

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	5000	9,224
Total income		152,496	402,111	554,607
Expenditure on:				
Charitable activities	6	(157,560)	(427,109)	(584,669)
Total expenditure		(157,560)	(427,109)	(584,669)
Net income		(5,064)	(24,998)	(30,062)
Transfers between funds		7,206	(7,206)	-
Net movement in funds		2,142	(32,203)	(30,062)
Reconciliation of funds				
Total funds brought forward		319,998	37,819	357,817
Total funds carried forward	19	322,140	5,616	327,756

	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		165,849	395,563	561,412
Expenditure on:				
Charitable activities	6	(125,338)	(409,466)	(534,804)
Total expenditure		(125,338)	(409,466)	(534,804)
Net income		40,511	(13,903)	26,608
Transfers between funds		(4,666)	4,666	-
Net movement in funds		35,845	(9,237)	26,608
Reconciliation of funds				
Total funds brought forward		284,153	47,056	331,209
Total funds carried forward	19	319,998	37,819	357,817

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
	<hr/> 112,013	<hr/> 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	<hr/> 12,449
Total for 2022	<hr/> 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
	<hr/> 449,457	<hr/> 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
	6,930	4,240

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	106,205	26,592	36,874	169,671
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	87,987	25,014	36,874	149,875
Net book value				
At 31 March 2023	18,218	1,578	-	19,796
At 31 March 2022	-	1,973	288	2,261

13 Debtors

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

14 Investments

	2023 £	2022 £
Short-term investments	160,000	160,000

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
	358,513	353,000

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	-
	<hr/> 542,384	<hr/> 525,145
Investment Income		
Bank interest	<hr/> 2,999	<hr/> 746
Other income		
Partner funds (2023 - HITS foodbank; 2022 - HSF TDC)	5000	23,885
Rental income	-	300
Other income	<hr/> 4,224	<hr/> 11,336
	<hr/> 9,224	<hr/> 35,521
Total Income	<hr/> <hr/> 554,607	<hr/> <hr/> 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
	<hr/> 472,656	<hr/> 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
	<hr/> 112,013	<hr/> 94,990
 Total expenditure	<hr/> 584,669	<hr/> 534,804
 Net Income	<hr/> (30,062)	<hr/> 26,608