

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

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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-19 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.

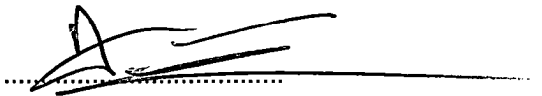
Credit risk

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

A handwritten signature in black ink, appearing to be 'Andrew Wilson', written over a dotted line.

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		183,852	437,283	621,135
Expenditure on:				
Charitable activities	6	(257,162)	(439,175)	(696,337)
Total expenditure		(257,162)	(439,175)	(696,337)
Net income		(73,310)	(1,892)	(75,202)
Transfers between funds		-	-	-
Net movement in funds		(73,310)	(1,892)	(75,202)
Reconciliation of funds				
Total funds brought forward		321,075	10,318	331,393
Total funds carried forward	19	247,765	8,426	256,191

	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		262,805	349,180	611,985
Expenditure on:				
Charitable activities	6	(229,198)	(379,150)	(608,348)
Total expenditure		(229,198)	(379,150)	(608,348)
Net income		33,607	(29,970)	3,637
Transfers between funds		(34,672)	34,672	-
Net movement in funds		(1,065)	4,702	3,637
Reconciliation of funds				
Total funds brought forward		322,140	5,616	327,756
Total funds carried forward	19	321,075	10,318	331,393

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
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

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

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	-
	7,137	2,560

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
	114,177	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	(95,457)	(33,125)
Deferred income at year end	102,140	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)	-	-
	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
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	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 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 deliver 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 refugee 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
	<u>74,014</u>	<u>100,928</u>

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
	<hr/> 561,283	<hr/> 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
	<hr/> 135,054	<hr/> 106,457
Total expenditure	<hr/> 696,337	<hr/> 608,348
Net Income	<hr/> (75,202)	<hr/> 3,637