

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 2024

Thompson Jenner LLP  
1 Colleton Crescent  
Exeter  
Devon  
EX2 4DG

## Torbay Citizens Advice Bureaux

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## Torbay Citizens Advice Bureaux

### Reference and Administrative Details

Trustees	G Buck J Lowes E King J Kellet
Charity Registration Number	1017649
Company Registration Number	2785039
Registered Office	The charity is incorporated in England & Wales. 29 Palace Avenue Paignton Devon TQ3 3EQ
Independent Examiner	Thompson Jenner LLP 1 Colleton Crescent Exeter Devon EX2 4DG

## Torbay Citizens Advice Bureaux

### Chair's Report for the Year Ended 31 March 2024

The year 1 April 2023 to 31 March 2024 has generally been a year of progress and success. Our shared (with Citizens Advice Exeter) CEO, Sue Julyan, took up post on 17 April 2023 and took up the dual challenge of moving from the Education Sector to the Charity Sector and restoring our fortunes and reputation. Ably assisted by Assistant CEO, Lyndsay Jarman (based in Exeter) and our Advice Services Manager (based in our Paignton office), Jackie Ekers, and a strong advisor and administration team of paid staff and well-trained volunteers, we ended the year in a good position. (As this goes to press, June 2024, we have just had our governance validated by the National Citizens Advice organisation as all “green” in our Leadership Self Assessment.)

As reported last year, the Trustees decided to set a deficit budget for the year 23/24. The Trustees have retained the policy for the time being to endeavour to retain our highly trained and professional paid staff by funding salaries from reserves if necessary again in 24/25. We are immensely grateful for the continued significant funding from Torbay Council (and again for this year 24/25). In 23/24 we were successful in bidding for additional streams of funding which eventually reduced our final deficit from a predicted £90,941 to £26,428. Using a Treasury-approved model we generated £3.05 in savings to government and public services for every £1.00 invested.

On 1st April 2023 we had 22 volunteer staff (including 4 Trustees) and on 31st March 2024 we had 27 (including 4 Trustees). On date of writing this report (June 24) we now have 33 (including 3 Trustees and 7 trainees who started training at beginning of April 2024).

Our Area Services Manager correctly emphasises that our volunteers are our strength and every one of them has something to offer to the service. Due to the high demand for our service both face to face and by phone, and ensuring we are reaching out into our community, we will always need more volunteers. However, the fact that we are continuing to grow in number is a testament to their dedication and commitment, and to the support they receive from all the Team including the Training staff and supervisors. I have had the pleasure of sitting on a number of interview panels and seeing advisors in training and at work, and I can attest to the quality and motivation of the people we recruit and employ.

In 2023/24 we helped 2,506 people and dealt with 10,744 different issues 82% said their problem was solved following advice, 91% said we helped them find a way forward, and 92% said they would recommend the service. 17.6% were dealt with face-to-face, 53.7% by telephone, 11.4% by digital channels, and 17.3% by other means. 9 in 10 of our clients said their problem affected their lives, including causing anxiety and financial difficulty; 2 in 3 say they had difficulty knowing who to contact or how systems work before advice; and 4 in 5 experienced a shock or life event before their problem.

We do make a difference.

Geoff Buck

Chair

## 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:	G R Buck
	J R Lowes
	E J King
	J A Kellet    Appointed 27 June 2024
	R S Summers .Resigned 22 December 2023
	S J Morgan    Resigned 30 May 2024

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 2024 which comply with current statutory requirements, the charity's governing documents and prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (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.

#### 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.

# Torbay Citizens Advice Bureaux

## Trustees' Report

### Purposes and aims

#### **Vision Statement**

- ✓ All members of the community can solve the problems they face and, as a result, live happier and more productive lives.

#### **Mission Statement**

- ✓ To provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities valuing diversity, promoting equality and challenging discrimination.

#### **Strategic Outcomes**

- A. Reduced social and financial deprivation
- B. Improved mental health and wellbeing for the community
- C. More equitable and cohesive society
- D. Stronger and more resilient communities

#### **Strategic Aims**

- A. Be accessible for anyone in the community regardless of any barrier
- B. Develop our knowledge and understanding of the complex needs of our clients
- C. Design our services so that they are more reflective of and relevant to the communities we serve
- D. Campaign for change at a local and national level

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.

## Torbay Citizens Advice Bureaux

### Trustees' Report

#### 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. In line with other resort economies, Torbay has suffered more than many areas of the country, being the 48th most deprived local authority in England.

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.

For every £1 invested in our service in 2023/24, we generated:



It's impossible to put a financial value on everything we do – but where we can, we have. We've used a Treasury-approved model to do this.

From our robust management information, we've also separately considered the financial benefits to the people we help.

#### *Client satisfaction*

We carefully monitor our clients' satisfaction with our service; the feedback we receive is vital to our planning process.

- Citizens Advice Torbay is a client-focused organisation
- A client will be given as much time as he or she needs, but it is recognised that this may not be as much time as he or she wants
- Services will be targeted towards those who are most in need
- The quality of services offered to clients must remain demonstrably high
- The financial and structural viability of the organisation shall be considered when introducing any new services
- It is recognised that new services and initiatives should be directed primarily at strengthening the core of the service, either structurally or financially

Torbay Citizens Advice Bureaux

Trustees' Report

Overall we helped **2,506** people and dealt with **10,744** different issues.



**82%**  
said their problem was  
solved following advice



**91%**  
said we helped them  
find a way forward



**92%**  
would recommend the  
service

Life is complicated. Sometimes people encounter challenges and problems that they don't know how to deal with, and they need help to overcome.



**9 in 10** of our  
clients said their  
problem affected  
their lives, including  
causing anxiety and  
financial difficulty



**2 in 3**  
say they had difficulty  
knowing who to  
contact or how  
systems work before  
advice



**4 in 5**  
experienced a shock  
or life event before  
their problem

## Torbay Citizens Advice Bureaux

### Trustees' Report

#### **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:

Suzanne Julyan - Chief Executive  
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.

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

The charity continues to offer telephone and digital advice and information services. Some clients are seen on a face to face basis by appointment. During the last year, we continued to work with national Citizens Advice to deliver the freephone Adviceline service.

Without the contribution of volunteers, our generalist advice and information service would not run. During the year, they have given in the region of 8671 hours of time through regular volunteering, or equivalent to 4.6 full-time equivalent staff members, or some £280,731 in value. 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.

We lost a number of volunteers during the pandemic, but some of them are expressing an interest in returning. This demonstrates that people benefit from volunteering for Citizens Advice including our excellent in-house training support offered to our volunteers. The new skills and experience gained whilst volunteering is valued by future employers.

#### *Client Profile*

Of the clients who used the services of the charity during the year, 72% were under 65 years of age, 58% were female, 76% were white British, and 70% were disabled or living with a long-term health condition.

#### *Advice Needs*

During the year, the charity assisted 2,506 clients directly with their advice needs, involving 10,744 individual issues.

## Torbay Citizens Advice Bureaux

### Trustees' Report

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

<b>Client Issues</b>	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>	<b>2021-22</b>	<b>2022-23</b>	<b>2023-24</b>	<b>Grand Total</b>
<b>Benefits &amp; tax credits</b>	2871	2713	1892	2068	2355	3915	<b>15814</b>
<b>Benefits</b>							
Universal Credit	588	2737	1991	1431	575	772	<b>8094</b>
Charitable Support & Food Banks					180	244	<b>424</b>
Consumer goods & services	332	383	383	346	390	562	<b>2396</b>
Debt	2326	1720	1720	1079	1175	1260	<b>9280</b>
Education	32	13	19	19	14	23	<b>120</b>
Employment	719	772	732	370	245	381	<b>3219</b>
Financial services & capability	186	190	179	384	120	198	<b>1257</b>
GVA & Hate Crime	47	64	42	16	23	26	<b>218</b>
Health & community care	141	128	160	118	102	146	<b>795</b>
Housing	936	1073	816	1005	932	1125	<b>5887</b>
Immigration & asylum	113	122	69	83	72	108	<b>567</b>
Legal	372	374	281	163	197	306	<b>1693</b>
Other	135	162	145	457	59	52	<b>1010</b>
Relationships & family	598	645	409	300	279	465	<b>2696</b>
Tax	90	103	70	32	65	99	<b>459</b>
Travel & transport	96	111	72	66	56	147	<b>548</b>
Utilities & communications	507	605	950	1870	2029	1849	<b>7810</b>
<b>Grand Total</b>	<b>10089</b>	<b>11915</b>	<b>9930</b>	<b>9807</b>	<b>8868</b>	<b>11678</b>	<b>62287</b>

As can be seen from the figures above, 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 navigate the cost-of-living crisis, we expect to see continuing high levels of money and debt enquiries as household finances remain challenging for our clients, including those who now have a negative budget.

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 £1.8m. We were successful in writing off £76,837 worth of debt for our clients. For clients from Torbay who were referred to other Citizens advice services the income gains were an additional £857,956 and £112,611 debts written off.

# Torbay Citizens Advice Bureaux

## Trustees' Report

We pay tribute to our volunteers for their continued support and expertise during the current cost of living crisis.

### Research and Campaigns

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.

We also deliver preventative measures, including Gambling Harm and Scams Awareness, to ensure that people have skills and confidence. We offer friendly and informal sessions designed to help everyone, no matter what their level of money knowledge or capability. Our trained staff and volunteers are able to cut through the jargon and pass on valuable tips which can really make a difference to people's lives.

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

### Strategy

#### Cost of Living Crisis

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 the cost of living.

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. Although the health emergency of Covid has diminished, the financial and employment related issues will last for many months afterwards. This cross-cutting theme is embedded across the following strategic objectives:

### **Strategic Priorities 2024-25**

<p><b>Advice</b> <i>Improving the experience people have when they come to us so that everyone leaves with the knowledge and confidence they need to find a way forward</i></p> <p><b>We will:</b> achieve at least an 80% client experience satisfaction score from those completing our client survey</p>	<p>Refine our vision for our Adviceline service, alongside the Torbay Community Helpline by conducting an evidence-based strategic review.</p> <p>Seek to establish new referral routes so that clients have access to advice at an early stage.</p> <p>Ensure we maintain enough resource to support our most vulnerable clients who are likely to need a f-2-f service.</p>
<p><b>Health and Wellbeing</b> <i>Supporting the health and well-being of those in financial hardship and those at risk of homelessness</i></p> <p><b>We will:</b> achieve income gains for our 'core' clients totalling a minimum of £500,000 per annum</p>	<p>Work with the Health and Wellbeing and Advice and Information Networks to meet the needs of the Torbay community by exploiting partnership working opportunities.</p> <p>Expand our outreach offer in the community to ensure that the most vulnerable can access the service.</p> <p>Build a new team with a focus on helping those 'heading for homelessness' to give holistic support to keep them in their home.</p>
<p><b>Advocacy</b> <i>Being a stronger voice on the issues that matter most to the people who come to us for advice</i></p> <p><b>We will:</b> have produced 100 evidence forms highlighting failings in local or national policy or practice, leading to one local and one wider than local campaign</p>	<p>Work jointly (with DRAC/Coastal Communities) to highlight research and campaigning issues and run shared campaigns to raise awareness and inform policy development.</p> <p>Complete an annual assessment of research and campaigns activity as part of the Citizens Advice Leadership Self-Assessment.</p> <p>Link our publicity and social media posts to key research and campaign issues.</p>
<p><b>Collaboration</b> <i>Playing a leading role to ensure that there is sufficient capacity within the advice and information sector, including the use of technology</i></p> <p><b>We will:</b> -have implemented a new partnership model funded by National Lottery Reaching Communities grant. -be delivering workshops in the community working with our Local Motion partners to support Torbay residents with their financial wellbeing.</p>	<p>Conduct a review of service, locations and any unmet need.</p> <p>Continue to co-ordinate quarterly meetings of the advice and information partnership.</p> <p>Work with Local Motion to improve financial wellbeing in Torbay by delivering workshops in the community.</p>
<p><b>Sustainability</b> <i>Secure our future as a service through a more collaborative and proactive approach to service delivery with focus on 3 key areas: Finance, expanding the trustee board and working in partnership</i></p> <p><b>We will:</b> -have an agreed contract with the LA to deliver an advice and information service for a sustained period. -recruit 8 volunteers and 3 trustees through different channels and places in line with our EDI strategy. -have a service that meets rising demand.</p>	<p>Work with the LA as part of the tendering process.</p> <p>Ensure that our volunteer base, including trustees, is diverse and representative of the local community.</p> <p>Develop a more enhanced offer by using reserves to demonstrate impact, including by having staff trained and ready to step into projects when needed. Use increased evidence of impact to secure more funding through bid applications.</p>

This strategy and the supporting business development plan will be used along with a strategy day in spring 2024 to guide the charity's development over the coming years.

## Torbay Citizens Advice Bureaux

### Trustees' Report

#### 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 2023/24 the Charity has designated some £70,785 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:

**Torbay Council Adult Social Care Precept:** Funding to provide energy and debt advice

**Citizens Advice Cost of Living:** Funding for a Volunteer Co-ordinator role and to re-open the drop-in

**Energy Advice Programme/Carbon Monoxide Programme:** Funding to give specialist Energy and Carbon Monoxide advice and to provide clients with carbon monoxide meters

**Energy Outreach Programme:** Funding to provide Energy Outreach sessions in the community to support people with making their energy costs more affordable

**Torbay Council Household Support Fund 4:** Funding to provide energy and debt advice

**National Lottery Awards for All:** Funding for a Specialist Energy Adviser post

**One Devon Cost of Living Fund:** Funding for Supervisor hours for volunteer recruitment, training and client drop-in

**Yorkshire Building Society:** Funding through a national Citizens Advice project to provide face to face generalist advice in the branch to those approaching the Yorkshire Building Society

#### *Reserves policy*

The charity is required to ensure that free monies are available in each financial year to meet any reasonable 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 had recognised the need to move to new, fully accessible premises. Although the Trustee Board has lowered the priority of this objective, It is recognised that in future some reserves may need to be allocated 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.

## Torbay Citizens Advice Bureaux

### Trustees' Report

#### *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.

#### *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.

#### **Future plans**

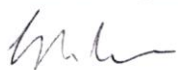
The trustee board is convinced that the work that the charity does, and the services it provides, are crucial elements in ensuring that those most in need are supported in accessing their rights. Without the charity, many clients would have nowhere to go and no-one to help them with their problems.

**Collaboration:** We will continue to collaborate more widely with other local Citizens Advice offices in Devon through Citizens Advice Devon, and through our partnership with Citizens Advice Exeter and with other local advice agencies to benefit from contracting arrangements in the future and to provide a client focused service to the residents of Torbay.

**Digital Services/Accessibility:** We will promote our on-line and telephone helpline services as our preferred methods for first contact in order to maintain more intensive services for those clients in greatest need or with the most complex situations. We will continue to try to sustain an element of drop-in service.

29/8/24

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



.....  
G Buck  
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 applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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 the incoming resources and application of resources, including its income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

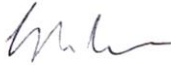
- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material 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 proper accounting records that can 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.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

29/8/24

Approved by the trustees of the charity on ..... and signed on its behalf by:



.....  
G Buck  
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 2024.

#### 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 the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of 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: 13 SEPTEMBER 2024

## Torbay Citizens Advice Bureaux

### Statement of Financial Activities for the Year Ended 31 March 2024 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £
<b>Income and Endowments from:</b>				
Donations and legacies	3	78,709	-	78,709
Charitable activities	4	-	205,662	205,662
Investment income	5	4,756	-	4,756
Total income		<u>83,465</u>	<u>205,662</u>	<u>289,127</u>
<b>Expenditure on:</b>				
Charitable activities	6	<u>(101,938)</u>	<u>(213,617)</u>	<u>(315,555)</u>
Total expenditure		<u>(101,938)</u>	<u>(213,617)</u>	<u>(315,555)</u>
Net expenditure		(18,473)	(7,955)	(26,428)
Transfers between funds		<u>(8,100)</u>	<u>8,100</u>	-
Net movement in funds		(26,573)	145	(26,428)
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>415,308</u>	<u>(145)</u>	<u>415,163</u>
Total funds carried forward	19	<u><u>388,735</u></u>	<u><u>-</u></u>	<u><u>388,735</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 17 to 31 form an integral part of these financial statements.

## Torbay Citizens Advice Bureaux

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

	Note	Unrestricted funds £	Restricted funds £	Total 2023 £
<b>Income and Endowments from:</b>				
Donations and legacies	3	78,405	-	78,405
Charitable activities	4	-	124,744	124,744
Investment income	5	1,645	-	1,645
Total income		<u>80,050</u>	<u>124,744</u>	<u>204,794</u>
<b>Expenditure on:</b>				
Charitable activities	6	<u>(164,823)</u>	<u>(138,691)</u>	<u>(303,514)</u>
Total expenditure		<u>(164,823)</u>	<u>(138,691)</u>	<u>(303,514)</u>
Net expenditure		<u>(84,773)</u>	<u>(13,947)</u>	<u>(98,720)</u>
Net movement in funds		(84,773)	(13,947)	(98,720)
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>500,081</u>	<u>13,802</u>	<u>513,883</u>
Total funds carried forward	19	<u><u>415,308</u></u>	<u><u>(145)</u></u>	<u><u>415,163</u></u>

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

The funds breakdown for 2023 is shown in note 19.

**Torbay Citizens Advice Bureaux**  
**(Registration number: 2785039)**  
**Balance Sheet as at 31 March 2024**

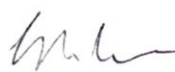
	Note	2024 £	2023 £
<b>Fixed assets</b>			
Tangible assets	13	-	1,481
<b>Current assets</b>			
Debtors	14	10,114	22,272
Investments	15	88,583	86,007
Cash at bank and in hand	16	<u>386,064</u>	<u>374,814</u>
		484,761	483,093
<b>Creditors: Amounts falling due within one year</b>	17	<u>(96,026)</u>	<u>(69,411)</u>
<b>Net current assets</b>		<u>388,735</u>	<u>413,682</u>
<b>Net assets</b>		<u>388,735</u>	<u>415,163</u>
<b>Funds of the charity:</b>			
<b>Restricted income funds</b>			
Restricted funds	19	-	(145)
<b>Unrestricted income funds</b>			
Unrestricted funds		<u>388,735</u>	<u>415,308</u>
<b>Total funds</b>	19	<u>388,735</u>	<u>415,163</u>

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

Directors' responsibilities:

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

The financial statements on pages 14 to 31 were approved by the trustees, and authorised for issue on ~~29/8/24~~ and signed on their behalf by:



.....  
G Buck  
Trustee

The notes on pages 17 to 31 form an integral part of these financial statements.

## Torbay Citizens Advice Bureaux

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

#### 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 2024

#### *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 2024

#### 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:

Asset class	Depreciation method and rate
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 2024

#### 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 2024 £	Total 2023 £
Donations and legacies;			
Donations from individuals	481	481	383
Grants, including capital grants;			
Government grants	76,128	76,128	73,200
Grants from other charities	2,100	2,100	4,822
	<u>78,709</u>	<u>78,709</u>	<u>78,405</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 2024

#### 4 Income from charitable activities

	Restricted funds £	Total 2024 £	Total 2023 £
Adult Social Care Precept	10,500	10,500	-
Big Energy Saving Network	-	-	438
Citizens Advice COL Grant	15,000	15,000	-
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	-	18,902
Devon Communities Foundation	-	-	2,000
Empower	1,715	1,715	16,463
Energy Advice Programme/EBDx	14,400	14,400	8,800
EOP	3,500	3,500	-
H&W Network Co-ordinator	4,769	4,769	-
HSF4	28,375	28,375	-
Lottery Awards for All Grant	9,684	9,684	-
Lottery COL Grant	52,646	52,646	-
Macmillan	43,185	43,185	7,046
One Devon	2,800	2,800	428
Torbay Council - ASC	-	-	13,477
Torbay Council - Debt management	-	-	37,898
Torbay Council - Housing Advocate	12,000	12,000	12,000
YBS Project	7,088	7,088	-
YES Brixham	-	-	7,292
	<u>205,662</u>	<u>205,662</u>	<u>124,744</u>

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

#### 5 Investment income

	Unrestricted General £	Total 2024 £	Total 2023 £
Bank interest receivable	<u>4,756</u>	<u>4,756</u>	<u>1,645</u>

Of the 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 2024

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

	Unrestricted Funds		Restricted Funds	Total 2024
	Designated	General		
	£	£	£	£
Charitable activities	4,666	68,478	204,909	278,053
Support costs	-	28,794	8,708	37,502
	<u>4,666</u>	<u>97,272</u>	<u>213,617</u>	<u>315,555</u>
	Unrestricted Funds		Restricted Funds	Total 2023
	Designated	General		
	£	£	£	£
Charitable activities	84,773	62,133	101,410	248,316
Support costs	-	17,917	37,281	55,198
	<u>84,773</u>	<u>80,050</u>	<u>138,691</u>	<u>303,514</u>
	Unrestricted funds		Restricted funds	Total 2024
	Designated	General		
	£	£	£	£
Adult Social Care Project	-	-	10,500	10,500
Citizens Advice COL Grant	-	-	15,000	15,000
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	-	43,185	43,185
Core Service Fund	-	97,272	-	97,272
Designated IT	806	-	-	806
Designated Premises	2,130	-	-	2,130
Designated Project Impact Fund	1,210	-	-	1,210
Designated Recovery fund	520	-	-	520
Empower	-	-	1,715	1,715
Energy Advice Programme	-	-	22,500	22,500
Energy Outreach Project	-	-	3,500	3,500
H & W Network Co-ordinator	-	-	4,624	4,624
HSF4	-	-	28,375	28,375
Lottery Awards for All Grant	-	-	9,684	9,684
Lottery Cost of Living Grant	-	-	52,646	52,646
One Devon	-	-	2,800	2,800
Torbay Council - Housing Advocate	-	-	12,000	12,000
YBS Project	-	-	7,088	7,088
	<u>4,666</u>	<u>97,272</u>	<u>213,617</u>	<u>315,555</u>

## Torbay Citizens Advice Bureaux

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

	Unrestricted funds		Restricted funds £	Total 2023 £
	Designated £	General £		
Big Energy Saving Network	-	-	438	438
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	-	18,902	18,902
Core Service Fund	-	80,050	-	80,050
Designated IT	439	-	-	439
Designated Premises	1,337	-	-	1,337
Designated Project Impact Fund	9,241	-	-	9,241
Designated Recovery fund	73,756	-	-	73,756
Devon Communities Foundation	-	-	2,000	2,000
Empower	-	-	16,463	16,463
Energy Advice Programme	-	-	8,800	8,800
Help to Claim service	-	-	13,302	13,302
Macmillan	-	-	7,046	7,046
One Devon	-	-	428	428
Torbay Council - ASC	-	-	13,622	13,622
Torbay Council - Debt management	-	-	37,898	37,898
Torbay Council - Housing Advocate	-	-	12,000	12,000
YES Brixham	-	-	7,792	7,792
	84,773	80,050	138,691	303,514

In addition to the expenditure analysed above, there are also governance costs of £2,880 (2023 - £2,880) which relate directly to charitable activities. See note 7 for further details.

#### 7 Analysis of governance and support costs

##### Governance costs

	Unrestricted funds General £	Total funds £
Independent examiner fees Examination of the financial statements	2,880	2,880
<b>Total for 2024</b>	<b>2,880</b>	<b>2,880</b>

## Torbay Citizens Advice Bureaux

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

#### 8 Net incoming/outgoing resources

Net outgoing resources for the year include:

	2024	2023
	£	£
Loss on disposal of fixed assets held for the charity's own use	1,481	-
Depreciation of fixed assets	-	261
	-	261

#### 9 Trustees remuneration and expenses

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

Two trustees were reimbursed a total of £191.70 (2023: £114.70) in relation to reclaimed travel and training expenses during the year.

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

#### 10 Staff costs

The aggregate payroll costs were as follows:

	2024	2023
	£	£
<b>Staff costs during the year were:</b>		
Wages and salaries	193,377	198,402
Social security costs	13,940	13,518
Pension costs	6,872	6,238
	214,189	218,158

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

	2024	2023
	No	No
Charitable activities	13	15

8 (2023 - 7) of the above employees participated in the Defined Contribution Pension Schemes.

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

The total employee benefits of the key management personnel of the charity were £31,856 (2023 - £Nil).

## Torbay Citizens Advice Bureaux

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

#### 11 Independent examiner's remuneration

	2024 £	2023 £
Examination of the financial statements	<u>2,880</u>	<u>2,880</u>

#### 12 Taxation

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

#### 13 Tangible fixed assets

	Furniture and equipment £	Total £
<b>Cost</b>		
At 1 April 2023	113,074	113,074
Disposals	<u>(113,074)</u>	<u>(113,074)</u>
At 31 March 2024	<u>-</u>	<u>-</u>
<b>Depreciation</b>		
At 1 April 2023	111,593	111,593
Eliminated on disposals	<u>(111,593)</u>	<u>(111,593)</u>
At 31 March 2024	<u>-</u>	<u>-</u>
<b>Net book value</b>		
At 31 March 2024	<u>-</u>	<u>-</u>
At 31 March 2023	<u>1,481</u>	<u>1,481</u>

#### 14 Debtors

	2024 £	2023 £
Trade debtors	8,144	20,829
Prepayments and accrued income	<u>1,970</u>	<u>1,443</u>
	<u>10,114</u>	<u>22,272</u>

#### 15 Current asset investments

	2024 £	2023 £
Fixed term bonds	<u>88,583</u>	<u>86,007</u>

## Torbay Citizens Advice Bureaux

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

#### 16 Cash and cash equivalents

	2024	2023
	£	£
Cash on hand	84	78
Cash at bank	385,980	374,736
	386,064	374,814

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

	2024	2023
	£	£
Trade creditors	2,268	111
Other taxation and social security	3,112	3,360
Other creditors	14,288	15,280
Accruals	2,760	2,890
Deferred income	73,598	47,770
	96,026	69,411

	2024	2023
	£	£
Deferred income at 1 April 2023	47,770	28,145
Resources deferred in the period	73,598	47,770
Amounts released from previous periods	(47,770)	(28,145)
Deferred income at year end	73,598	47,770

#### 18 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 £6,872 (2023 - £6,238).

## Torbay Citizens Advice Bureaux

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

#### 19 Funds

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
<b>Unrestricted funds</b>					
<i>General</i>					
Unrestricted funds	186,417	83,465	(97,272)	138,534	311,144
<i>Designated</i>					
Premises Expenses	100,000	-	(2,130)	(87,870)	10,000
IT Systems fund	13,000	-	(806)	806	13,000
Core Service Fund	70,785	-	-	(70,785)	-
Project Closure Impact Fund	3,259	-	(1,210)	-	2,049
Redundancy fund	33,397	-	(520)	11,215	44,092
Sickness cover	8,450	-	-	-	8,450
	<u>228,891</u>	<u>-</u>	<u>(4,666)</u>	<u>(146,634)</u>	<u>77,591</u>
<b>Total unrestricted funds</b>	<u>415,308</u>	<u>83,465</u>	<u>(101,938)</u>	<u>(8,100)</u>	<u>388,735</u>
<b>Restricted funds</b>					
Adult Social Care Precept	-	10,500	(10,500)	-	-
Citizens Advice COL Grant	-	15,000	(15,000)	-	-
Empower	-	1,715	(1,715)	-	-
Energy Advice Programme/EBDx	-	14,400	(22,500)	8,100	-
EOP	-	3,500	(3,500)	-	-
H & W Network Co-ordinator	(145)	4,769	(4,624)	-	-
HSF4	-	28,375	(28,375)	-	-
Lottery Awards for All Grant	-	9,684	(9,684)	-	-
Lottery COL Grant	-	52,646	(52,646)	-	-
Macmillan	-	43,185	(43,185)	-	-
One Devon	-	2,800	(2,800)	-	-
Torbay Council - Housing Advocate	-	12,000	(12,000)	-	-
YBS Project	-	7,088	(7,088)	-	-
	<u>(145)</u>	<u>205,662</u>	<u>(213,617)</u>	<u>8,100</u>	<u>-</u>
<b>Total restricted funds</b>	<u>(145)</u>	<u>205,662</u>	<u>(213,617)</u>	<u>8,100</u>	<u>-</u>
<b>Total funds</b>	<u>415,163</u>	<u>289,127</u>	<u>(315,555)</u>	<u>-</u>	<u>388,735</u>

## Torbay Citizens Advice Bureaux

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

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
<b>Unrestricted funds</b>					
<i>General</i>					
Unrestricted funds	100,734	80,050	(76,050)	81,683	186,417
<i>Designated</i>					
Premises Expenses	250,000	-	(1,337)	(148,663)	100,000
IT Systems fund	13,000	-	(439)	439	13,000
Core Service Fund	-	-	-	70,785	70,785
Covid Recovery	78,000	-	(73,756)	(4,244)	-
Fuel Voucher Admin	4,000	-	(4,000)	-	-
Project Closure Impact Fund	12,500	-	(9,241)	-	3,259
Redundancy fund	33,397	-	-	-	33,397
Sickness cover	8,450	-	-	-	8,450
	<u>399,347</u>	<u>-</u>	<u>(88,773)</u>	<u>(81,683)</u>	<u>228,891</u>
<b>Total unrestricted funds</b>	<u>500,081</u>	<u>80,050</u>	<u>(164,823)</u>	<u>-</u>	<u>415,308</u>
<b>Restricted</b>					
Big Energy Saving Network Fund	-	438	(438)	-	-
Devon Communities Foundation	-	2,000	(2,000)	-	-
Empower	-	16,463	(16,463)	-	-
Energy Advice Programme/EBDx	-	8,800	(8,800)	-	-
H & W Network Co-ordinator	-	13,477	(13,622)	-	(145)
Help to Claim service	13,302	-	(13,302)	-	-
Macmillan	-	18,902	(18,902)	-	-
Macmillan	-	7,046	(7,046)	-	-
One Devon	-	428	(428)	-	-
Torbay Council - Debt management	-	37,898	(37,898)	-	-
Torbay Council - Housing Advocate	-	12,000	(12,000)	-	-
YES Brixham	500	7,292	(7,792)	-	-
	<u>13,802</u>	<u>124,744</u>	<u>(138,691)</u>	<u>-</u>	<u>(145)</u>
<b>Total restricted funds</b>	<u>13,802</u>	<u>124,744</u>	<u>(138,691)</u>	<u>-</u>	<u>(145)</u>
<b>Total funds</b>	<u>513,883</u>	<u>204,794</u>	<u>(303,514)</u>	<u>-</u>	<u>415,163</u>

## Torbay Citizens Advice Bureaux

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

#### Designated Funds

**Premises Expenses** - The premises expenses fund has been set aside in order to fund the costs associated with the upkeep of the current premises.

**Core Service Fund** - a fund to be used to offset the additional costs of delivering our core generalist service.

**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 2023.

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

#### Restricted Funds

**Adult Social Care Precept** - A Torbay Council grant to support a range of Community and Voluntary sector organisations to assist them in providing activities and services for local people to support their independence, provide advice and information and to deliver help with challenges related to loneliness and isolation. These grant payments are funded from the Council Tax precept to specifically support Adult Social Care in Torbay. This includes working with local community organisations to enhance supportive neighbourhood and encourage support and innovation.

**Big Energy Saving Network Fund** - grant funding from Citizens Advice to provide frontline worker training to people identified as fuel poor or at risk of becoming fuel poor.

**Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan Cancer Support** - Provision of a holistic welfare benefits, employment, housing, debt and general advice service for people affected by cancer.

**Devon Communities Foundation** - Grant approved by Devon Community Foundation for the Communities in Crisis Appeal - DCMS.

**Empower** - A grant from Citizens Advice South Hams to support those in fuel poverty.

**Energy Advice Programme** - grant funding from Citizens Advice to provide advice services to clients at risk of fuel poverty.

## Torbay Citizens Advice Bureaux

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

#### Restricted Funds (continued)

**Citizens Advice COL Grant** - Funding for a Volunteer Co-ordinator role and to re-open the drop-in.

**EOP** - Funding to provide Energy Outreach sessions in the community to support people with making their energy costs more affordable.

**Health & Wellbeing Co-Ordinator** - Torbay Council ASC funding from the Adult Social Care (ASC) precept to employ a Voluntary Sector Health and Well-being Network Co-Ordinator.

**Help-to-Claim service** - grant funding from Citizens Advice to cover the set up costs of a new service to support Universal Credit claimants.

**Lottery COL Grant** - Funding to provide housing advice and to re-open the drop-in.

**National Lottery Awards for All** - Funding for a Specialist Energy Adviser post.

**One Devon** - NHS South West cost of living community fund grant.

**Torbay Council HSF4** - Funding to provide energy and debt advice.

**Torbay Council Debt Management** - funding from DWP and Torbay Council Debt Management Scheme to assist with the Debt Advice Service.

**Torbay Council Housing Advocate** - funding to assist in providing activities and services for local people to support their independence, provide advice and information and to deliver help with challenges related to housing quality, consumer rights and health.

**YBS project** - Funding through a national Citizens Advice project to provide face to face generalist advice in the branch to those approaching the Yorkshire Building Society.

**YES Brixham** - Grant funding from YES Brixham for the delivery of outreach advice sessions.

## Torbay Citizens Advice Bureaux

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

#### 20 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2024 £
Current assets	411,163	73,598	484,761
Current liabilities	(22,428)	(73,598)	(96,026)
Total net assets	388,735	-	388,735
	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2023 £
Tangible fixed assets	1,481	-	1,481
Current assets	435,468	47,625	483,093
Current liabilities	(21,641)	(47,770)	(69,411)
Total net assets	415,308	(145)	415,163

#### 21 Related party transactions

During the year the charity made the following related party transactions:

##### **Exeter Citizens Advice Bureau**

Key management services are provided by Exeter Citizens Advice Bureau.

The value of key management services provided during the year total £42,884. (2023: £27,226)

The value of other recharges incurred during the year total £3,346. (2023: £1,464)

The value of expenditure recharged to Exeter Citizens Advice Bureau during the year was £Nil (2023: £7,046)

At the balance sheet date the amount due to Exeter Citizens Advice Bureau was £336 (2023 - £Nil).