

Company registration number: 2785039

Charity registration number: 1017649

# Torbay Citizens Advice Bureaux

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2022

Thompson Jenner LLP  
1 Colleton Crescent  
Exeter  
Devon  
EX2 4DG

## **Torbay Citizens Advice Bureaux**

### **Contents**

Chair's Report	1 to 2
Trustees' Report	3 to 9
Statement of Trustees' Responsibilities	10
Independent Examiner's Report	11
Statement of Financial Activities	12
Balance Sheet	14
Notes to the Financial Statements	15 to 29

## **Torbay Citizens Advice Bureaux**

### **Chair's Report for the Year Ended 31 March 2022**

As we enter the 2022/2023 financial year, we have yet to see the end of the Covid-19 pandemic effects.

The previous two years were largely defined by our pandemic response, and we have a lot to be proud of. We continued to respond through the year in a way that consolidated our progress in several key areas. Our long-term goal remains unchanged: to help more people in Torbay by delivering seamless, multichannel services that keep pace with changing client preferences. Our partnership with Citizens Advice colleagues in Exeter, which provides a joint leadership approach, has demonstrated the positive impact for both charities during our pandemic response.

We exist to support local people and it is incumbent upon us to find the most effective and efficient way of doing this without undermining our core principles.

As we emerge from the health emergency, and in these difficult economic times, it could be argued that our service should become more focused on those in greatest need. But doing this, in isolation, ignores the value of early interventions which can prevent day to day issues spiralling into crisis. We must continue to recognise the difficulties of those who are "just about managing" who at any moment, without support, can quickly become part of the greatest need group.

Neither is it right to ignore the value of new technologies in finding solutions for those able to make use of online developments or to create service models which sees new technology as a cheap alternative, rather than a complementary access route.

Working with local partners, we will implement a new model of delivery which offers a broad basket of access routes, which focuses on prevention as much as managing crisis and which seeks to work with others to ensure that, longer term, we do not just offer a firefighting solution which leads to a revolving door of returning clients.

This year we have been able to help 1,852 clients through bespoke telephone advice and dealt with their 9,807 individual problems. Our help and advice channels saw us aid a further 3,870 clients through a mix of on-line services and self-help facilities, in addition, we have achieved financial gains for clients totalling £0. 82m. Our impact research shows people are equally satisfied with our services across phones, chat and face to face, and that even during the pandemic over 80% of people found our services accessible. In the year ahead, we must deepen our understanding and adapt our service for those we don't reach.

Through the coming year we will hopefully become much freer from the Covid constraints – the epidemic itself and the after effects, both on health and operating restrictions. I thank the volunteers and staff of the Charity for their on-going effort and commitment during the challenges of the last two years. I would also like to thank my fellow Trustees who provide first class governance to the Charity which was again highlighted in our recent leadership assessment by Citizens Advice of which we are a member, together with continuing excellent quality of advice assessment outcomes. Special thanks go to Bev Foster who served as Chair through some difficult times, and John Foster who was Treasurer. Having moved up country, they felt that it was no longer appropriate to remain as Trustees of a charity serving Torbay. We know the importance of staff and volunteer wellbeing and want to make sure our priorities for the year ahead are ambitious but achievable. We'll continue to introduce new ways of working for our staff and volunteers based on a blend of office and remote working. I am delighted that, despite the challenges of the last year, we have achieved outstanding results in our people and client surveys.

Our advocacy work remains more important than ever for the people who come to us for help. We helped secure some important wins especially in making the case for more government intervention through schemes like the Household Support Fund. The year ahead we will continue to be at the forefront of understanding how the people of Torbay are affected by economic and societal shifts, and we will continue to speak up for them.

**Torbay Citizens Advice Bureaux**

**Chair's Report for the Year Ended 31 March 2022**

As this report is written there is a significant increase in the cost of living and in energy prices – gas, electricity and fuel. This will undoubtedly affect people's finances and we expect an increased number of calls for advice and assistance as a consequence.

Geoff Buck

A handwritten signature in black ink, appearing to be 'Geoff Buck', written in a cursive style.

Chair of Trustees

## **Torbay Citizens Advice Bureaux**

### **Trustees' Report**

#### **Trustees and officers**

The trustees and officers serving during the year and since the year end were as follows:

Trustees:	M Bird (resigned 9 May 2022)
	G R Buck
	S L Colegate (resigned 26 November 2021)
	B Foster (resigned 26 November 2021)
	J M Foster (resigned 26 November 2021)
	J R Lowes
	S J Morgan (appointed 14 June 2021)
	R S Summers
	H Wilk (resigned 15 May 2021)
Secretary:	T E Godwin (appointed 20 December 2021 and resigned 19 August 2022)
	S R Barriball (resigned 20 December 2021)

The Trustees who are directors for company law purposes, present their annual report together with the unaudited annual accounts for the period ending 31 March 2022 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 (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The charity was incorporated on 29 January 1993 and is a company limited by guarantee, having no share capital.

#### **Method of appointment of Trustees**

The maximum number of Trustees shall be fifteen and the minimum be three, being either;

- Elected at the annual general meeting, and who shall hold office from the conclusion of that meeting; or
- Co-opted by the Trustee Board, provided that on appointment the total number of co-opted Trustees does not exceed one third of the total number of Trustees.

#### **Objectives**

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

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 Torbay and surrounding areas.

#### **Purposes and aims**

The charity is a member of Citizens Advice and aims:

- to provide the advice people need for the problems they face

## Torbay Citizens Advice Bureaux

### Trustees' Report

- to improve the policies and practices that affect people's lives

The charity provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. Our aims fully reflect the purposes that the charity was set up to further.

We have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

#### **How our activities deliver public benefit**

The trustee board is convinced that the work that the charity does, and the services it provides, are crucial elements in ensuring that those most in need are supported in accessing their rights. Without the charity, many clients would have nowhere to go and no-one to help them with their problems.

Access to good quality advice and information is the very basis of a democratic society. It enables people to make informed decisions, uphold their rights and to play an active social and economic role in the community.

The trustee board is convinced that the work that the charity does, and the services it provides, are crucial elements in ensuring that those most in need are supported in accessing their rights. Without the charity, many clients would have nowhere to go and no-one to help them with their problems. Access to good quality advice and information is the very basis of a democratic society. It enables people to make informed decisions, uphold their rights and to play an active social and economic role in the community.

In Torbay the need for advice services has never been greater. In line with other resort economies, Torbay has suffered more than many areas of the country and is the most deprived local authority in the South West. Many of the problems pre date the recent pandemic as highlighted in the 2021 Chief Medical Officer report into Coastal Communities "it is important to remember that the coast is home to millions of people and that the health and wellbeing of these populations has been long neglected and overlooked

The economy is dependent on a service sector; in particular, tourism. A popular retirement area, the Bay is characterised by a relatively high cost of living, lower than national average wages, seasonal employment contracts, high house prices, low levels of social housing and a growing private rented sector. Even before the pandemic it had one of the highest overall rates of insolvencies (42 per 10,000 residents) in England and Wales,

All our charitable activities focus on the provision of free advice to the general public on a range of issues; including welfare benefits and tax credits, debt and money, housing and employment, family issues and consumer advice. Our activities are undertaken to further our charitable purposes for the public benefit. Largely, those benefiting from our services are those most in need, particularly those in financial hardship.

#### *Client satisfaction*

We carefully monitor our clients' satisfaction with our service. Of those replying to our latest survey; 87% of people said that using our service helped them to find a way forward and 76% said that their problem is now resolved. Moreover 88% of people using our service said they would recommend us to others.

#### **Strategy**

##### **Coronavirus**

The pandemic continues, albeit in a less virulent form, and we will work with our clients, local partners and national Citizens Advice to ensure that our services meet the challenges and uncertainties and that our evidence is used to develop Government policy to support those affected by Coronavirus.

## Torbay Citizens Advice Bureaux

### Trustees' Report

As part of our continued recovery planning, we will work with local partners to support with the predicted increase in the demand for our services and the increased complexity of the issues that clients present. We recognise that for many people, once the health emergency has diminished, the financial and employment related issues will last for many months afterwards. At the time of writing this report inflation is increasing, and gas, electricity and fuel costs have risen dramatically.

This cross-cutting theme is embedded across the following strategic objectives:

1. **Advice:** We will improve the experience people have when they come to us for help, so everyone leaves with the knowledge and confidence they need to find a way forward.
2. **Advocacy:** We will be a stronger voice on the issues that matter most to the people who come to us for help
3. **Technology:** We will use technology to improve the experience for the people who come to us for help, while freeing up resources that will allow us to meet more demand.
4. **Sustainability:** We will secure our future as a service through a more collaborative and proactive approach to fundraising
5. **Culture:** We will be a collaborative, innovative and high-performing service that promotes equality, diversity and inclusion, and challenges discrimination.

The supporting business plan, developed as part of a Strategy Day to be held in mid 2022, will be used to guide the charity's development over the coming years.

#### **Governance**

The charity is managed by its Trustee Board. The members are charity trustees who have a legal responsibility for the general control and management of the charity, including financial management and control. All trustees give their time voluntarily and receive no benefits from the charity.

The Trustee Board is responsible for ensuring that the charity complies with the Citizens Advice Membership Scheme, charity legislation, and relevant company law.

New trustees are assigned a mentor, and are provided with an induction pack, an initial induction programme, and on-going training and support as required. This includes the opportunity to observe the work of the charity and briefings at Board meetings on areas of the charity's work. Furthermore, Citizens Advice provides a programme of trustee training for new and existing trustees.

#### *Management*

Under a partnership with Citizens Advice Exeter, we share a leadership team. Therefore, the day to day running of the charity during the year was delegated to the leadership team, consisting:

Steve Barriball who retired at the end of 2021 and was replaced by Tom Godwin– Chief Executive (shared with Exeter)

Lyndsay Jarman – Assistant Chief Executive (shared with Exeter)

Jackie Ekers – Advice Services Manager

#### *Administration*

Administration within the charity is supported by a dedicated team of administrative volunteers who undertake tasks such as opening post, filing, data input and photocopying. We pay tribute to our administrative volunteers for their continued support and dedication to our work during these challenging times.

## Torbay Citizens Advice Bureaux

### Trustees' Report

#### Who used and benefited from our services?

Due to the pandemic, the charity ceased face-to-face services on the 16th March 2020 and has not yet resumed this. However, the charity has continued to offer telephone and digital advice and information services. During the last year, we continued to work with national Citizens Advice to deliver the freephone Adviceline service.

1. Due to the pandemic, the charity ceased face-to-face services on the 16th March 2020 and has not yet resumed this. However, the charity has continued to offer telephone and digital advice and information services. During the last year, we continued to work with national Citizens Advice to deliver the freephone Adviceline service.

2. Without the contribution of our 50 volunteers, our generalist advice and information service would not run. During the year, their volunteering translates into public value in the region of £271,131 in value.

3. The Board wish to thank the many volunteers who ensured the continued operation of the charity by donating their time and experience during these challenging times and are proud to enclose our Public Impact figures below detailing our overall financial value to society.

#### Client Profile

Of the clients who used the services of the charity during the year, we saw people from every age range from 15-19 years in age to those in the 95-99 years age bracket, underlining the extent of the pandemic. 61% were female, 4% were from Black Asian and minority ethnic communities, and 56% were disabled or living with a long-term health condition.

#### Advice Needs

During the year, the charity assisted 1852 clients directly with their advice needs, involving 9807 individual issues.

The demand on our advice services, by issue, was as follows:

	2022	2021	2020	2019	2018	2017	2016
Benefits	3499	3883	5450	3459	3997	3998	4689
Debt	1079	827	1720	2327	4951	5679	7350
Housing	1005	816	1073	936	1071	1027	1233
Employment	370	732	772	719	869	926	1113
Relationships	300	409	645	598	621	751	888
Consumer	346	294	383	332	510	382	367
Legal	163	281	374	372	350	438	496
Financial services	384	179	190	186	373	282	303
Immigration	83	69	122	113	93	94	130
Other (including utilities & 2578 communications)	1458	1186	1048	1216	823	1021	
<b>Total</b>	<b>9807</b>	<b>8948</b>	<b>11915</b>	<b>10090</b>	<b>14051</b>	<b>14400</b>	<b>17590</b>

The charity continues to put the majority of its resources towards welfare benefits and debt issues, with these catering for more than half of our current client issues. Given the uncertain economic climate for many of our clients as we emerge from the pandemic, we expect to see continuing high levels of money and debt enquiries as household finances remain challenging for our clients, including those who have been furloughed on reduced incomes.

## Torbay Citizens Advice Bureaux

### Trustees' Report

We already identify clients who can use other national free debt providers as the volume of enquiries is not manageable within our resources. However, that does mean that the charity tends to retain the most vulnerable clients or those with high support needs. Last year, we identified additional income gains for our clients exceeding £820,000.

We pay tribute to our volunteers for their continued support and expertise during the challenges of the last year.

#### *Research, campaigns and prevention*

Our work is not just about advice and information services. We work hard to campaign for changes in policies and practices that affect large sections of the population, based on the experiences of our clients.

Despite the restrictions of the pandemic our staff and volunteers still got involved in various national awareness weeks including Scams Awareness and our energy advisor made appearances on BBC Spotlight News and BBC Radio Devon.

We pay tribute to our research and campaigns volunteers for their continued support and expertise during the challenges of the last year, their insights and understanding of our clients and the data will be invaluable as we seek to learn how to better our service.

#### **Financial review**

The Charity has been able to operate within its planned budgets. However, the future financial climate will mean that the Charity will face a more difficult and challenging operating environment going forward. During 2022/23 the Charity has designated some £78,000 of reserves to support additional staffing as part of our Coronavirus recovery planning.

The charity has benefited from grants and funding from Torbay Council, and others, which has enabled the continuation of generalist advice and information services by volunteers, managed and supported by paid staff.

In addition, the charity has again successfully delivered the following projects and services in addition to the generalist advice and information service:

The delivery of outreach advice sessions at YES Brixham.

A multi-agency Financial Advice, Information & Resilience (FAIR) project to support older people in Torbay under the Ageing Well Torbay programme.

Delivered support to people at risk of fuel poverty as part of the Energy Advice Programme funded by Citizens Advice.

Delivered a Heat Well for Less service to people at risk of fuel poverty funded by Citizens Advice South Hams

Grant funding from Citizens Advice to deliver the Help-to-Claim service for Universal Credit claimants

The delivery of a welfare benefits service, in partnership with The Lodge, for families living with cancer

Employed a Voluntary Sector Health & Well-being Network Co-ordinator

Distributed £80,000 of pre-payment top up energy vouchers on behalf of Torbay Council as part of the Household Support Fund

Empower, a service to people at risk of fuel poverty funded by Citizens Advice South Hams.

From funding received from Torbay Council, funded from the Council Tax Precept 2021/22, Torbay Citizens Advice has provide support for adult social care in Torbay including working with local community organisations to enhance supportive neighbourhoods and encourage support and innovation.

## **Torbay Citizens Advice Bureaux**

### **Trustees' Report**

#### *Reserves policy*

The charity is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The charity maintains a projection of income for at least three years ahead and aims to ensure that this continues to be derived from as wide a variety of sources as possible. The Trustees will take all necessary steps and use their best endeavours 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 and given the prevailing economic climate within Torbay, the Trustees have determined that "free" reserves should be maintained equal to at least six months normal operating expenditure. In addition, as part of an agreed development plan, the charity has recognised the need to move to new, fully accessible premises. The process of relocation will result in the charity having to use some of its reserves and has identified a sum of at least £250,000 within the current reserves for this purpose.

In addition, the charity will continue to designate funds to ensure that our IT systems are maintained at a sufficient level to ensure the continued delivery of a quality advice service.

Trustees will consider the designation of further reserves where these support the long-term strategy of the charity, including use for fundraising activities or volunteer recruitment and training.

#### *Investment powers*

The constitution authorises the trustees to invest or deposit funds in any lawful manner whilst having regard to the suitability of investments and the need for diversification. The charity currently holds £85,000 in a 1-year fixed term bond.

#### *Subsidiary undertakings*

The charity has no subsidiary undertakings.

#### *Risk management*

Our Risk Group was responsible for advising the trustee board on the effective management of risk and for making sure that internal controls are in place and operating as designed. The Main Trustee Board now acts as the Risk Group with one Trustee acting as Lead Trustee for Risk. As part of our on-going risk assessment process, our risk management strategy and policies are reviewed and agreed by the Main Board each quarter. We operate a robust system of internal financial controls which is fully compliant with Charity Commission guidance and good practice.

## Torbay Citizens Advice Bureaux

### Trustees' Report

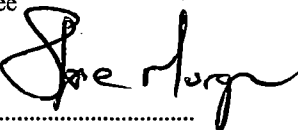
#### *UK General Data Protection Regulations*

As part of its responsibilities, the Main Board continues to ensure that the charity complies with the UK General Data Protection Regulations and that the confidentiality, integrity and availability of all our data assets is maintained to a level which is consistent with the requirements of the UK General Data Protection Regulations.

The annual report was approved by the trustees of the charity on 08/09/22 and signed on its behalf by:



.....  
G Buck  
Trustee



.....  
S Morgan  
Trustee

## Torbay Citizens Advice Bureaux

### Statement of Trustees' Responsibilities


The trustees (who are also the directors of Torbay 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 08/09/22 and signed on its behalf by:

  
.....  
G Buck  
Trustee

  
.....  
S Morgan  
Trustee

## Torbay Citizens Advice Bureaux

### Independent Examiner's Report to the trustees of Torbay Citizens Advice Bureaux ("the Company")

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

#### Responsibilities and basis of report

As the charity's trustees of the Company (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 Torbay 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.

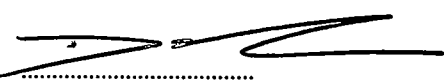
#### Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of 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 Torbay 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.

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

Thompson Jenner LLP  
1 Colleton Crescent  
Exeter  
Devon  
EX2 4DG

Date: 5/10/22

## Torbay Citizens Advice Bureaux

### Statement of Financial Activities for the Year Ended 31 March 2022 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2022 £
<b>Income and Endowments from:</b>				
Donations and legacies	3	86,541	-	86,541
Charitable activities	4	-	265,227	265,227
Investment income	5	591	-	591
Total income		<u>87,132</u>	<u>265,227</u>	<u>352,359</u>
<b>Expenditure on:</b>				
Charitable activities	6	<u>(56,516)</u>	<u>(277,651)</u>	<u>(334,167)</u>
Total expenditure		<u>(56,516)</u>	<u>(277,651)</u>	<u>(334,167)</u>
Net income/(expenditure)		<u>30,616</u>	<u>(12,424)</u>	<u>18,192</u>
Net movement in funds		30,616	(12,424)	18,192
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>469,465</u>	<u>26,226</u>	<u>495,691</u>
Total funds carried forward	18	<u><u>500,081</u></u>	<u><u>13,802</u></u>	<u><u>513,883</u></u>

During the year, the Charity utilised brought forward specific designated funds to cover budgeted expenditure incurred as part of the continued delivery of Charitable objectives.

The notes on pages 15 to 29 form an integral part of these financial statements.

## Torbay Citizens Advice Bureaux

### Statement of Financial Activities for the Year Ended 31 March 2021 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2021 £
<b>Income and Endowments from:</b>				
Donations and legacies	3	94,967	-	94,967
Charitable activities	4	-	215,996	215,996
Investment income	5	103	-	103
Total income		<u>95,070</u>	<u>215,996</u>	<u>311,066</u>
<b>Expenditure on:</b>				
Charitable activities	6	<u>(67,520)</u>	<u>(232,562)</u>	<u>(300,082)</u>
Total expenditure		<u>(67,520)</u>	<u>(232,562)</u>	<u>(300,082)</u>
Net income/(expenditure)		<u>27,550</u>	<u>(16,566)</u>	<u>10,984</u>
Net movement in funds		27,550	(16,566)	10,984
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>441,915</u>	<u>42,792</u>	<u>484,707</u>
Total funds carried forward	18	<u><u>469,465</u></u>	<u><u>26,226</u></u>	<u><u>495,691</u></u>

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2021 is shown in note 18.

The notes on pages 15 to 29 form an integral part of these financial statements.

## Torbay Citizens Advice Bureaux

(Registration number: 2785039)  
Balance Sheet as at 31 March 2022

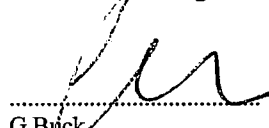
	Note	2022 £	2021 £
<b>Fixed assets</b>			
Tangible assets	12	1,742	2,050
<b>Current assets</b>			
Debtors	13	7,961	16,655
Investments	14	85,000	85,000
Cash at bank and in hand	15	478,454	452,439
		<u>571,415</u>	<u>554,094</u>
<b>Creditors: Amounts falling due within one year</b>	16	<u>(59,274)</u>	<u>(60,453)</u>
<b>Net current assets</b>		<u>512,141</u>	<u>493,641</u>
<b>Net assets</b>		<u>513,883</u>	<u>495,691</u>
<b>Funds of the charity:</b>			
<b>Restricted income funds</b>			
Restricted funds	18	13,802	26,226
<b>Unrestricted income funds</b>			
Unrestricted funds		<u>500,081</u>	<u>469,465</u>
<b>Total funds</b>	18	<u>513,883</u>	<u>495,691</u>

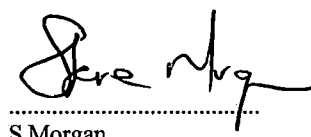
For the financial year ending 31 March 2022 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

#### Directors' responsibilities:

- The members have not required the 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.

The financial statements on pages 12 to 29 were approved by the trustees, and authorised for issue on ~~03/09/22~~ and signed on their behalf by:

  
.....  
G Buck  
Trustee

  
.....  
S Morgan  
Trustee

The notes on pages 15 to 29 form an integral part of these financial statements.

## **Torbay Citizens Advice Bureaux**

### **Notes to the Financial Statements for the Year Ended 31 March 2022**

#### **1 Charity status**

The charity is limited by guarantee, incorporated in England & Wales, 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:

29 Palace Avenue

Paignton

Devon

TQ3 3EQ

#### **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)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

##### **Basis of preparation**

Torbay 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.

##### **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**

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

##### **Donations and legacies**

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

## **Torbay Citizens Advice Bureaux**

### **Notes to the Financial Statements for the Year Ended 31 March 2022**

#### ***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.

#### ***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.

#### ***Support costs***

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

#### ***Governance costs***

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

#### ***Government grants***

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

#### ***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.

## Torbay Citizens Advice Bureaux

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### **Tangible fixed assets**

Individual fixed assets costing £1000.00 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:

<b>Asset class</b>	<b>Depreciation method and rate</b>
Fixtures and fittings	15% reducing balance, 33.33% straight line

#### **Current asset investments**

Current asset investments are included at the lower of cost and net realisable value / market value.

#### **Trade debtors**

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

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.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

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.

## Torbay Citizens Advice Bureaux

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 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.

#### 3 Income from donations and legacies

	Unrestricted funds General £	Total 2022 £	Total 2021 £
Donations and legacies;			
Donations from individuals	160	160	878
Grants, including capital grants;			
Government grants	69,000	69,000	85,011
Grants from other charities	17,381	17,381	9,078
	<u>86,541</u>	<u>86,541</u>	<u>94,967</u>

Of the total income from donations and legacies in the prior year, the entire amount was unrestricted.

## Torbay Citizens Advice Bureaux

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 4 Income from charitable activities

	Restricted funds £	Total 2022 £	Total 2021 £
Adult Social Care Precept	58,000	58,000	-
Big Energy Saving Network	1,313	1,313	-
Crafty Fox	-	-	1,875
Citizens Advice (BEIS)	-	-	3,358
Empower	15,456	15,456	-
Energy Advice Programme/EBDx	6,000	6,000	8,280
FAIR	47,476	47,476	61,274
Heat Well for Less	574	574	8,324
Help to Claim service	55,087	55,087	64,686
National Lottery Community Fund	-	-	56,342
The Lodge	8,034	8,034	716
Torbay Council - ASC	15,389	15,389	3,141
Torbay Council - Debt management	37,898	37,898	-
Torbay Council - Housing Advocate	12,000	12,000	-
YES Brixham	8,000	8,000	8,000
	<u>265,227</u>	<u>265,227</u>	<u>215,996</u>

Of the total income from charitable activities in the prior year, the entire amount was restricted.

#### 5 Investment income

	Unrestricted General £	Total 2022 £	Total 2021 £
Bank interest receivable	<u>591</u>	<u>591</u>	<u>103</u>

Of the total investment income in the prior year, the entire amount was unrestricted.

## Torbay Citizens Advice Bureaux

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 6 Expenditure on charitable activities by fund type

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2022</b>
	£	£	£
Charitable activities	44,351	252,484	296,835
Support costs	12,165	25,167	37,332
	<b>56,516</b>	<b>277,651</b>	<b>334,167</b>

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2021</b>
	£	£	£
Charitable activities	58,205	204,626	262,831
Support costs	9,315	27,936	37,251
	<b>67,520</b>	<b>232,562</b>	<b>300,082</b>

	<b>Unrestricted funds</b>		<b>Restricted Funds</b>	<b>Total 2022</b>
	<b>Designated</b>	<b>General</b>	£	£
	£	£		
Adult Social Care Precept	-	-	58,000	58,000
Big Energy Saving Network	-	-	1,312	1,312
Core service fund	-	53,068	-	53,068
Empower	-	-	15,456	15,456
Energy Advice Programme/EBDx	-	-	6,000	6,000
FAIR	-	-	69,331	69,331
Heat Well for Less	-	-	574	574
Help to Claim service	-	-	46,157	46,157
IT Systems fund	1,282	-	-	1,282
Premises fund	2,166	-	-	2,166
The Lodge	-	-	8,034	8,034
Torbay Council - ASC	-	-	15,389	15,389
Torbay Council - Debt management	-	-	37,898	37,898
Torbay Council - Housing	-	-	-	-
Advocate	-	-	12,000	12,000
YES Brixham	-	-	7,500	7,500
	<b>3,448</b>	<b>53,068</b>	<b>277,651</b>	<b>334,167</b>

## Torbay Citizens Advice Bureaux

### Notes to the Financial Statements for the Year Ended 31 March 2022

	Unrestricted funds		Restricted Funds	Total 2021
	Designated £	General £		
Core service fund	-	64,546	-	64,546
Crafty Fox	-	-	2,652	2,652
Citizens Advice (BEIS)	-	-	3,358	3,358
Energy Advice Programme/EBDx	-	-	8,280	8,280
FAIR	-	-	80,836	80,836
Heat Well for Less	-	-	8,645	8,645
Help to Claim service	-	-	60,384	60,384
IT Systems fund	2,974	-	-	2,974
National Lottery Community Fund	-	-	56,342	56,342
The Lodge	-	-	716	716
Torbay Council ASC	-	-	3,141	3,141
YES Brixham	-	-	8,208	8,208
	<u>2,974</u>	<u>64,546</u>	<u>232,562</u>	<u>300,082</u>

#### 7 Net incoming/outgoing resources

Net incoming resources for the year include:

	2022 £	2021 £
Depreciation of fixed assets	<u>308</u>	<u>362</u>

#### 8 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

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

#### 9 Staff costs

The aggregate payroll costs were as follows:

	2022 £	2021 £
<b>Staff costs during the year were:</b>		
Wages and salaries	214,800	161,514
Social security costs	9,492	3,141
Pension costs	5,355	7,154
	<u>229,647</u>	<u>171,809</u>

## Torbay Citizens Advice Bureaux

### Notes to the Financial Statements for the Year Ended 31 March 2022

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year expressed as full time equivalents was as follows:

	<b>2022</b>	<b>2021</b>
	<b>No</b>	<b>No</b>
Charitable activities	<u>17</u>	<u>12</u>

7 (2021 - 5) of the above employees participated in the Defined Contribution Pension Schemes.

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

#### 10 Independent examiner's remuneration

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Examination of the financial statements	<u>2,880</u>	<u>2,880</u>

#### 11 Taxation

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

#### 12 Tangible fixed assets

	<b>Furniture and equipment</b>	<b>Total</b>
	<b>£</b>	<b>£</b>
<b>Cost</b>		
At 1 April 2021	<u>113,075</u>	<u>113,075</u>
At 31 March 2022	<u>113,075</u>	<u>113,075</u>
<b>Depreciation</b>		
At 1 April 2021	111,025	111,025
Charge for the year	<u>308</u>	<u>308</u>
At 31 March 2022	<u>111,333</u>	<u>111,333</u>
<b>Net book value</b>		
At 31 March 2022	<u>1,742</u>	<u>1,742</u>
At 31 March 2021	<u>2,050</u>	<u>2,050</u>

## Torbay Citizens Advice Bureaux

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 13 Debtors

	2022 £	2021 £
Trade debtors	5,913	15,510
Prepayments and accrued income	2,048	454
Other debtors	-	691
	7,961	16,655

#### 14 Current asset investments

	2022 £	2021 £
Fixed term bonds	85,000	85,000

#### 15 Cash and cash equivalents

	2022 £	2021 £
Cash on hand	25	40
Cash at bank	478,429	452,399
	478,454	452,439

#### 16 Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	8,685	15,340
Other taxation and social security	3,417	2,544
Other creditors	16,387	587
Accruals	2,640	4,947
Deferred income	28,145	37,035
	59,274	60,453

	2022 £	2021 £
Deferred income at 1 April 2021	37,035	8,417
Resources deferred in the period	28,145	37,035
Amounts released from previous periods	(37,035)	(8,417)
Deferred income at year end	28,145	37,035

At the balance sheet date the Charity was holding funds received in advance in relation to grant income.

## **Torbay Citizens Advice Bureaux**

### **Notes to the Financial Statements for the Year Ended 31 March 2022**

#### **17 Pension and other schemes**

##### **Defined contribution pension scheme**

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £5,354 (2021 - £7,154).

## Torbay Citizens Advice Bureaux

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 18 Funds

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
<b>Unrestricted funds</b>					
<i>General</i>					
Unrestricted funds	152,939	87,132	(53,068)	(86,269)	100,734
<i>Designated</i>					
Building fund	250,000	-	(2,166)	2,166	250,000
Covid Recovery	57,000	-	-	21,000	78,000
Fuel Voucher Admin	-	-	-	4,000	4,000
IT Systems fund	9,526	-	(1,282)	4,756	13,000
Project Closure Impact Fund	-	-	-	12,500	12,500
Redundancy fund	-	-	-	33,397	33,397
Sickness cover	-	-	-	8,450	8,450
	<u>316,526</u>	<u>-</u>	<u>(3,448)</u>	<u>86,269</u>	<u>399,347</u>
<b>Total unrestricted funds</b>	<u>469,465</u>	<u>87,132</u>	<u>(56,516)</u>	<u>-</u>	<u>500,081</u>
<b>Restricted funds</b>					
Adult Social Care Precept	-	58,000	(58,000)	-	-
Big Energy Saving Network Fund	-	1,312	(1,312)	-	-
Empower	-	15,456	(15,456)	-	-
Energy Advice Programme/EBDx	-	6,000	(6,000)	-	-
FAIR	21,855	47,476	(69,331)	-	-
Heat Well for Less	-	574	(574)	-	-
Help to Claim service	4,371	55,088	(46,157)	-	13,302
The Lodge	-	8,034	(8,034)	-	-
Torbay Council - ASC	-	15,389	(15,389)	-	-
Torbay Council - Debt management	-	37,898	(37,898)	-	-
Torbay Council - Housing Advocate	-	12,000	(12,000)	-	-
YES Brixham	-	8,000	(7,500)	-	500
	<u>26,226</u>	<u>265,227</u>	<u>(277,651)</u>	<u>-</u>	<u>13,802</u>
<b>Total restricted funds</b>	<u>26,226</u>	<u>265,227</u>	<u>(277,651)</u>	<u>-</u>	<u>13,802</u>
<b>Total funds</b>	<u>495,691</u>	<u>352,359</u>	<u>(334,167)</u>	<u>-</u>	<u>513,883</u>

## Torbay Citizens Advice Bureaux

### Notes to the Financial Statements for the Year Ended 31 March 2022

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2021 £
<b>Unrestricted funds</b>					
<i>General</i>					
Unrestricted funds	184,415	95,070	(64,546)	(62,000)	152,939
<i>Designated</i>					
Building fund	250,000	-	-	-	250,000
Covid Recovery	-	-	-	57,000	57,000
IT Systems fund	7,500	-	(2,974)	5,000	9,526
	<u>257,500</u>	<u>-</u>	<u>(2,974)</u>	<u>62,000</u>	<u>316,526</u>
<b>Total unrestricted funds</b>	<u>441,915</u>	<u>95,070</u>	<u>(67,520)</u>	<u>-</u>	<u>469,465</u>
<b>Restricted</b>					
Crafty Fox	777	1,875	(2,652)	-	-
Citizens Advice (BEIS)	-	3,358	(3,358)	-	-
Energy Advice Programme/EBDx	-	8,280	(8,280)	-	-
FAIR	41,417	61,274	(80,836)	-	21,855
Heat Well for Less	321	8,324	(8,645)	-	-
Help to Claim service	69	64,686	(60,384)	-	4,371
National Lottery Community Fund	-	56,342	(56,342)	-	-
The Lodge	-	716	(716)	-	-
Torbay Council - ASC	-	3,141	(3,141)	-	-
YES Brixham	208	8,000	(8,208)	-	-
<b>Total restricted funds</b>	<u>42,792</u>	<u>215,996</u>	<u>(232,562)</u>	<u>-</u>	<u>26,226</u>
<b>Total funds</b>	<u>484,707</u>	<u>311,066</u>	<u>(300,082)</u>	<u>-</u>	<u>495,691</u>

## **Torbay Citizens Advice Bureaux**

### **Notes to the Financial Statements for the Year Ended 31 March 2022**

#### **Designated Funds**

**Building Fund** - The building fund has been set aside in order to fund the need to move to new, fully accessible premises as part of the development plan.

**Covid Recovery** - a fund to be used for additional advice capacity and staffing as we move into the recovery phase of our pandemic response.

**Fuel Voucher Admin** - To cover the administration costs of issuing fuel vouchers under the Household Support Fund.

**IT System Fund** - The IT system fund has been set aside to ensure that IT systems are maintained at a sufficient level to ensure the continued delivery of a quality advice service.

**Project closure impact fund** - Fund to mitigate the impact of project closure and contingency planning.

**Redundancy Fund** - for the purpose of transparency and good governance, the trustees have created a fund to cover potential liabilities of the charity as at 1 April 2022.

**Sickness cover fund** - a fund to cover the one-off costs of staff sickness cover.