Company registration number: 4334063
Charity registration number: 1091143

Exeter Citizens Advice Bureau

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2026

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

Exeter Citizens Advice Bureau

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Exeter Citizens Advice Bureau

Reference and Administrative Details

Chairman	R G G Willmott
Trustees	R G G Willmott K M McDonald J R Oliver G T Richardson S J Salter I S Percival R A Scott M J Yeo L M Onslow M Turgoose
Charity Registration Number	1091143
Company Registration Number	4334063
	The charity is incorporated in England and Wales.
Registered Office	Dix's Field Exeter EX1 1QA
Accountants	Thompson Jenner LLP Chartered Accountants 1 Colleton Crescent Exeter Devon EX2 4DG

Exeter Citizens Advice Bureau

Chair's Report for the Year Ended 31 March 2026

The year ended 31 March 2026 has been another period of significant change and uncertainty for Citizens Advice Exeter.

We continue to operate against a backdrop of major changes in local government, with the future structure of local authorities in Devon, at the time of writing, having recently been announced as consisting of four unitary authorities of which Greater Exeter is one. We are working our way through the implications of this not only for Citizens Advice Exeter but also the neighbouring Local Citizens Advice offices. Alongside this, we continue to face funding challenges.

As reported last year, Exeter City Council withdrew its core funding in 2024. The final payment received from the Council was £75,000 for the year ended 31 March 2025. During the year under review we received no core funding from Exeter City Council, although we greatly appreciate the support provided through a peppercorn rent arrangement for our offices at Dix's Field. We had also reduced our office occupancy by 50% during 2024/25 as part of our efforts to control costs.

This was the first full financial year in Citizens Advice Exeter's 80-year history in which the organisation received no core funding from Exeter City Council. The fact that we have continued to deliver a comprehensive advice service to Exeter residents despite this loss of funding is a tribute to the resilience, commitment and adaptability of our staff, volunteers and trustees.

In response to the loss of funding, we reduced our opening hours, scaled back some activities and did not replace a number of staff who left the organisation. The inevitable impact on our ability to provide services to Exeter residents is reflected in the Trustees' Report, which shows a reduction in activity, although less than might reasonably have been expected given the scale of the funding cuts.

Despite these challenges, careful financial management, successful grant applications and funding awards that were not included in our original budget enabled us to end the year with a small operating surplus of approximately £5,000. In addition, we received a very generous legacy of £66,000 from a grateful former client. As a result, the charity finished the year in a sound financial position, with total funds of just under £392k of which £242k were free reserves including £110k representing three months running costs as per our reserves policy.

We entered 2026/27 with a planned deficit budget of approximately £123,000. The good news is that since the year end the Council has reinstated £75k of funding for each of 2026/7 and 2027/8 which will help us restore some of the lost capacity referred to above.

We also remain optimistic that a number of contract opportunities currently being pursued will be successful. We remain extremely grateful to Devon County Council for its continuing support, which remains an important element of our funding base.

Alongside our efforts to secure public funding, we continue to strengthen and diversify our fundraising activities. Our dedicated fundraising group has worked tirelessly throughout the year, organising and supporting a wide range of successful events which have generated valuable income and increased awareness of our work within the community.

Despite the financial pressures we have faced, the response of our staff, volunteers and trustees has been nothing short of remarkable. Their commitment, professionalism, compassion and resilience continue to inspire me. In recognition of this, notwithstanding the financial pressures faced, the Trustees took the decision during the year to become a real living wage employer and to fund a modest staff salary increase.

We rely heavily on our team of seventy-three volunteers drawn from a wide range of backgrounds and professions. They bring an enormous wealth of experience, knowledge and practical skills to the organisation. Their contribution extends across virtually every aspect of our work, from providing advice and administration support to fundraising, governance and outreach activities.

Exeter Citizens Advice Bureau

Chair's Report for the Year Ended 31 March 2026

Among the many services they support are our Food Bank advice service, our highly respected Court Team, which assists people facing the prospect of losing their homes, and our specialist welfare benefits work undertaken in partnership with FORCE and Macmillan Cancer Support. These services make a real difference to people's lives, helping some of the most vulnerable members of our community through exceptionally difficult circumstances.

I would like to record my sincere thanks to our outgoing trustees, Derek Phillips, Steve Morgan, Halle Fowler and Shaji Joseph, for their service and commitment to the charity.

Derek is one of the longest-serving trustees in the organisation's history and has made a significant contribution over many years. Steve Morgan served as Treasurer for ten years and provided invaluable financial leadership, guidance and support. We are deeply grateful to all four trustees for their dedication and commitment to Citizens Advice Exeter.

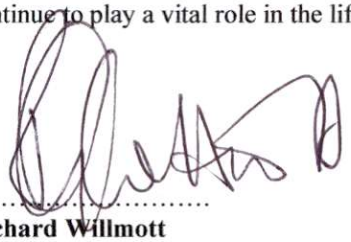
I am delighted that during the year we welcomed Lianne Onslow and, since the year end, have welcomed Margaret Turgoose to the Board of Trustees. We look forward to benefiting from their knowledge, experience and fresh perspectives in the years ahead.

Looking ahead, the future is likely to bring further change. The Citizens Advice network nationally continues to evolve, and it is important that we position ourselves to respond effectively. To that end, we are working closely with fellow Citizens Advice offices across Devon to develop stronger collaborative arrangements that will enable us to bid for larger contracts and deliver services more efficiently across the region. We believe this collaborative approach will become increasingly important in the years ahead.

The year also marks an important milestone in our history. In October 2026, Citizens Advice Exeter celebrates the 80th anniversary of the approval that led to the establishment of the organisation in 1946. Since then, generations of staff, volunteers and trustees have supported many tens of thousands of Exeter residents through some of the most challenging periods of their lives. Throughout those eight decades, the issues people face may have changed, but the need for free, independent and confidential advice has remained constant. We are proud to continue that tradition today and remain committed to serving the people of Exeter for many years to come.

Finally, I would like to express my heartfelt thanks to our Chief Executive, Sue Julyan, Assistant Chief Executive, Lyndsay Jarman, and every member of staff, volunteer and trustee for their dedication and hard work throughout the year. Their commitment to supporting the people of Exeter, often at times of crisis and uncertainty, is truly outstanding.

I am proud of what we have achieved together during a challenging year and am confident that, with the continued dedication of our staff, volunteers, trustees, funders and supporters, Citizens Advice Exeter will continue to play a vital role in the life of our city for many years to come.



.....

Richard Willmott
Chair of Trustees

Exeter Citizens Advice Bureau

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements and auditors' report of the charitable company for the year ended 31 March 2026 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 4 December 2001 and is a company limited by guarantee, having no share capital.

Trustees and officers

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

Trustees:	R G G Willmott
	K M McDonald
	J R Oliver
	G T Richardson
	S J Salter
	I S Percival
	R A Scott
	M J Yeo
	L M Onslow (appointed 1 January 2026)
	M Turgoose (appointed 27 May 2026)
	S J Morgan (resigned 26 November 2025)
	H S Fowler (resigned 26 November 2025)
	S Joseph (resigned 24 June 2025)
	D J Phillips (resigned 29 May 2025)
Chairman:	R G G Willmott
CEO:	S Julyan

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

Exeter Citizens Advice Bureau

Trustees' Report

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.

Exeter Citizens Advice Bureau

Trustees' Report

How our activities deliver public benefit

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 public benefit.

Largely, those benefiting from our services are those most in need, particularly those in financial hardship. Our national Citizens Advice financial monitoring tool shows the difference we made in Exeter in 2025-26:

In 2025 -26 we helped **4,051** people deal with **17,740 issues**

For every £1 invested in our service in 2025/26 we generated:

£ 5.95 in savings to government and public services (fiscal benefits) Total: £3,037.198	**£41.63 in wider economic and social benefits (public value) Total:21,266,863**	**£15.61 in financial value to the people we help (specific outcomes to individuals) Total: 7,976,197**

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.

Exeter Citizens Advice Bureau

Trustees' Report

Client satisfaction

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

80%

said their problem was **solved** following advice

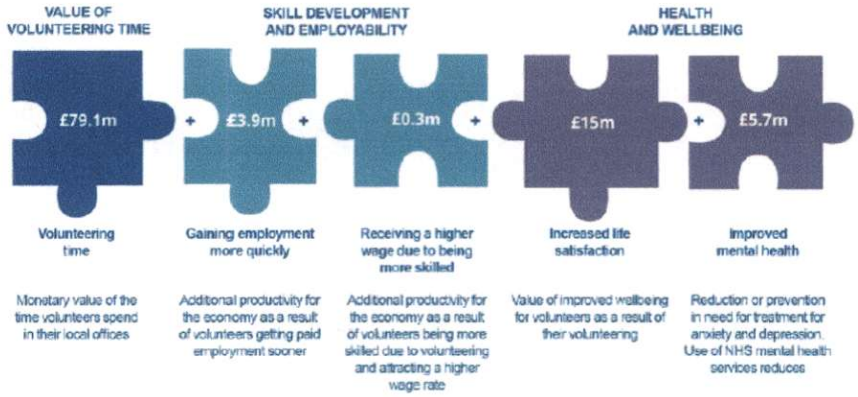
87%

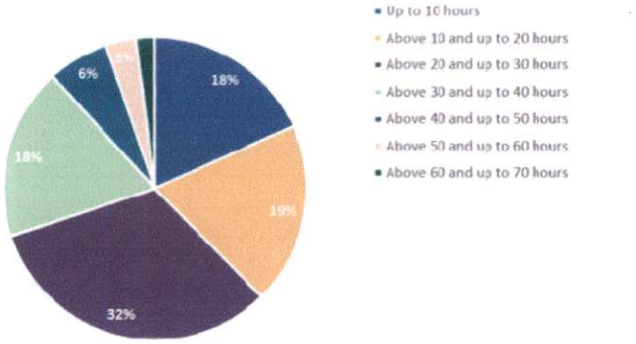
said we **helped** them find a way forward

91%

would **recommend the** service

Why we work with volunteers.





Exeter Citizens Advice Bureau

Trustees' Report

Principles

- Citizens Advice Exeter is a client-focused organisation
- A client will be given as much time as they needs, but it is recognised that this may not be as much time as they 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

Governance

The charity is managed by its Trustee Board, which is drawn from the local community. 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, except where the board approves payments in the best interests of the charity and to enable the charity to achieve its charitable objectives.

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

The maximum number of Trustees shall be seventeen 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.

New trustees 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. The charity also uses a trustee self-review and skills audit process which provides an opportunity to review knowledge and identify learning and development needs. Furthermore, Citizens Advice provides a programme of trustee training for new and existing trustees.

Management

The day-to-day running of the charity is delegated to the Chief Executive and the leadership team, consisting of:

Suzanne Julyan – Chief Executive
Lyndsay Jarman - Assistant Chief Executive
Kathy Underwood - Operations 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 has a drop-in service. We offer telephone and digital advice and information services. Over the past year, we have continued to work with two other Citizens Advice offices to deliver our shared telephone advice 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 24,000 hours of time through regular volunteering, or equivalent to 15.8 providing the equivalent of £600,000 worth of donated time. In addition, this year we were delighted to welcome 14 new volunteers. The Board wish to thank the many volunteers who ensure the continued operation of the charity by donating their time and experience during these challenging times.

During the year, 10 volunteers left. Some left to take paid employment and others to attend training/further education or for personal reasons. This demonstrates the excellent in-house training support offered to our volunteers. The new skills and experience gained whilst volunteering are clearly valued by employers.

Client Profile

Our client base is predominantly mid to later life, with the highest representation among those aged 50-64, and relatively low numbers under 25 or over 80. Women make up a slight majority (55%) of clients, compared with 45% men. A significant proportion of clients (64%) report a disability or long term health condition, highlighting the complex needs of those we support. In terms of ethnicity, the client group is largely White (approximately 89%), with smaller proportions from Black, Asian, Mixed and other ethnic backgrounds. This is in alignment with the community of Exeter.

Advice Needs

During the year, the charity assisted 4,051 clients directly with their advice needs, involving 17,740 individual issues.

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

Exeter Citizens Advice Bureau

Trustees' Report

Client Issues	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	*Grand Total*
Benefits & tax credits	7180	7474	7812	7836	7787	7233	45322
Benefits Universal Credit	4319	7245	2539	2318	1730	2104	20255
Charitable Support & Food Banks			516	550	440	274	1780
Consumer goods & services	467	290	329	448	634	328	2496
Debt	2445	2208	1665	1899	1852	1821	11890
Education	41	40	54	47	42	25	249
Employment	1234	758	666	532	520	510	4220
Financial services & capability	294	316	265	286	246	171	1578
GVA & Hate Crime	110	78	78	132	54	49	501
Health & community care	311	250	209	287	266	243	1566
Housing	942	1306	1456	1650	1380	1399	8133
Immigration & asylum	153	215	176	234	244	187	1209
Legal	267	384	357	336	320	293	1957
Other	1133	1196	645	538	455	518	4485
Relationships & family	693	641	592	502	459	369	3256
Tax	129	123	187	186	114	156	895
Travel & transport	199	189	189	327	288	345	1537
Utilities & communications	779	1483	2611	2317	1747	1715	10652
Grand Total	***20696***	***24196***	***20346***	***20425***	***18578***	***17740***	***121981***

Over the past six years, demand for our services has remained consistently high, with a total of **121,981 issues supported**. While the number of clients assisted has reduced, this reflects a reduction in available funding rather than any fall in demand. On the contrary, need within the community remains significant, and this is further evidenced by the **increasing number and complexity of issues presented per client**, with individuals more frequently requiring support across multiple, interconnected areas.

The charity continues to see the highest number of issues in **welfare benefits and debt**, which together account for almost **61% of all client issues**, reflecting the ongoing financial pressures faced by local people. Other high-demand areas include utilities and communications, housing, and employment. Given the continued uncertainty in the economic climate, we expect demand for money and debt advice to remain high. While we proactively signpost some clients to national free debt providers to help manage demand within our limited resources, this means we increasingly support those who are most vulnerable or who have the highest and most complex support needs.

Our housing work remains particularly critical. Housing enquiries from Exeter residents accounted for **8% of all enquiries during 2025-26**, and numbers of cases listed at Exeter Court are both high and increasing. We expect demand-particularly relating to eviction-to rise further due to the continued high cost of rents and mortgage interest rates. We support defendants at court who are at immediate risk of losing their rented or mortgaged home, offering a pre arranged telephone call ahead of hearings followed by any advice appointments required. These cases involve rapid, high pressure intervention: gathering full details within a very limited timeframe, negotiating with landlords or lenders, and advocating directly in court on the client's behalf. In more complex situations, we may request an adjournment to enable referral to specialist housing legal advice. This combination of preventative advice, crisis intervention and direct representation ensures that clients receive timely, effective support at the point of greatest need.

We pay tribute to our volunteer advisers, gateway assessors and information guides, whose continued commitment, expertise and professionalism have been vital in meeting the challenges of the past year and delivering high quality support to our community.

Digital

Our digital channels continue to play an important role in extending the reach of our advice and information services. Over the past year, our Facebook presence generated **31,000 views**, with followers increasing from 210 to **226**, demonstrating steady growth in engagement. Our website attracted approximately **12,000 visitors**, highlighting its value as a key source of accessible, self-help information for clients. We have also begun to strengthen our presence across additional platforms, including the development of a new Instagram page and the launch of LinkedIn activity, which in its first month achieved **612 impressions** and early engagement through reactions, comments, reposts and new followers.

To support this growth, we have increased internal capacity, with three members of the team now able to post across our social media channels, helping to ensure more consistent and timely communication. Alongside this, a dedicated website working group is reviewing current content with a view to developing a new and improved website to better meet client needs. Looking ahead, we will also begin to work with **national Citizens Advice supported AI tools** as they are rolled out, enabling us to further enhance accessibility, efficiency and the quality of support we provide through our digital offer.

Research, campaigns and prevention

Our work extends beyond the direct provision of advice and information. We are committed to influencing change by using evidence from our clients' experiences to campaign for improvements in policies and practices that affect large sections of the population. Alongside this, we deliver preventative activity designed to build confidence and resilience within our communities. This includes our programme of community roadshows, covering topics such as scam awareness, gambling harm and the importance of making a will. These sessions are friendly, informal and accessible to all, regardless of prior knowledge, with trained staff and volunteers able to cut through complex information and share practical guidance that can make a real difference to people's lives. During the year, we delivered a range of training courses and engagement events benefiting over 100 individuals.
We pay tribute to our dedicated research and campaigns, and training volunteers, whose continued support and expertise have been invaluable in enabling this important work.

Strategy

Cost of Living Crisis

The ongoing cost of living crisis continues to have a significant impact on our clients and remains a key focus of our work. We are committed to working closely with our clients, local partners and national Citizens Advice to ensure that our services respond effectively to the challenges and uncertainties people face. We also use the evidence gained from client experiences to influence Government policy and advocate for changes that better support those most affected by rising living costs.

We are working collaboratively with partners across our local area to prepare for and respond to the sustained and growing demand for our services, alongside the increasing complexity of issues presented. Although the immediate health impacts of the Covid 19 pandemic have receded, its longer term financial and employment consequences continue to affect many of the people we support. As a result, demand for advice-particularly in relation to income, debt, housing and employment-remains high and is expected to continue. This cross cutting challenge underpins and informs all of our strategic objectives, ensuring that our services remain responsive, resilient and focused on those most in need.

Exeter Citizens Advice Bureau

Trustees' Report

Strategic Priorities 2026-27

Advice: To ensure that *everyone* using our service leaves with an accurate knowledge and confidence they need to find a way forward **We will** **-Achieve at least an 80% client experience satisfaction score from those completing our client survey** **-Achieve 'green green' consistently in 'advice' in Quality of Advice Assessments** **-Maintain equitable access for vulnerable clients (including in-person where needed)**	Align service delivery models with Adviceline partners and Devon LCAs; explore shared services where efficient
	Continue to consider the service delivery model in line with the reduction in funding
	Ensure we maintain enough resource to support our most vulnerable clients who are likely to need a f-2-f service
	Ensure all trainees and existing volunteers continue to receive the ongoing support and training they need, despite reduced resource
Advocacy: To use evidence we gather as a result of *all* clients' experiences to campaign for change in policies and services **We will:** **-Produce a report and use it to raise awareness at a local and national level** **-Ensure that key issues in the local community are highlighted on both a local and national level (where appropriate)**	Develop new approaches to measuring impact over time, including follow - up and case studies
	Give advisers more enthusiasm for campaigning and an understanding of the purpose of this
	Build client stories
	Utilise our position at Citizens Advice Exeter to be a voice for the people to make a difference and campaign for change
	Engage with local media
	Raise the profile of CA Exeter
	Publish a report about government policies affecting families with children
	Contribute to CA's national and regional bodies
Technology: To use digital technology to create new ways to help *all* clients and improve the experience for those using our service **We will** **-Have 5000 unique visitors to new website.** **-Begin to explore the capabilities of AI and how this can enhance our service delivery**	Commission a new website that is user friendly and supports self-help
	Pilot AI-assisted knowledge search and template drafting under National CA guidance; establish guardrails (privacy, accuracy, human-in-the-loop)
	Work with an external partner to bring IT systems and processes up to standard and gain Cyber Essentials
Sustainability: To secure our future as a service through a more collaborative and proactive approach to service delivery with a focus on 3 key areas: Finance, *People* and Premises **We will** **-Secure grants/funds to avoid the need for redundancies** **-Be involved in partnership work and, if feasible, have submitted bids with other agencies** **-Have a plan around the future of Citizens Advice Exeter and its relationship with other Devon LCAs after Local Government Reorganisation** **-Negotiate an ongoing peppercorn rent** **-Grow the volunteer workforce**	Achieve diversified income to protect core advice capacity and avoid redundancies
	Work closely with CA Devon with a view to a merger based on the outcome of LGR
	Pursue collaborative bids and projects with other VCSE, statutory and corporate partners
	Secure an ongoing peppercorn rent and scope for future premises
	Increase the capacity of the training team and therefore increase the volunteer workforce
Culture To provide a supportive environment for *all* people to be who they are and value *all* unique contributions. *We will* **-Recruit volunteers through diverse channels consistent with EDI strategy** **-Enhance accessibility for minority groups** **-Have clear procedures in place for staff support and how to access it**	Raise the profile in the community and beyond of our commitment to EDI across the service
	Maintain hate crime reporting centre role
	Develop a better understanding of how accessible we are to minority groups in the community
	Raise the awareness of the workforce in terms of minority groups in the local community

This strategy and the supporting business development plan will be used to guide the charity's development over the coming years.

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.

The charity has benefited from grants and Contracts from Exeter City Council and Devon County Council (via Citizens Advice Devon), and others, which has enabled the continuation of generalist telephone and face-to-face advice and information services by our volunteer team, supported and managed 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:

ABC Project: Funding from Devon County Council for a Carers appeals service

Carers Advice on Benefits Project: A contractual arrangement with Citizens Advice Devon (funded by Devon Carers) to provide additional advice services for adult carers of all ages.

Hospiscare Project: Funding to provide advice to patients and their families attending the Hospice.

Gibbons Trust: Funding was used to support our service in the County Court supporting clients at risk of eviction.

Norman Trust: Funded to support us with continuing to offer a drop-in and to provide the appropriate level of supervision and training.

Energy Outreach Project: Funding to deliver energy advice and information in an outreach setting to consumers

Energy Advice Programme: Funding to deliver specialist energy advice.

Exeter Foodbank Project: Funding supporting Exeter Foodbank clients with benefits maximisation and to manage their debts with a view to them becoming less reliant on the foodbank.

National Lottery Awards for All: Funding from the National Lottery Community Fund for IT and equipment

Exeter and District Kidney Patients' Association Project: A contractual arrangement funded by Exeter and District Kidney Patients' Association to provide welfare benefit advice to pre-dialysis, dialysis and transplant patients and their carers. This contract employs one part-time welfare benefits adviser.

Money Advice Project for Exeter City Council: A contractual arrangement to provide a full-time money adviser to those referred directly by Exeter City Council housing caseworkers.

Macmillan Cancer Support Devon-wide Project: Funding for a holistic welfare benefits, employment, housing, debt and general advice service for people affected by cancer.

Advice Prescribing Project with One Eastern Devon LCP: Funding to take referrals from social prescribers from identified PCNs. Citizens Advice Exeter is the project lead across two other local Citizens Advice offices also involved with this project.

Exeter Chiefs Foundation: Funding to purchase resources to support community outreach.

Advice in Schools: Core funding was used to support the delivery of advice to parents in schools for a short 3 month pilot period.

Reserves policy

The charity, being mindful of Charity Commission guidance, aims to maximise the use of available funds for the benefit of the citizens of Exeter and the surrounding area so far as is commensurate with a prudent level of unrestricted reserves, equivalent to at least three months' running costs. This has been calculated as £110,000. The total unrestricted free reserves (excluding the premises depreciation designated fund) at 31 March 2026 was £242,170. In this regard, our policy is to set aside funds only for known or probable liabilities.

Investment powers

The constitution authorises the trustees to make and hold investments using the general funds of the charity. The charity currently holds £87,433 in a 1-year fixed term bond.

Risk management

Our Governance Group is 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. As part of our on-going risk assessment process, our risk management strategy and policies are reviewed and agreed by the Governance Group 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 Governance Group 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 remains firmly of the view that the charity's work and the services it delivers are essential in ensuring that those most in need are supported to access their rights and entitlements. Without the charity, many clients would have nowhere to turn and no one to help them resolve their problems. In the context of ongoing financial pressures on local authorities, the Trustees will continue to explore and secure alternative sources of income during 2026/27 to sustain and develop our services.

We will continue to take a proactive approach to fundraising and developing new project partnerships, alongside raising awareness of our role as a local, independent charity reliant on grants and donations. In parallel, we will seek to secure longer term certainty regarding our premises, following the requirement from Exeter City Council for us to vacate our current building by March 2027.

Looking ahead, the charity is planning for a number of key external and strategic factors:

Collaboration:
We will continue to strengthen collaboration with Citizens Advice offices across Devon through Citizens Advice Devon, as well as through our partnership with Citizens Advice Torbay. We will also work closely with local advice agencies and other charities to ensure a coordinated, client focused approach, enabling more effective use of resources and increasing opportunities for joint funding and service delivery. The charity will actively engage in discussions with neighbouring Citizens Advice offices in Devon regarding the potential for future merger arrangements, taking into account the implications of Local Government Reorganisation.

Digital Services:
We will continue to promote online and telephone helpline services as the primary routes for initial contact. This approach enables us to target more intensive, face to face support towards clients with the greatest need or the most complex circumstances, while maintaining accessible and efficient services for all.

The annual report was approved by the trustees of the charity on 26/8/26 and signed on its behalf by:

.....
R G G Willmott
Chairman and trustee

Exeter Citizens Advice Bureau

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Exeter Citizens Advice Bureau 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".

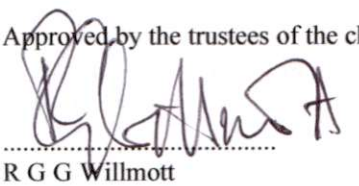
Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources 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.

Approved by the trustees of the charity on 26/8/26 and signed on its behalf by:



.....

R G G Willmott
Chairman and trustee

Exeter Citizens Advice Bureau

Independent Examiner's Report to the trustees of Exeter Citizens Advice Bureau ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2026.

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 , 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 Exeter Citizens Advice Bureau 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 ACA FCCA

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

Date: 14/9/26

Exeter Citizens Advice Bureau

Statement of Financial Activities for the Year Ended 31 March 2026 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2026 £
Income and Endowments from:				
Donations and legacies	3	184,467	-	184,467
Charitable activities	4	10,534	326,535	337,069
Investment income	5	5,090	-	5,090
Total Income		200,091	326,535	526,626
Expenditure on:				
Charitable activities	6	(138,268)	(318,424)	(456,692)
Total Expenditure		(138,268)	(318,424)	(456,692)
Net movement in funds		61,823	8,111	69,934
Reconciliation of funds				
Total funds brought forward		319,909	1,693	321,602
Total funds carried forward	19	381,732	9,804	391,536

All of the Charity's activities derive from continuing operations during the above period.

Exeter Citizens Advice Bureau

Statement of Financial Activities for the Year Ended 31 March 2025 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

Prior year comparative

	Note	Unrestricted funds £	Restricted funds £	Total 2025 £
Income and Endowments from:				
Donations and legacies	3	215,087	553	215,640
Charitable activities	4	15,428	311,200	326,628
Investment income	5	6,845	-	6,845
Total income		237,360	311,753	549,113
Expenditure on:				
Charitable activities	6	(204,183)	(310,060)	(514,243)
Total expenditure		(204,183)	(310,060)	(514,243)
Net income		33,177	1,693	34,870
Net movement in funds		33,177	1,693	34,870
Reconciliation of funds				
Total funds brought forward		286,732	-	286,732
Total funds carried forward	19	319,909	1,693	321,602

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

Exeter Citizens Advice Bureau

(Registration number: 4334063)
Balance Sheet as at 31 March 2026

	Note	2026 £	2025 £
Fixed assets			
Investments	12	-	1
Current assets			
Debtors	13	19,055	42,034
Investments	14	87,433	86,515
Cash at bank and in hand	15	362,598	302,176
		469,086	430,725
Creditors: Amounts falling due within one year	16	(77,550)	(109,124)
Net current assets		391,536	321,601
Net assets		391,536	321,602
Funds of the charity:			
Restricted income funds			
Restricted funds	19	9,804	1,693
Unrestricted income funds			
Unrestricted funds		381,732	319,909
Total funds	19	391,536	321,602

For the financial year ending 31 March 2026 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 Companies Act 2006 with respect to accounting records and the preparation of accounts.

The financial statements on pages 19 to 41 were approved by the trustees, and authorised for issue on 26/8/2026 and signed on their behalf by:

.....

R G G Willmott
Chairman and trustee

Exeter Citizens Advice Bureau

Statement of Cash Flows for the Year Ended 31 March 2026

	Note	2026 £	2025 £
Cash flows from operating activities			
Net cash income		69,934	34,870
Adjustments to cash flows from non-cash items			
Investment income	5	(5,090)	(6,845)
		64,844	28,025
Working capital adjustments			
Decrease/(increase) in debtors	13	22,979	(19,267)
(Decrease)/increase in creditors	16	(87,272)	19,933
Increase/(decrease) in deferred income		55,698	(9,620)
Net cash flows from operating activities		56,249	19,071
Cash flows from investing activities			
Interest receivable and similar income	5	5,090	6,845
Net increase in cash and cash equivalents		61,339	25,916
Cash and cash equivalents at 1 April		388,691	362,775
Cash and cash equivalents at 31 March	18	450,030	388,691

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

Notes to the Financial Statements for the Year Ended 31 March 2026

1 Charity status

The charity is a charity limited by guarantee, incorporated in England and 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 and principal place of business is:
Dix's Field
Exeter
EX1 1QA

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
Exeter Citizens Advice Bureau 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 note(s).

Going concern

As previously reported, cuts to government funding in recent years resulted in significant cuts to the charity's income in 2024-25 and 2025-26 as Exeter City Council was not able to maintain the level of financial support that it had previously provided. This reduction in the charity's income, coupled with increasing operational costs in terms of energy, salaries, IT equipment and the like, resulted in considerable uncertainty about how effective services could continue to be provided to those in the community who are in desperate need of help and support. As a result of the above, action was taken to reduce salary costs through voluntary redundancy and some reduced working hours which have enabled the service to be maintained in many areas but with reductions where considered to be unavoidable.

Despite the above details, the paid staff, volunteers and trustees have all approached the challenges in a positive manner and have organised a number of fundraising activities (e.g. a collection at Exeter Chiefs Rugby, entries in The Great West Run, music concerts, Pilates sessions, etc) that are intended to be continued in 2026-27. As shown in the financial report, a substantial legacy (c£65k) was received at the end of 2025-26 from someone who wanted to show her gratitude for help that she had received from Citizens Advice Exeter many years ago.

There remains considerable uncertainty in a number of areas including both the potential reorganisation of the local authorities and the possible streamlining of the local Citizen Advice teams within the Devon County Council boundaries. Whilst the outcome of these activities is currently unknown, it is anticipated that any streamlining of the various Citizens Advice teams would, in the longer term, bring possible savings through areas such as an ability to bid for larger projects and an opportunity to reduce some overheads.

As at 31/03/2026, the charity had unrestricted reserves of £381,732 (£319,909 at 31/03/2025) and the charity will continue to reshape and reprioritise resources as may be appropriate whilst continuing with efforts to increase income and to reduce costs. Given the current reserves and the activities to maintain a sound financial position the Trustees consider it appropriate for the Financial Statements to be prepared on a going concern basis.

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. Income is shown net of sales/value added tax, returns and discounts.

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.

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.

Donated services and facilities

Where services or facilities are provided to the charity as a donation that would normally be purchased from our suppliers, this benefit is included in the financial statements at it's fair value unless it's fair value cannot be reliably measured, then at the cost to the donor or the resale value of goods that are to be sold.

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

Resources expended are allocated to the particular charitable activity where the costs relate directly to that activity. The cost of overall direction and administration of each activity is apportioned to each charitable activity on an appropriate basis.

Governance costs

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

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.

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

Pensions and other post retirement obligations
The charity operates a defined contribution pension scheme. Contributions are charged in the statement of financial activities as they become payable in accordance with the rules of the scheme.

Financial instruments

Classification

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

Recognition and measurement

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction price and subsequently measured at their settlement value.

Investments

Investments in subsidiaries and associates are measured at cost less impairment.

3 Income from donations and legacies

	Unrestricted funds General £	Total 2026 £	Total 2025 £
Donations and legacies;			
Donations from individuals	93,215	93,215	65,692
Grants, including capital grants;			
Government grants	75,502	75,502	149,948
Donated services and facilities	15,750	15,750	-
	184,467	184,467	215,640

In the previous year, £215,087 of income from donations and legacies was unrestricted and £553 was restricted.

4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2026 £
ABC Income	-	46,700	46,700
CAB Project	-	24,300	24,300
Carbon Monoxide Advice Project	-	23,000	23,000
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	68,994	68,994
Exeter Foodbank	-	28,366	28,366
Exeter Chiefs Foundation	-	7,733	7,733
Exeter & District Kidney Patients Association	10,534	-	10,534
Exeter City Council Money Advice	-	18,680	18,680
Gibbons Trust	-	2,000	2,000
Hospiscare	-	12,684	12,684
Norman Family Trust	-	5,000	5,000
Social Prescribing	-	30,935	30,935
Torbay CA Management Income	-	50,396	50,396
Reset Project	-	6,247	6,247
Exeter City Council Roadshow Funding	-	1,500	1,500
	10,534	326,535	337,069

	Unrestricted funds General £	Restricted funds £	Total 2025 £
ABC Income	-	46,700	46,700
Action for Children	-	13,000	13,000
CAB Project	-	24,300	24,300
Carbon Monoxide Advice Project	-	21,300	21,300
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	68,199	68,199
Devon Growing Communities Fund	-	1,200	1,200
Energy Outreach Project	-	5,250	5,250
Exeter Foodbank	-	27,385	27,385
Energy Advice Programme	-	3,990	3,990
Exeter & District MS Society	2,395	-	2,395
Exeter & District Kidney Patients Association	10,033	-	10,033
Exeter City Council Budget & Money Management	-	21,554	21,554
Gibbons Trust	3,000	-	3,000
Hospiscare	-	10,953	10,953
K Broughton Fund	-	1,250	1,250
National Lottery Awards for All	-	19,711	19,711
Torbay CA Management Income	-	46,408	46,408
	15,428	311,200	326,628

5 Investment income

	Unrestricted General £	Total 2026 £	Total 2025 £
Interest receivable on bank deposits	5,090	5,090	6,845

6 Expenditure on charitable activities

	Unrestricted funds		Restricted	Total
	Designated	General	funds	2026
	£	£	£	£
ABC Income	-	-	46,700	46,700
Fundraising	3,138	-	-	3,138
Hazel Ball Memorial Fund	63	-	-	63
IT Replacement	3,309	-	-	3,309
CAB Project	-	-	24,300	24,300
Core service fund	-	121,223	50,396	171,619
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	-	68,994	68,994
Energy Outreach Project	-	-	23,000	23,000
Exeter Foodbank	-	-	28,366	28,366
Exeter City Council Money Advice	-	-	18,680	18,680
Exeter & District Kidney Patients Association	-	10,535	-	10,535
Gibbons Trust	-	-	2,000	2,000
RDU Hospital Social Prescribing Project	-	-	30,935	30,935
Hospiscare	-	-	12,684	12,684
Norman Family Trust	-	-	5,000	5,000
K Broughton Fund	-	-	10	10
Exeter City Council Roadshow Funding	-	-	560	560
Reset Project	-	-	6,247	6,247
MC restricted donation	-	-	552	552
Total for 2026	6,510	131,758	318,424	456,692

Included in the expenditure analysed above, there are governance costs of £3,360 (2025 - £3,442) which relate directly to charitable activities. See note 7 for further details.

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2026

	Unrestricted funds		Restricted funds	Total 2025
	Designated	General		
	£	£	£	£
ABC Income	-	-	46,700	46,700
Action for Children	-	-	13,000	13,000
CAB Project	-	-	24,300	24,300
Core service fund	-	176,442	-	176,442
Carbon Monoxide Advice Project	-	-	21,300	21,300
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	-	68,199	68,199
Devon Growing Communities Fund	-	-	1,200	1,200
Covid Recovery Fund	1,326	-	-	1,326
Energy Outreach Project	-	-	5,250	5,250
Energy Advice Programme	-	-	3,990	3,990
Exeter Foodbank	-	-	27,385	27,385
Exeter City Council Money Advice	-	-	21,554	21,554
Exeter & District Kidney Patients Association	-	10,033	-	10,033
Gibbons Trust	-	3,000	-	3,000
Exeter & District MS Society	-	2,395	-	2,395
Hospiscare	-	-	10,953	10,953
IT Replacement Fund	4,142	-	-	4,142
Hazel Ball Memorial Fund	94	-	-	94
K Broughton Fund	-	-	110	110
National Lottery Awards for All Grant	-	-	19,711	19,711
Torbay CA Mangement	-	-	46,408	46,408
Redundancy Costs	6,751	-	-	6,751
Total for 2025	12,313	191,870	310,060	514,243

7 Analysis of governance costs

Governance costs

	Unrestricted funds General £	Total 2026 £	Total 2025 £
Independent examiner fees			
Examination of the financial statements	3,360	3,360	3,442
	3,360	3,360	3,442

8 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.
Trustees were reimbursed a total of £91 (2025: £161) in relation to reclaimed travel and subsistence expenses during the year.
No trustees have received any other benefits from the charity during the year.

9 Staff costs

The aggregate payroll costs were as follows:

	2026 £	2025 £
Staff costs during the year were:		
Wages and salaries	343,279	385,437
Social security costs	18,074	29,903
Pension costs	7,179	11,741
	368,532	427,081

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

	2026 No	2025 No
Charitable activities	18	19

11 (2025 - 14) of the above employees participated in the Defined Contribution Pension Schemes.

Pension costs are allocated to activities in proportion to the related staffing costs incurred and are wholly charged to unrestricted funds.

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 £130,605 (2025 - £112,205).

10 Independent examiner's remuneration

	2026 £	2025 £
Examination of the financial statements	3,360	3,442

11 Taxation

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

12 Fixed asset investments

	2026 £	2025 £
Shares in group undertakings and participating interests	-	1

The company was dissolved 1 April 2025.

13 Debtors

	2026	2025
	£	£
Trade debtors	12,100	39,232
Prepayments	6,955	2,564
Other debtors	-	238
	19,055	42,034

14 Current asset investments

	2026	2025
	£	£
Fixed term bonds	87,433	86,515

15 Cash and cash equivalents

	2026	2025
	£	£
Cash on hand	106	336
Cash at bank	362,492	301,840
	362,598	302,176

16 Creditors: amounts falling due within one year

	2026	2025
	£	£
Trade creditors	1,157	39,442
Other taxation and social security	6,215	6,262
Other creditors	-	23,709
Pension scheme creditor	1,181	2,297
Accruals	10,786	34,901
Deferred income	58,211	2,513
	77,550	109,124

	2026	2025
	£	£
Deferred income at 1 April 2025	2,513	12,133
Resources deferred in the period	58,211	20,702
Amounts released from previous periods	(2,513)	(30,322)
Deferred income at year end	58,211	2,513

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 £7,179 (2025 - £11,741).

18 Analysis of net funds

	At 1 April 2025 £	Financing cash flows £	At 31 March 2026 £
Cash at bank and in hand	302,176	60,422	362,598
Current asset investments	86,515	918	87,433
Net debt	388,691	61,340	450,031

	At 1 April 2024 £	Financing cash flows £	At 31 March 2025 £
Cash at bank and in hand	278,590	23,586	302,176
Current asset investments	84,185	2,330	86,515
Net debt	362,775	25,916	388,691

19 Funds

	Balance at 1 April 2025 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2026 £
Unrestricted funds					
General					
Unrestricted funds	185,518	200,091	(131,758)	(11,681)	242,170
Designated					
Premises Fund	25,000	-	-	-	25,000
Hazel Ball Memorial Fund	250	-	(63)	(187)	-
IT Replacement	19,000	-	(3,309)	5,309	21,000
Advice for Life	2,587	-	-	(2,587)	-
Redundancy Fund	83,964	-	-	(766)	83,198
Client Medical Support Fund	90	-	-	(90)	-
Fundraising	1,000	-	(3,138)	7,138	5,000
Sickness cover	2,500	-	-	(2,500)	-
Contingency Fund	-	-	-	5,364	5,364
	134,391	-	(6,510)	11,681	139,562
Total unrestricted funds	319,909	200,091	(138,268)	-	381,732
Restricted funds					
ABC	-	46,700	(46,700)	-	-
Reset Project	-	6,247	(6,247)	-	-
RDU Hospital Social Prescribing Project	-	30,935	(30,935)	-	-
Torbay Management Income	-	50,396	(50,396)	-	-
CAB Project	-	24,300	(24,300)	-	-
Carbon Monoxide Advice Project	-	23,000	(23,000)	-	-
Exeter Foodbank	-	28,366	(28,366)	-	-
Macmillan	-	68,994	(68,994)	-	-
Hospiscare	-	12,684	(12,684)	-	-
MC Restricted Donation	553	-	(552)	-	1
K Broughton Fund	1,140	-	(10)	-	1,130
Exeter City Council Money Advice	-	18,680	(18,680)	-	-
Exeter City Council Roadshow Funding	-	1,500	(560)	-	940
Gibbons Trust	-	2,000	(2,000)	-	-
Exeter Chiefs Foundation	-	7,733	-	-	7,733
Norman Family Trust	-	5,000	(5,000)	-	-

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2026

	Balance at 1 April 2025 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2026 £
Total restricted funds	1,693	326,535	(318,424)	-	9,804
Total funds	321,602	526,626	(456,692)	-	391,536

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2026

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2025 £
Unrestricted funds					
General					
Unrestricted funds	170,077	237,360	(191,869)	(30,050)	185,518
Designated					
Premises Fund	5,000	-	(1,326)	21,326	25,000
Hazel Ball Memorial Fund	344	-	(94)	-	250
IT Replacement	19,000	-	(4,142)	4,142	19,000
Advice for Life	2,587	-	-	-	2,587
Redundancy Fund	87,134	-	(6,752)	3,582	83,964
Client Medical Support Fund	90	-	-	-	90
Fundraising	-	-	-	1,000	1,000
Sickness cover	2,500	-	-	-	2,500
	116,655	-	(12,314)	30,050	134,391
Total unrestricted funds	286,732	237,360	(204,183)	-	319,909
Restricted					
ABC	-	46,700	(46,700)	-	-
Action for Children	-	13,000	(13,000)	-	-
CAB Project	-	24,300	(24,300)	-	-
Carbon Monoxide Advice Project	-	21,300	(21,300)	-	-
Devon Community Foundation	-	1,200	(1,200)	-	-
Energy Advice Programme	-	3,990	(3,990)	-	-
Exeter Foodbank	-	27,385	(27,385)	-	-
Energy Outreach Project	-	5,250	(5,250)	-	-
Exeter City Council Budget and Money Management	-	21,554	(21,554)	-	-
Macmillan	-	68,199	(68,199)	-	-
Hospiscare	-	10,953	(10,953)	-	-
MC Restricted Donation	-	553	-	-	553
K Broughton Fund	-	1,250	(110)	-	1,140
National Lottery Awards for All grant	-	19,711	(19,711)	-	-
Torbay Management	-	46,408	(46,408)	-	-
Total restricted funds	-	311,753	(310,060)	-	1,693
Total funds	286,732	549,113	(514,243)	-	321,602

Designated Funds

Trustees have made the following provisions:

Advice for Life - a fund to support the development of new income generation initiatives.

Premises Fund - a fund to cover the on-going costs of maintaining the Charity's premises.

Client Medical Support Fund - a fund to support clients to obtain medical evidence to support disability claims and appeals.

Hazel Ball Memorial Fund - a fund in memory of our former trustee, Hazel Ball, to be used to recognise the contribution of our volunteers.

IT Replacement Fund - a fund for the on-going replacement of faulty equipment within the charity's IT systems. The fund is set at one third of the total replacement value.

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 2026.

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

Fundraising - this fund enables us to resource fundraising initiatives.

Contingency Fund - a fund to cover incidental expenditures.

Transfers

Trustees have made the decision to move small pots of designated funds into one Contingency Fund to cover known future incidental expenditures.

Restricted Funds

ABC/Devon Advice for Working Age carers Project: Funding from Devon County Council for working age carers and a Carers appeals service.

Action for Children: a contractural arrangement with Citizens Advice Devon (funded by Action for Children) to provide advice services in local Children's Centres.

Carers Advice on Benefits Project (CAB): A contractual arrangement with Citizens Advice Devon (funded by Devon Carers) to provide additional advice services for adult carers of all ages.

CA TNMWD in partnership with Macmillan: Funding for a holistic welfare benefits, employment, housing, debt and general advice service for people affected by cancer.

Devon Community Foundation: Funding was used to support our service in the County Court supporting clients at risk of eviction.

Energy Outreach Project (EOP): Funding to deliver energy advice and information in an outreach setting to consumers.

Energy Advice Programme (EAP): Funding to deliver specialist energy advice.

Energy Advice Carbon Monoxide Project (CMAP): Funding to provide advice to gas customers about the safety issues concerning Carbon Monoxide poisoning.

Exeter Chiefs Foundation: The opportunity to be a designated charity benefitting from taking part in bucket collections on Exeter Chiefs match days, resulting in a share of the total fundraising 'pot' at the end of the season.

Exeter City Council Money Advice Project: A contractual arrangement to provide a full-time money adviser to those referred directly by Exeter City Council housing caseworkers.

Exeter City Council Roadshow funding: Funding to deliver a series of Roadshows in some of the more disadvanatged wards in the city focusing on - Scams Awareness, Gambling Harm and the Importance of having a will.

Exeter Foodbank Project: Funding supporting Exeter Foodbank clients with benefits maximisation and to manage their debts with a view to them becoming less reliant on the foodbank.

Gibbons Trust: Funding to support our service in the County Court supporting clients at risk of eviction.

Hospiscare Project: Funding to provide advice to patients and their families attending the Hospice.

MC Restricted Donation: This donation was used to invest in office resources and equipment to support the well being of the workforce.

National Lottery Awards for All: Funding from the National Lottery Community Fund for IT and equipment.

Norman Trust: Funded to support us with continuing to offer a drop-in and to provide the appropriate level of supervision and training.

Reset project: Funding as part of a wider energy advice project specifically to deliver workships to frontline workers to support them with passing on energy saving hints and tips to their own clients.

RDUH Exeter Social prescribing - Improving health inequalities through targeted advice: Funding to enable Social Prescriber working in areas of deprivation to refer their patienst who need advice to the service.

Torbay Citizens Advice: Income received to provide a shared management function across both Exeter and Torbay Citizens Advice charities.

Hospiscare Project - Funding to provide advice to patients and their families attending the Hospice.

K Broughton - donated money to be used for clients with unique personal challenges who needed a one-off donation to help with a personal issue (such as transport to get to a family member's funeral).

20 Analysis of net assets between funds

	Unrestricted funds		Restricted funds	Total funds at 31 March 2026
	General	Designated		
	£	£	£	£
Current assets	317,308	139,562	12,216	469,086
Current liabilities	(75,138)	-	(2,412)	(77,550)
Total net assets	242,170	139,562	9,804	391,536

	Unrestricted funds		Restricted funds	Total funds at 31 March 2025
	General	Designated		
	£	£	£	£
Fixed asset investments	1	-	-	1
Current assets	292,128	134,391	4,206	430,725
Current liabilities	(106,611)	-	(2,513)	(109,124)
Total net assets	185,518	134,391	1,693	321,602

21 Related party transactions

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

Torbay Citizens Advice Bureau

(Exeter Citizens Advice Bureau and Torbay Citizens Advice Bureau are deemed to be related parties due to the key management personnel of the entities.)

Key management services provided by Exeter Citizens Advice Bureau to Torbay Citizens Advice Bureau during the year totalled £49,946 (2025: £46,408).

The value of other expenditure recharged to Torbay Citizens Advice Bureau during the year was £450 (2025: £2,426).

At the balance sheet date the amount due to/from from Torbay Citizens Advice Bureau was £Nil (2025 - £12,041).