outbreak Management Fund (COMF) – funding provided through Devon County Council to help clients to manage the economic pressures associated with emerging from the pandemic.

Notes to the Financial Statements (*continued*)

21. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Tangible fixed assets	2,261	-	2,261
Current assets	364,426	37,819	402,245
Creditors less than 1 year	(46,689)	-	(46,689)
Net assets	319,998	37,819	357,817

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Tangible fixed assets	9,648	-	9,648
Current assets	290,384	71,423	361,807
Creditors less than 1 year	(40,246)	-	(40,246)
Net assets	259,786	71,423	331,209

22. Related parties

Two of the member organisations, Devon County Council and Teignbridge District Council, provide substantial funding to enable the charity to carry out its charitable objectives as shown in note 5 to the accounts.

There was an outstanding balance of £15,706 with Teignbridge District Council at 31 March 2022 due to late invoicing. This amount is included in the Debtors total in note 15 (2021 - £nil).

The trustees and senior management are listed on page 1 of the charity's financial statements.

23. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2022	2021
	£	£
Not later than 1 year	17,644	-
Later than 1 year and not later than 5 years	29,406	-
	-----	-----

	47,050	-
	=====	=====
	==	=

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Management Information

Year ended 31 March 2022

The following pages do not form part of the financial statements.

Detailed Statement of Financial Activities

	2022	2021
	£	£
Income and endowments		
Donations and legacies		
CATCH	5,250	5,000
Other donations	915	3,623
Devon County Council	63,292	63,322
Teignbridge District Council	52,130	52,130
CA - Fairer Charging	14,355	16,073
Action For Children	16,100	16,500
Devon Welfare Rights Unit - Quids for Kids	48,184	29,584
Access To Justice	144,418	114,322
Help To Claim	29,776	37,665
Supporting Victims of Domestic and Sexual Abuse	5,141	10,240
Multiple Sclerosis Advocacy	6,000	14,000
Heat Well For Less	1,265	7,728
Empower	8,041	-
Debt Project	38,439	16,876
COVID-19 funding	-	38,018
Outreach	21,880	15,542
National CA (Single Queue)	10,000	-
CAB Devon	-	10,000
Healthwatch	13,158	12,119
Warburtons funding	-	6,000
DASWAC	8,181	-
Devon Carers	4,725	-
Household Support Fund (TDC)	8,789	-
Household Support Fund (Fuel)	2,284	-
Covid Outbreak Management Fund (COMF)	22,822	-
Other	-	9,953
	525,145	478,695
Investment income		
Bank interest receivable	746	784
Other income		
Partner funds (HSF TDC)	23,885	-
Rental income	300	3,450
Other income	11,336	19,121
	35,521	22,571

Total income	561,412	502,050
---------------------	----------------	---------

Detailed Statement of Financial Activities (*continued*)

	2022	2021
	£	£
Expenditure on charitable activities		
<i>Activities undertaken directly</i>		
Wages and salaries	374,211	299,500
Employer's NIC	21,569	14,728
Pension costs	10,379	7,986
Other LCA adviser fees	8,592	13,174
Travel costs	158	1,519
Other interest payable and similar charges	-	2
Other direct costs	1,020	1,267
Partner payments	23,885	-
	439,814	338,176
<i>Support costs</i>		
Operating leases	25,258	25,266
Equipment rental	4,957	2,593
Utility expenses	3,943	3,284
Repairs & maintenance	9,644	4,800
Insurance	3,949	3,478
Sundry expenses	1,175	698
Book-keeping	3,742	1,732
Professional fees	4,201	4,845
Independent examiner's fee	5,048	5,145
Telephone	5,789	9,447
Printing, postage and stationery	5,480	3,017
Depreciation	7,387	7,510
Staff and training costs	5,181	6,307
Information and books	4,510	4,275
Photocopier and computer	2,683	725
Advertising and publicity	59	-
Trustees' expenses	1,894	672
Bank charges	90	69
	94,990	83,863
Total expenditure	534,804	422,039
Net income	26,608	80,011

Free, confidential advice

Whoever you are

We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.



citizensadviceteignbridge.org.uk

Published November 2022

Citizens Advice Teignbridge is an operating name of Teignbridge Citizens Advice Bureaux, a company limited by guarantee. Registered in England number 02373461. Registered address 36–38 Market Walk, Newton Abbot, Devon, TQ12 2RX. Registered charity number 900012. Authorised and regulated by the Financial Conduct Authority FRN 617768.

TEIGNBRIDGE CITIZENS ADVICE BUREAUX

England & Wales - Charity number 900012

Accounts

**Teignbridge Citizens Advice Bureaux
Company Limited by Guarantee
Unaudited Financial Statements
31 March 2021**

THOMAS WESTCOTT

Chartered accountants

Petitor House
Nicholson Road

Torquay
Devon
TQ2 7TD

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2021

	Page
Trustees' annual report (incorporating the director's report)	1
Independent examiner's report to the trustees	7
Statement of financial activities (including income and expenditure account)	8
Statement of financial position	9
Notes to the financial statements	10
The following pages do not form part of the financial statements	
Detailed statement of financial activities	24

Teignbridge Citizens Advice Bureaux
Company Limited by Guarantee
Trustees' Annual Report (Incorporating the Director's Report)
Year ended 31 March 2021

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2021.

Reference and administrative details

Registered charity name Teignbridge Citizens Advice Bureaux

Charity registration number 900012

Company registration number 02373461

Principal office and registered office 36-38 Market Walk
Newton Abbot
Devon
TQ12 2RX

The trustees Mr Roger Randall
Mrs Linda Randall
Mr Andrew Wilson
Mr Barry Dewhurst
Mr Frank Bond
Mrs Helen Maclaine

Treasurer Mr Roger Randall

Chief executive Mr Vincent Willson

Independent examiner Mr S R Smith (FCA)
on behalf of Thomas Westcott
Chartered Accountants
Petitor House
Nicholson Road
Torquay
Devon
TQ2 7TD

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Structure, governance and management

Governing Document

Teignbridge Citizens Advice Bureau is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to £1. Teignbridge Citizens Advice Bureau is governed by its Memorandum and Articles of Association as amended in November 2010.

Teignbridge Citizens Advice Bureau was incorporated as a company limited by guarantee on 18th April 1989.

Organisational Structure

Teignbridge Citizens Advice Bureau 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 Teignbridge Citizens Advice Bureau and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet every six weeks and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management.

Recruitment, Appointment of Trustees

Trustees who are also directors of the company, are elected from the local community. Trustees are elected at the Annual General Meeting. A separate process agreed by the Trustee Board is followed for the election of the Chair and other officers. No other persons or bodies external to the charity are entitled to appoint persons to the Trustee Board.

The board understands the importance of the diversity of its trustees in regards to the Charity Governance Code and is mindful of this when going through the recruitment process for new trustees.

Induction of Trustees

Newly appointed Trustees are provided with a comprehensive induction to Teignbridge Citizens Advice Bureau through the provision of training courses and mentoring by established trustees.

Related Parties

Teignbridge Citizens Advice Bureau is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Teignbridge Citizens Advice Bureau in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

Major risks

Teignbridge Citizens Advice Bureau has worked on a Corporate Risk Management exercise. A risk management strategy was agreed by the Trustee Board as part of the business planning process. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end Teignbridge Citizens Advice Bureau is continually monitoring and managing its risk and ensuring action plans are in place to mitigate its key risks.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Major risks *(continued)*

Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implantation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

Objectives and activities

Objectives

The charity's objects are to promote any charitable purpose for the benefit of the community in Teignbridge, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Aims, Objectives, Strategies and Activities for the Year

Teignbridge Citizens Advice Bureau aims to provide free, confidential, impartial and independent advice and information for the benefit of the local community. The bureau aims to provide the advice people need for the problems they face, ensuring that individuals do not suffer from a lack of knowledge about their rights and responsibilities. The dual aim of the bureau is to improve the policies and practices that affect people's lives.

To obtain the necessary funding to provide the additional services and applications were made to various local and national providers of community finance.

Public Benefit

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the bureau during the year. The trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

The principal activity of Teignbridge Citizens Advice Bureau remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. This was provided through bureaux at Dawlish, Teignmouth and Newton Abbot.

In addition to general advice the following projects were provided:

1. Benefits advice to families who have children with special needs
2. Legal advice to clients
3. General advice to individuals and families affected by MS
4. General advice to clients affected by the welfare reform programme
5. Fairer Charging assessments for people requiring care and support services
6. Advice and advocacy for people using health or social services. Advisory services were provided through face-to-face consultations, telephone advice lines and various outreach services
7. Advice on issues that can improve financial circumstances and give children a better start in life
8. Advice and information on fuel poverty
9. Increasing debt advice capacity

Contribution of Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity.

87 (2020 - 114) volunteers contributed approximately 33,000 (2020 - 36,000) hours of work to the bureau during the year. Based on the value of volunteer hours used by the Office of National Statistics, the value of volunteering in 2020/21 was worth £458,636.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Achievements and performance

Charitable Activities

During the year the charity helped 6,550 (2020 - 6,289) clients with 16,541 (2020 - 18,102) issues. The majority of issues related to benefits (53%), debt (10%), employment (8%), housing (9%) and relationships and family (6%). Other areas of advice included: consumer, health, immigration, financial capability, legal issues, travel and transport and tax.

Clients were predominately advised by phone (61%) and e-mail (23%), but also in person, by letter, via webchat and by video call(16%).

As a result of the advice given, clients received £1,354,904 (2020 - £3,802,479) of new financial income. This income will have a major impact on the lives of the individual clients but will also have a local impact with the majority of this income being spent in the local economy.

Investment Activities

The charity currently holds material investments in fixed-term notice and fixed-term maturity accounts.

Factors Affecting the Achievement of Objectives

The charity is only too well aware of the financial pressures experienced by its major funds and in view of this has taken active measures to seek additional sources of funding for its services and to generally widen the companies funding base.

Financial review

Total incoming resources for the year have increased by 59% to £502,050 (2020 - £315,491) and of this £272,617 (2020 - £135,322) related to project restricted income. The overall increase has arisen due to a number of short-term grants being added during the year.

The total expenditure has increased by 21% to £422,039 (2020 - £348,988), arising largely from the increased costs related to additional funding streams.

There was a surplus of income over expenditure during the year of £80,011 (2020 - deficit of £33,497). At 31 March 2021 the total reserves were £331,209 (2020 - £251,198) of which represented unrestricted funds of £284,153 (2020 - £244,005) and restricted funds of £47,056 (2020 - £7,193).

Both the liquidity and cash flow risks of the charity are considered to be low, due to the nature of the current assets held and the payment terms from the core funders.

Reserves Policy

Teignbridge Citizens Advice Bureau is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The Bureaux will maintain a projection of income for at least three years ahead and will ensure that this continues to be derived from as wide a variety of sources possible. They will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred the Trustees have determined that "free" reserves should be maintained equal to 6 months normal operating expenditure (£200,000 based on 2020/21)

In addition, the Trustees have determined that £30,000 of reserves should be designated for the costs of relocation and refurbishment of the main bureau office within the next 2 to 3 years.

A further amount of up to £20,000 has been designated for potential restructuring costs. Reserves may also be used for the fund-raising activities of the bureau.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Principal Funding Sources

The trustees extend their gratitude to Devon County Council and Teignbridge District Council, who continued to support the core operating capacity of the charity.

The trustees are also grateful for the additional core funding received from the town councils of Dawlish, Newton Abbot, Teignmouth and Buckfastleigh.

Project-specific funding was received from the MS Society and Citizens Advice nationally. To deliver its projects the charity worked in partnership with organisations including departments of local councils and other charities within the CAB Devon consortium.

The charity did not have any borrowings from either providers of funding or other sources at the balance sheet date.

Plans for future periods

The charity will seek to maintain its core funding and maintain or replace project-specific funding, looking for new opportunities to secure additional funding or improve service delivery.

Trustees' responsibilities statement

The trustees, who are also directors 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 charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the 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 in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities and for the maintenance and integrity of the corporate and financial information on the company's website.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Events after the end of the reporting period

Particulars of events after the reporting date are detailed in note 22 to the financial statements.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on and signed on behalf of the board of trustees by:

.....
Mr Andrew Wilson
Trustee

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of Teignbridge Citizens Advice Bureaux

Year ended 31 March 2021

I report to the trustees on my examination of the financial statements of Teignbridge Citizens Advice Bureaux ('the charity') for the year ended 31 March 2021.

Responsibilities and basis of report

As the trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements 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 charity's accounts as 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 charity'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 the Institute of Chartered Accountants in England and Wales (ICAEW), 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 charity as required by section 386 of the 2006 Act; or
2. the financial statements do not accord with those records; or
3. the financial statements 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 financial statements 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.

.....
Mr S R Smith (FCA)

Independent Examiner

Thomas Westcott Chartered Accountants
Petitor House
Nicholson Road
Torquay
Devon
TQ2 7TD

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2021

		2021	2020		
		Unrestricted funds	Restricted funds	Total funds	Total funds
	Note	£	£	£	£
Income and endowments					
Donations and legacies	5	213,828	264,867	478,695	295,770
Investment income	6	784	–	784	2,095
Other income	7	14,821	7,750	22,571	17,626
Total income		<u>229,433</u>	<u>272,617</u>	<u>502,050</u>	<u>315,491</u>
Expenditure					
Expenditure on charitable activities	8	186,359	235,680	422,039	348,988
Total expenditure		<u>186,359</u>	<u>235,680</u>	<u>422,039</u>	<u>348,988</u>
Net income/(expenditure)		<u>43,074</u>	<u>36,937</u>	<u>80,011</u>	<u>(33,497)</u>
Transfers between funds		(2,926)	2,926	–	–
Net movement in funds		<u>40,148</u>	<u>39,863</u>	<u>80,011</u>	<u>(33,497)</u>
Reconciliation of funds					
Total funds brought forward		244,005	7,193	251,198	284,695
Total funds carried forward		<u>284,153</u>	<u>47,056</u>	<u>331,209</u>	<u>251,198</u>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The notes on pages 10 to 22 form part of these financial statements.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Statement of Financial Position

31 March 2021

	Note	2021 £	£	2020 £
Fixed assets				
Tangible fixed assets	14		9,648	16,082
Current assets				
Debtors	15	11,821		9,314
Investments	16	160,000		126,302
Cash at bank and in hand		189,986		140,591
		<u>361,807</u>		<u>276,207</u>
Creditors: amounts falling due within one year	17	<u>40,246</u>		<u>41,091</u>
Net current assets			<u>321,561</u>	<u>235,116</u>
Total assets less current liabilities			<u>331,209</u>	<u>251,198</u>
Net assets			<u>331,209</u>	<u>251,198</u>
Funds of the charity				
Restricted funds			47,056	7,193
Unrestricted funds			284,153	244,005
Total charity funds	20		<u>331,209</u>	<u>251,198</u>

For the year ending 31 March 2021 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

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

These financial statements were approved by the board of trustees and authorised for issue on, and are signed on behalf of the board by:

.....
Mr Andrew Wilson
Trustee

The notes on pages 10 to 22 form part of these financial statements.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2021

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 36-38 Market Walk, Newton Abbot, Devon, TQ12 2RX.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Disclosure exemptions

The entity satisfies the criteria of being a qualifying entity as defined in FRS 102.

Therefore, advantage has been taken of the disclosure exemptions available under paragraph 1.12 of FRS 102 and no cash flow statement has been presented.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Cash and cash equivalents

Cash is represented by cash in hand and deposits with financial institutions repayable without penalty on notice of not more than 24 hours. Cash equivalents are highly liquid investments that mature in no more than three months from the date of acquisition and that are readily convertible to known amounts of cash with insignificant risk of change in value.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

3. Accounting policies *(continued)*

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Incoming resources

All income is included in the statement of financial activities when the charity is entitled to the income, any performance related conditions attached have been met or are fully within the control of the charity, the income is considered probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Donations and legacy income is received by way of donations, legacies, grants and gifts and is included in full in the Statement of Financial Activities when receivable. Where legacies have been notified to the charity but the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material.
- Investment income is included when receivable.
- Income from other charitable activities are accounted for when earned.
- Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.
- Income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

3. Accounting policies *(continued)*

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Costs of raising funds comprise the costs associated with attracting donations, grants and legacies and the costs of trading for fundraising purposes.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.
- All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis, as set out in the notes to the accounts.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Leasehold Property	-	Straight line over the life of the asset
Fixtures and Fittings	-	20% reducing balance
Equipment	-	33% straight line

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

3. Accounting policies *(continued)*

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash value or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

4. Limited by guarantee

Teignbridge Citizens Advice Bureau is a company limited by guarantee and accordingly does not have a share capital.

Every member of the company undertakes to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Donations			
CATCH	5,000	–	5,000
Other donations	3,623	–	3,623

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

5. Donations and legacies *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Grants			
Devon County Council	63,322	–	63,322
Teignbridge District Council	52,130	–	52,130
CA - Fairer Charging	–	16,073	16,073
Action For Children	–	16,500	16,500
Devon Welfare Rights Unit - Quids for Kids	–	29,584	29,584
Access To Justice	–	114,322	114,322
Warmer Homes	–	–	–
Help To Claim	–	37,665	37,665
Supporting Victims of Domestic and Sexual Abuse	10,240	–	10,240
Multiple Sclerosis Advocacy	–	14,000	14,000
Heat Well For Less	–	7,728	7,728
Debt Project	–	16,876	16,876
COVID-19 funding	38,018	–	38,018
Outreach	15,542	–	15,542
CAB Devon	10,000	–	10,000
Healthwatch	–	12,119	12,119
Warburtons funding	6,000	–	6,000
Chudleigh Outreach	–	–	–
Other	9,953	–	9,953
	<u>213,828</u>	<u>264,867</u>	<u>478,695</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Donations			
CATCH	3,700	–	3,700
Other donations	4,421	–	4,421

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

5. Donations and legacies *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Grants			
Devon County Council	64,144	–	64,144
Teignbridge District Council	52,130	–	52,130
CA - Fairer Charging	–	17,582	17,582
Action For Children	–	16,300	16,300
Devon Welfare Rights Unit - Quids for Kids	–	29,584	29,584
Access To Justice	–	12,184	12,184
Warmer Homes	5,700	–	5,700
Help To Claim	–	33,139	33,139
Supporting Victims of Domestic and Sexual Abuse	–	–	–
Multiple Sclerosis Advocacy	–	14,000	14,000
Heat Well For Less	5,616	–	5,616
Debt Project	–	–	–
COVID-19 funding	–	–	–
Outreach	15,200	–	15,200
CAB Devon	–	–	–
Healthwatch	–	11,921	11,921
Warburtons funding	–	–	–
Chudleigh Outreach	7,840	–	7,840
Other	2,309	–	2,309
	<u>161,060</u>	<u>134,710</u>	<u>295,770</u>

6. Investment income

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Bank interest receivable	<u>784</u>	<u>784</u>	<u>2,095</u>	<u>2,095</u>

7. Other income

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Other income	11,371	7,750	19,121
Rental income	3,450	–	3,450
	<u>14,821</u>	<u>7,750</u>	<u>22,571</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Other income	10,114	612	10,726
Rental income	6,900	–	6,900
	<u>17,014</u>	<u>612</u>	<u>17,626</u>

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Charitable activities	131,440	206,736	338,176
Support costs	54,919	28,944	83,863
	<u>186,359</u>	<u>235,680</u>	<u>422,039</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Charitable activities	150,329	114,966	265,295
Support costs	57,553	26,140	83,693
	<u>207,882</u>	<u>141,106</u>	<u>348,988</u>

9. Analysis of support costs

	Analysis of support costs £	Total 2021 £	Total 2020 £
Staff costs	6,307	6,307	4,696
Premises	36,828	36,828	36,313
Communications and IT	12,765	12,765	11,901
General office	3,017	3,017	5,918
Finance costs	69	69	60
Governance costs	11,722	11,722	11,628
Sundry expenses	698	698	996
Depreciation	7,510	7,510	7,323
Reference materials	4,275	4,275	2,484
Advertising and publicity	–	–	640
Trustees' expenses	672	672	1,734
	<u>83,863</u>	<u>83,863</u>	<u>83,693</u>

10. Net income/(expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	2021 £	2020 £
Depreciation of tangible fixed assets	7,510	7,323
Operating lease rentals	25,266	26,632

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

11. Independent examination fees

	2021	2020
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	1,545	1,420
Other financial services	3,600	3,400
	<u>5,145</u>	<u>4,820</u>

12. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2021	2020
	£	£
Wages and salaries	299,500	228,998
Social security costs	14,728	9,636
Employer contributions to pension plans	7,986	6,833
	<u>322,214</u>	<u>245,467</u>

The average head count of employees during the year was 22 (2020: 19). The average number of full-time equivalent employees during the year is analysed as follows:

	2021	2020
	No.	No.
Number of staff	<u>12</u>	<u>10</u>

No employee received employee benefits of more than £60,000 during the year (2020: Nil).

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity, 87 (2020 - 114) volunteers contributed just over 33,000 (2020 - 36,000) hours of work to the bureau during the year.

13. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees (2020 - £nil).

Trustees' expenses amounted to £672 (2020 - £1,734), where two (2020 - four) trustees were reimbursed during the year for charity related travelling, meeting expenses, stationery, telephone and small annual regulatory fees.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

14. Tangible fixed assets

	Land and buildings £	Fixtures and fittings £	Equipment £	Total £
Cost				
At 1 April 2020	83,433	26,380	36,010	145,823
Additions	–	212	864	1,076
At 31 March 2021	<u>83,433</u>	<u>26,592</u>	<u>36,874</u>	<u>146,899</u>
Depreciation				
At 1 April 2020	83,433	23,510	22,798	129,741
Charge for the year	–	616	6,894	7,510
At 31 March 2021	<u>83,433</u>	<u>24,126</u>	<u>29,692</u>	<u>137,251</u>
Carrying amount				
At 31 March 2021	<u>–</u>	<u>2,466</u>	<u>7,182</u>	<u>9,648</u>
At 31 March 2020	<u>–</u>	<u>2,870</u>	<u>13,212</u>	<u>16,082</u>

15. Debtors

	2021 £	2020 £
Trade debtors	9,000	–
Prepayments and accrued income	2,821	9,314
	<u>11,821</u>	<u>9,314</u>

16. Investments

	2021 £	2020 £
Short-term investments	160,000	126,302

The investments are held in separate fixed-term notice and fixed-term maturity bank accounts.

17. Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	300	412
Accruals and deferred income	39,946	34,719
Social security and other taxes	–	3,518
Pension creditor	–	888
Other creditors	–	1,554
	<u>40,246</u>	<u>41,091</u>

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

18. Deferred income

	2021	2020
	£	£
At 1 April 2020	29,367	–
Amount released to income	(29,367)	–
Amount deferred in year	34,367	29,367
At 31 March 2021	34,367	29,367

The deferred income relates to grants and other income received during the year in advance of the services performed.

19. Pensions and other post-retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £7,986 (2020: £6,833).

20. Analysis of charitable funds

Unrestricted funds

	At 1 April 2020	Income	Expenditure	Transfers	At 31 March 20 21
	£	£	£	£	£
Unrestricted Fund	<u>244,005</u>	<u>229,433</u>	<u>(186,359)</u>	<u>(2,926)</u>	<u>284,153</u>

	At 1 April 2019	Income	Expenditure	Transfers	At 31 March 20 20
	£	£	£	£	£
Unrestricted Fund	<u>276,854</u>	<u>180,169</u>	<u>(207,882)</u>	<u>(5,136)</u>	<u>244,005</u>

The unrestricted funds are free funds which are not reserved for specific purposes. Part of this fund is considered to be a contingency fund as set out in the reserves policy within the trustees' report.

The Trustees have determined that £30,000 of reserves should be designated for the costs of relocation and refurbishment of the main Bureau office within the next two to three years.

A further amount of up to £20,000 has been designated for potential restructuring costs.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

20. Analysis of charitable funds *(continued)*

Restricted funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
Fairer Charging Fund	–	16,073	(16,177)	104	–
Access to Justice	1,747	114,322	(91,854)	–	24,215
Action for Children	5,446	16,500	(13,657)	–	8,289
Multiple Sclerosis	–	14,000	(14,539)	539	–
Quids for Kids	–	37,334	(31,282)	–	6,052
Healthwatch	–	12,119	(13,484)	1,365	–
Help to Claim	–	37,665	(34,754)	–	2,911
Debt Project	–	16,876	(11,287)	–	5,589
Heat Well for Less	–	7,728	(8,646)	918	–
	<u>7,193</u>	<u>272,617</u>	<u>(235,680)</u>	<u>2,926</u>	<u>47,056</u>

	At 1 April 2019 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
Fairer Charging Fund	–	17,582	(17,872)	290	–
Access to Justice	–	12,184	(10,437)	–	1,747
Action for Children	5,473	16,300	(16,327)	–	5,446
Multiple Sclerosis	1,216	14,000	(17,025)	1,809	–
Quids for Kids	737	29,584	(30,925)	604	–
Healthwatch	–	11,921	(13,849)	1,928	–
Help to Claim	415	33,751	(34,671)	505	–
	<u>7,841</u>	<u>135,322</u>	<u>(141,106)</u>	<u>5,136</u>	<u>7,193</u>

Fairer Charging Fund - arises from an agreement with CAB Devon to assess clients' care needs and their entitlement to benefits. Funding is from Devon County Council.

Multiple Sclerosis Advocacy - enables the charity to employ a project worker to delivery general advice to clients and families affected by MS.

Quids for Kids - arises from an agreement with CAB Devon to provide advice and information to families who have children with special needs. Funding is from Devon County Council.

Healthwatch - enables to charity to participate in a partnership with other local charities to help people get the best of health and social care services, including the facilitation of complaints. Funding is from Healthwatch Devon.

Help to Claim (Universal Credit) - this was the set-up period, including recruitment and training, for a new national project 'Help to Claim' due to launch in April 2019. This will offer support to clients with making a new claim for Universal Credit, from opening an account to receiving their first full payment.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

Analysis of charitable funds *(continued)*

Action For Children - this service provides advice for users of Children's Centres in Devon. It can give families a free benefit check, help with claiming and guidance on financial management. It can also help parents understand how getting a job or changing the hours they work would affect their income and benefits.

Access to Justice - a project which takes referrals from local Citizens Advice offices across Devon and provides legal advice to clients in areas of social welfare law, including in particular, family and employment law. It is designed for clients who would otherwise be left without access to legal advice.

Debt Project - The project takes referrals from the core service for clients needing assistance with managing problem debt and it enables clients to make informed decisions on options for longer term solutions

Heat Well For Less - Provides advice and information on fuel poverty. It encompasses advice and assistance on bills and meter issues, fuel debt, minimising costs (e.g., tariffs, discounts, grants), switching suppliers and energy efficiency.

21. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Tangible fixed assets	9,648	–	9,648
Current assets	290,384	71,423	361,807
Creditors less than 1 year	(40,246)	–	(40,246)
Net assets	<u>259,786</u>	<u>71,423</u>	<u>331,209</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Tangible fixed assets	16,082	–	16,082
Current assets	269,014	7,193	276,207
Creditors less than 1 year	(41,091)	–	(41,091)
Net assets	<u>244,005</u>	<u>7,193</u>	<u>251,198</u>

22. Post balance sheet events

Although there are no specific known factors which could have an impact on the charity's financial statements, it should be noted that as at the end of the financial year there was continued instability relating to the global health emergency in respect of the coronavirus pandemic. Under government guidance due to COVID-19, the charity had closed all of its drop-in centres before the balance sheet date, but all of the other services have continued, although restrictions affecting several of the staff and volunteers has meant running a reduced service. A skeleton staff was maintained in the office throughout, with two advisers and two administrative workers continuing to work there, keeping a limit of five people in the office at any one time and with the appropriate safeguards in place. This limit increased from 12th April to 10 and later to 15 and now to 20. The service was run digitally throughout this time, but recently vulnerable clients have been seen by appointment in the office, but the drop-in services have not been re-opened.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

23. Related parties

Two of the member organisations, Devon County Council and Teignbridge District Council, provide substantial funding to enable the charity to carry out its charitable objectives as shown in note 5 to the accounts.

There were no outstanding balances with related parties at 31 March 2021 (2020 - £nil).

The trustees and senior management are listed on page 1 of the charity's financial statements.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Management Information

Year ended 31 March 2021

The following pages do not form part of the financial statements.

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Detailed Statement of Financial Activities

Year ended 31 March 2021

	2021 £	2020 £
Income and endowments		
Donations and legacies		
CATCH	5,000	3,700
Other donations	3,623	4,421
Devon County Council	63,322	64,144
Teignbridge District Council	52,130	52,130
CA - Fairer Charging	16,073	17,582
Action For Children	16,500	16,300
Devon Welfare Rights Unit - Quids for Kids	29,584	29,584
Access To Justice	114,322	12,184
Warmer Homes	–	5,700
Help To Claim	37,665	33,139
Supporting Victims of Domestic and Sexual Abuse	10,240	–
Multiple Sclerosis Advocacy	14,000	14,000
Heat Well For Less	7,728	5,616
Debt Project	16,876	–
COVID-19 funding	38,018	–
Outreach	15,542	15,200
CAB Devon	10,000	–
Healthwatch	12,119	11,921
Warburtons funding	6,000	–
Chudleigh Outreach	–	7,840
Other	9,953	2,309
	<u>478,695</u>	<u>295,770</u>
Investment income		
Bank interest receivable	784	2,095
Other income		
Other income	19,121	10,726
Rental income	3,450	6,900
	<u>22,571</u>	<u>17,626</u>
Total income	<u>502,050</u>	<u>315,491</u>

Teignbridge Citizens Advice Bureaux

Company Limited by Guarantee

Detailed Statement of Financial Activities *(continued)*

Year ended 31 March 2021

	2021 £	2020 £
Expenditure on charitable activities		
Charitable activities		
<i>Activities undertaken directly</i>		
Wages and salaries	299,500	228,998
Employer's NIC	14,728	9,636
Pension costs	7,986	6,833
Other LCA adviser fees	13,174	–
Travel costs	1,519	17,245
Other interest payable and similar charges	2	–
Other direct costs	1,267	1,512
Bad debts	–	1,071
	<u>338,176</u>	<u>265,295</u>
<i>Support costs</i>		
Operating leases	25,266	26,632
Equipment rental	2,593	2,647
Utility expenses	3,284	4,479
Repairs & maintenance	4,800	1,902
Insurance	3,478	3,300
Sundry expenses	698	996
Book-keeping	1,732	2,646
Professional fees	4,845	4,162
Independent examiner's fee	5,145	4,820
Telephone	9,447	8,408
Printing, postage and stationery	3,017	5,918
Depreciation	7,510	7,323
Staff and training costs	6,307	4,696
Information and books	4,275	2,484
Photocopier and computer	725	846
Advertising and publicity	–	640
Trustees' expenses	672	1,734
Bank charges	69	60
	<u>83,863</u>	<u>83,693</u>
Total expenditure	<u>422,039</u>	<u>348,988</u>
Net income/(expenditure)	<u>80,011</u>	<u>(33,497)</u>