

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 2021

Thompson Jenner LLP  
1 Colleton Crescent  
Exeter  
Devon  
EX2 4DG

## **Exeter Citizens Advice Bureau**

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## **Exeter Citizens Advice Bureau**

### **Reference and Administrative Details**

#### **Trustees**

R J Foxwell  
A R Langford  
D J Mardon  
S J Morgan  
L E A Pattison  
D J Phillips  
G T Richardson  
S J Salter  
M C Whitton  
S R Barriball

#### **Secretary**

#### **Principal Office**

Dix's Field  
Exeter  
EX1 1QA

#### **Registered Office**

Dix's Field  
Exeter  
EX1 1QA

The charity is incorporated in England and Wales.

## **Exeter Citizens Advice Bureau**

### **Reference and Administrative Details**

**Company Registration Number** 4334063

**Charity Registration Number** 1091143

**Bankers**

Natwest Plc  
59 High Street  
Exeter  
Devon  
EX4 3DL

CAF Bank Ltd  
25 Kings Hill Avenue  
Kings Hill  
West Malling  
Kent  
ME19 4JQ

The Co-operative Bank  
PO Box 101  
1 Balloon Street  
Manchester  
M60 4EP

Aldermore Bank Plc  
1st Floor, Block B  
Western House  
Lynch Wood  
Peterborough  
PE2 6FZ

Hodge Bank  
29 Windsor Place  
Cardiff  
CF10 3BZ

**Accountants**

Thompson Jenner LLP  
1 Colleton Crescent  
Exeter  
Devon  
EX2 4DG

## Exeter Citizens Advice Bureau

### Chair's Report for the Year Ended 31 March 2021

As we enter the 2021/22 financial year, we also enter what is hopefully the gradual end of the Covid-19 pandemic.

The year behind us was largely defined by our pandemic response, and we have a lot to be proud of. Rather than letting Covid-19 knock us off course, we responded in a way that actually accelerated our progress in several key areas. Throughout such rapid change, our long term goal has stayed the same: to help more people in Exeter by delivering seamless, multichannel services that keep pace with changing client preferences. Our partnership with Citizens Advice colleagues in Torbay, which provides a joint leadership approach across both charities, has demonstrated the positive impact for both charities during our pandemic response.


Our most recent brand research shows that the phone has now overtaken face-to-face as the main way in which people envisage contacting us in future, and the demand for chat, email and online advice continues to grow. In 2020/21, in large part because of the pandemic, we made that shift. In 2020, nationally we saw an increase of 6 million users of our online advice.

As lockdown measures begin to ease, a key challenge and priority is to maintain and build on that progress. So we want to prioritise continuing to build capacity on phones and re-introduce our face-to-face services thoughtfully, reserving them for those who need them most.

This year we have been able to help 15,053 clients through a mix of on-line services, self-help facilities, telephone access, telephone appointment interviews and training, and dealt with 29,658 individual problems. In addition, we have achieved financial gains for clients totaling some £4.15m. Our impact research shows people are equally satisfied with our services across phones, chat and face to face, and that even during the pandemic over 80% of people found our services accessible. In the year ahead, we must deepen our understanding and adapt our service for those we don't reach.

Even if the year ahead does see an end to the pandemic, the effects of Covid-19 will be felt by society for some time. I thank the volunteers and staff of the Charity for their on-going effort and commitment during the challenges of the last year. I would also like to thank my fellow Trustees who provide first class governance to the Charity which was again highlighted in our recent leadership assessment by Citizens Advice of which we are a member, together with continuing excellent quality of advice assessment outcomes. We know the importance of staff and volunteer wellbeing and want to make sure our priorities for the year ahead are ambitious but achievable. We'll continue to embed our wellbeing offer and, when it is safe to do so, introduce new ways of working for our staff and volunteers based on a blend of office and remote working. I am delighted that, despite the challenges of the last year, we have achieved outstanding results in our people and client surveys, both locally and nationally. I must also give thanks to the Leadership Team who worked tirelessly to deliver the excellent outcomes we achieved this year.

Our advocacy work remains more important than ever for the people who come to us for help. We helped secure some important wins, influencing the design of the Job Retention Scheme, securing a pause on private rental sector evictions, and a temporary £20 uplift on Universal Credit. In the year ahead we will continue to be at the forefront of understanding how the people of Exeter are affected by economic and societal shifts, and we will continue to speak up for them.



Dennis Mardon

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 of the charitable company for the year ended 31 March 2021. The Charity was incorporated on 4 December 2001 and is a company limited by guarantee, having no share capital.

#### **Trustees**

J M Crockett (resigned 23 September 2020)

R J Foxwell

A R Langford

M L G Maguire (resigned 23 September 2020)

D J Mardon

S J Morgan

L E A Pattison

D J Phillips

G T Richardson

S J Salter

K Steer (resigned 31 March 2021)

M C Whitton

#### **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

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

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

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

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.

## **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. Of those replying to our latest survey; 79.4% were satisfied with the extent to which their problem was resolved; 87.9% were satisfied with the extent that we helped them find a way forward; and 91.6% said that they would recommend us to someone else. Moreover, 60.0% of clients told us that they were less stressed, depressed or anxious as a result of our services, more than 6 in 10 clients with an existing health condition said that we had helped to improve their mental health, and 6 in 10 found it easier to manage day-to-day.

#### **Principles**

Citizens Advice Exeter is a client-focussed organisation

- Citizens Advice Exeter is a client-focussed 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

#### **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.

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:

Steve Barriball – Chief Executive

Lyndsay Jarman – Assistant Chief Executive

Karen Devaraj – 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.

## Exeter Citizens Advice Bureau

### Trustees' Report

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

Due to the pandemic, the charity ceased face-to-face services on the 23rd March 2020. However, the charity has continued to offer telephone and digital advice and information services. During the last year, we continued to work with other local Citizens Advice offices to deliver the Devon advice line 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 28,860 hours of time through regular volunteering, or equivalent to 15.8 full-time equivalent staff members, or some £469,930 in value. In addition, this year we were delighted to welcome 9 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 to take paid employment or for other 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

Of the clients who used the services of the charity during the year, 80% were under 65 years of age, 61% were female, 8% were from Black Asian and minority ethnic communities, and 50% were disabled or living with a long-term health condition.

#### Advice Needs

During the year, the charity assisted 8,587 clients directly with their advice needs, involving 20,698 individual issues.

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

	2021	2020	2019	2018	2017	2016	2015	2014	2013
Benefits	11,500	13,668	10,727	8,965	8,100	7,440	5,791	5,545	6,439
Debt	2,445	4,790	4,494	4,151	4,385	4,804	4,672	5,141	4,777
Employment	1,234	1,163	1,227	1,187	1,119	1,308	999	830	854
Housing	942	1,344	1,182	1,148	1,141	1,383	1,015	875	712
Relationships	693	832	960	798	716	804	550	463	388
Consumer	467	475	507	447	423	542	377	282	206
Finance	294	329	309	419	269	280	226	240	292
Legal	267	435	434	425	465	523	446	322	278
Immigration	153	328	272	265	211	224	148	137	178
Other	2,703	3,889	4,031	3,801	1,402	1,386	857	741	1,225
<b>Total</b>	<b>20,698</b>	<b>27,253</b>	<b>24,143</b>	<b>21,606</b>	<b>18,231</b>	<b>18,694</b>	<b>15,081</b>	<b>14,576</b>	<b>15,349</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 over two-thirds of our current client issues. Given the uncertain economic climate for many of our clients as we emerge from the pandemic, we expect to see continuing high levels of money and debt enquiries as household finances remain challenging for our clients, including those who have been furloughed on reduced incomes.

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. During the year, our clients presented some £2.34m in debts. Furthermore, we have achieved some £4.15m of financial gains for our clients.



## Exeter Citizens Advice Bureau

### Trustees' Report

The decision by the Government to largely pause housing repossessions during the pandemic was welcomed. However, we continued to support those at risk of homelessness during the last year, and expect to see large increases in demand for this help during the coming year.

We are grateful to Michelmores Limited Liability Partnership, Veitch Penny Limited Liability Partnership, The Family Law Company, Cartridges Law, and Haines Watts Chartered Accountants all who have continued to offer pro-bono support to our clients when we had to cease our free monthly specialist advice clinics due to the pandemic.

We pay tribute to our volunteer advisers, gateway assessors and information guides for their continued support and expertise during the challenges of the last year.

#### *Digital*

During the year, the charity has assisted a further 6,317 clients with 8,811 problems through our web based digital resources.

#### *Research, campaigns and prevention*

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

We also deliver preventative measures, including Big Energy Saving Winter 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. During the year the charity provided training courses or engagement events benefitting 149 people.

We pay tribute to our research and campaigns, and training, volunteers for their continued support and expertise.

#### **Strategy**

##### **Coronavirus**

We will work with our clients, local partners and national Citizens Advice to ensure that our services meet the challenges and uncertainties and that our evidence is used to develop Government policy to support those affected by Coronavirus.

As part of our recovery planning, we will work with local partners to support with the predicted increase in the demand for our services and the increased complexity of the issues that clients present. We recognise that for many people, once the health emergency has diminished, the financial and employment related issues will last for many months afterwards.

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

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

## Exeter Citizens Advice Bureau

### Trustees' Report

5. **Culture:** We will be a collaborative, innovative and high-performing service that promotes equality, diversity and inclusion, and challenges discrimination.

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. During 2021/22 the Charity has designated £100,000 of reserves to support additional staffing as part of our Coronavirus recovery planning.

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:

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

**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.

**Big Energy Saving Winter** – grant funding from Citizens Advice to promote Big Energy Saving Week to consumers.

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

**Citizens Advice Torbay** – income received to provide a shared management function across both Exeter and Torbay Citizens Advice charities

**Devon Advice Services for Workings Age Carers** – funding provided by Devon County Council through Citizens Advice Devon to provide an advice service for working age carers.

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

**Exeter and District Multiple Sclerosis Society** – a contractual arrangement funded by Exeter and District Multiple Sclerosis Society to provide welfare benefits advice to people living with multiple sclerosis. We operate this project on an outreach basis. This contract employs one part-time welfare benefits adviser.

**Exeter and District Kidney Patients' Association** – 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.

**FORCE Cancer Charity** – a contractual arrangement funded by FORCE Cancer Charity to provide welfare benefits advice to people living with cancer. This contract employs one part-time welfare benefits adviser.

**Healthwatch Devon** – a grant from Citizens Advice Devon to employ a Healthwatch Champion to assist clients in need.

**Heat Well for Less** – a grant from Citizens Advice South Hams to support those in fuel poverty.

## **Exeter Citizens Advice Bureau**

### **Trustees' Report**

**Help to Claim** – grant funding from Citizens Advice to cover the delivery costs of a service to support Universal Credit claimants.

**Quids for Kids** – a contractual arrangement with Devon County Council through Citizens Advice Devon to provide an income maximisation service for families with disabled children. This contract employs one part-time adviser.

**Social Prescribing Project** - a grant from Citizens Advice Devon to research the advice needs of social prescribing practitioners in order for them to better support their patients

Furthermore, this year the Charity has attracted additional funding as follows:

**Carers Covid Support** – funding from Devon County Council, via Citizens Advice Devon, to support carers affected financially by the Coronavirus pandemic

**Citizens Advice (BEIS)** – grant funding from the Department for Business, Energy and Industrial Strategy (BEIS) to support with our response to Coronavirus

**Citizens Advice (MaPS)** - grant funding from the Money and Pensions Service (MaPS) to support with additional debt advice capacity

**Devon Community Foundation** – a grant to support our Coronavirus response

**National Lottery Community Fund** – a grant to support our Coronavirus response with Advice Exeter partners

#### *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. The total unrestricted reserves (excluding the premises depreciation designated fund) at 31 March 2021 was £305,785. 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 £79,905 in a 1-year fixed term bond and £52,935 in a 3-month deposit account.

#### *Subsidiary undertakings*

The charity has one wholly owned non-charitable subsidiary undertaking registered in England and Wales, called Exeter Citizens Advice Bureau (Services) Limited, registered company number 6561932. The company is incorporated. The aim of the company is to raise income for the charity for charitable activities. There have been no trading activities in the last year.

#### *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.

## Exeter Citizens Advice Bureau

### Trustees' Report

#### *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 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.

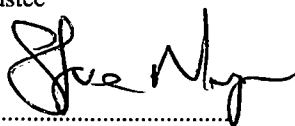
In terms of external, and other, factors that the charity is planning for, these include:

- **Pandemic recovery:** With partners, we will develop plans to support those in our community most affected by the pandemic, and support our own people to respond to increased advice needs.
- **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 Torbay, and with other local advice agencies to benefit from contracting arrangements in the future and to provide a client focussed service to the residents of Devon.
- **Premises:** We will continue to engage with emerging plans from Exeter City Council for the re-development of the Civic Centre campus and plans for a Civic Hub. In addition, we will consider alternative options to maintain a City-Centre presence which is affordable and meets the needs of our clients and workforce.
- **Digital Services:** We will promote 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

The annual report was approved by the trustees of the charity on 23 June 2021 and signed on its behalf by:



D J Mardon  
Trustee



S J Morgan  
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 the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

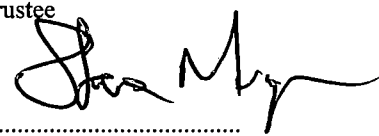
Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the trustees of the charity on 23 June 2021 and signed on its behalf by:

  
.....  
D J Mardon  
Trustee

  
.....  
S J Morgan  
Trustee

## **Exeter Citizens Advice Bureau**

### **Independent Examiner's Report to the trustees of Exeter Citizens Advice Bureau**

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2021 which are set out on pages 13 to 38.

#### **Respective responsibilities of trustees and examiner**

As the charity's trustees of Exeter Citizens Advice Bureau (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 Exeter Citizens Advice Bureau 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 Exeter Citizens Advice Bureau'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 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 FCCA  
The Association of Chartered Certified Accountants

Thompson Jenner LLP  
1 Colleton Crescent  
Exeter  
Devon  
EX2 4DG

Date: 27<sup>th</sup> July 2021

## Exeter Citizens Advice Bureau

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

	Note	Unrestricted funds £	Restricted funds £	Total 2021 £
<b>Income and Endowments from:</b>				
Donations and legacies	3	358,308	-	358,308
Charitable activities	4	73,961	285,245	359,206
Investment income	5	1,626	-	1,626
Total Income		<u>433,895</u>	<u>285,245</u>	<u>719,140</u>
<b>Expenditure on:</b>				
Charitable activities	6	<u>(349,867)</u>	<u>(287,823)</u>	<u>(637,690)</u>
Total Expenditure		<u>(349,867)</u>	<u>(287,823)</u>	<u>(637,690)</u>
Net movement in funds		84,028	(2,578)	81,450
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>242,197</u>	<u>2,578</u>	<u>244,775</u>
Total funds carried forward	19	<u><u>326,225</u></u>	<u><u>-</u></u>	<u><u>326,225</u></u>

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

The notes on pages 18 to 38 form an integral part of these financial statements.

## Exeter Citizens Advice Bureau

### Statement of Financial Activities for the Year Ended 31 March 2020 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2020 £
<b>Income and Endowments from:</b>				
Donations and legacies	3	139,548	19,664	159,212
Charitable activities	4	178,134	169,691	347,825
Investment income	5	<u>1,873</u>	<u>-</u>	<u>1,873</u>
Total income		<u>319,555</u>	<u>189,355</u>	<u>508,910</u>
<b>Expenditure on:</b>				
Charitable activities	6	<u>(342,044)</u>	<u>(191,457)</u>	<u>(533,501)</u>
Total expenditure		<u>(342,044)</u>	<u>(191,457)</u>	<u>(533,501)</u>
Net expenditure		<u>(22,489)</u>	<u>(2,102)</u>	<u>(24,591)</u>
Net movement in funds		(22,489)	(2,102)	(24,591)
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>264,686</u>	<u>4,680</u>	<u>269,366</u>
Total funds carried forward	19	<u><u>242,197</u></u>	<u><u>2,578</u></u>	<u><u>244,775</u></u>

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

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 funds breakdown for 2020 is shown in note 19.



**Exeter Citizens Advice Bureau**

**(Registration number: 4334063)**

**Balance Sheet as at 31 March 2021**

	Note	2021 £	2020 £
<b>Fixed assets</b>			
Tangible assets	13	20,440	40,880
Investments	14	<u>1</u>	<u>1</u>
		<u>20,441</u>	<u>40,881</u>
<b>Current assets</b>			
Debtors	15	9,189	11,392
Investments	16	79,905	78,726
Cash at bank and in hand	17	<u>286,787</u>	<u>226,590</u>
		375,881	316,708
<b>Creditors: Amounts falling due within one year</b>	18	<u>(70,097)</u>	<u>(112,814)</u>
<b>Net current assets</b>		<u>305,784</u>	<u>203,894</u>
<b>Net assets</b>		<u><u>326,225</u></u>	<u><u>244,775</u></u>
<b>Funds of the charity:</b>			
<b>Restricted income funds</b>		-	2,578
<b>Unrestricted income funds</b>			
Unrestricted income funds		<u>326,225</u>	<u>242,197</u>
<b>Total funds</b>	19	<u><u>326,225</u></u>	<u><u>244,775</u></u>

The notes on pages 18 to 38 form an integral part of these financial statements.

**Exeter Citizens Advice Bureau**  
**(Registration number: 4334063)**  
**Balance Sheet as at 31 March 2021**

For the financial year ending 31 March 2021 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

**Directors' responsibilities:**

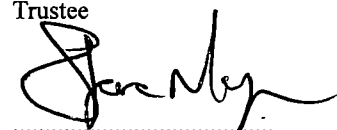
- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements on pages 13 to 38 were approved by the trustees, and authorised for issue on 23 June 2021 and signed on their behalf by:

  
.....

D J Mardon  
Trustee

  
.....

S J Morgan  
Trustee

The notes on pages 18 to 38 form an integral part of these financial statements.

**Exeter Citizens Advice Bureau**

**Statement of Cash Flows for the Year Ended 31 March 2021**

	Note	2021 £	2020 £
<b>Cash flows from operating activities</b>			
Net cash income/(expenditure)		81,450	(24,591)
<b>Adjustments to cash flows from non-cash items</b>			
Depreciation		20,440	20,887
Investment income	5	<u>(1,626)</u>	<u>(1,873)</u>
		100,264	(5,577)
<b>Working capital adjustments</b>			
Decrease/(increase) in debtors	15	2,203	(2,617)
(Decrease)/increase in creditors	18	(25,123)	12,073
(Decrease)/increase in deferred income		<u>(17,594)</u>	<u>34,263</u>
Net cash flows from operating activities		59,750	38,142
<b>Cash flows from investing activities</b>			
Interest receivable and similar income	5	<u>1,626</u>	<u>1,873</u>
Net increase in cash and cash equivalents		61,376	40,015
Cash and cash equivalents at 1 April		<u>305,316</u>	<u>265,301</u>
Cash and cash equivalents at 31 March	21	<u><u>366,692</u></u>	<u><u>305,316</u></u>

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

## **Exeter Citizens Advice Bureau**

### **Notes to the Financial Statements for the Year Ended 31 March 2021**

#### **1 Charity status**

The charity is a charity limited by guarantee and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office 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) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

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

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).

The trustees have considered the impact of COVID-19 and do not consider it to have a material impact on the balances included within the financial statements.

In addition, the trustees do not consider it to cast any significant doubt upon the charity's ability to continue to trade as a going concern.

The trustees have taken both reactive and proactive measures in order to mitigate any risks associated with COVID-19 including managing cash flow to ensure that debts can be paid when they fall due, managing staffing levels and monitoring key funder and supplier activity.

The trustees have implemented a robust system of procedures and controls in order to deal with any associated risks.

##### **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.

##### **Group accounts not prepared**

The financial statements present information about the charity as an individual undertaking and not about its group.

## **Exeter Citizens Advice Bureau**

### **Notes to the Financial Statements for the Year Ended 31 March 2021**

#### **Exemption from preparing group accounts**

The charity has taken advantage of the exemption in section 398 of the Companies Act 2006 from the requirement to prepare consolidated financial statements, on the grounds that it is a small sized group.

#### **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.

#### ***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**

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's meetings and reimbursed expenses.

## **Exeter Citizens Advice Bureau**

### **Notes to the Financial Statements for the Year Ended 31 March 2021**

#### **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.

#### **Tangible fixed assets**

Individual fixed assets costing £1,000.00 or more are initially recorded at cost.

#### **Depreciation and amortisation**

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

<b>Asset class</b>	<b>Depreciation method and rate</b>
Fixtures, fittings and equipment	5 years straight line basis
Leasehold improvements	Straight line basis over the life of the lease

#### **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.

## Exeter Citizens Advice Bureau

### Notes to the Financial Statements for the Year Ended 31 March 2021

#### 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's 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.

#### 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.

### 3 Income from donations and legacies

	Unrestricted funds General £	Total 2021 £	Total 2020 £
Donations and legacies;			
Donations from individuals	92,644	92,644	27,812
Grants, including capital grants;			
Government grants	265,664	265,664	131,400
	<u>358,308</u>	<u>358,308</u>	<u>159,212</u>

The income from donations and legacies in 2020 was £159,212 of which £139,548 was unrestricted and £19,664 was restricted.

## Exeter Citizens Advice Bureau

### Notes to the Financial Statements for the Year Ended 31 March 2021

#### 4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2021 £
Action for Children	-	10,900	10,900
Big Energy Saving Network	-	5,000	5,000
Big Energy Saving Week/Winter	-	2,000	2,000
Carers Advice on Benefits	-	12,384	12,384
Carers Income Maximisation	-	41,601	41,601
Citizens Advice (BEIS)	-	6,958	6,958
Citizens Advice (MaPS)	-	17,824	17,824
Citizens Advice Torbay	-	25,970	25,970
Devon Advice Services for Working Age Carers	-	28,946	28,946
Devon Community Foundation	-	10,000	10,000
Energy Advice Programme	-	3,720	3,720
Exeter & District Kidney Patients Association	8,748	-	8,748
Exeter & District MS Society	20,749	-	20,749
FORCE Cancer Charity	44,464	-	44,464
Healthwatch Devon	-	6,050	6,050
Heat Well for Less	-	7,357	7,357
Help to Claim	-	50,060	50,060
National Lottery Community Fund	-	16,328	16,328
Quids for Kids	-	10,850	10,850
Social Prescribing	-	29,297	29,297
	73,961	285,245	359,206



## Exeter Citizens Advice Bureau

### Notes to the Financial Statements for the Year Ended 31 March 2021

	Unrestricted funds General £	Restricted funds £	Total 2020 £
Action for Children	-	10,700	10,700
Big Energy Saving Network	-	7,000	7,000
Big Energy Saving Week/Winter	-	2,000	2,000
Carers Advice on Benefits	-	16,244	16,244
Citizens Advice Torbay	-	25,446	25,446
Devon Advice Services for Working Age Carers	-	28,946	28,946
Energy Advice Programme	-	5,160	5,160
Exeter & District Kidney Patients Association	8,576	-	8,576
Exeter & District MS Society	18,603	-	18,603
Exeter City Council Budget & Money Management	93,612	-	93,612
FORCE Cancer Charity	44,010	-	44,010
Healthwatch Devon	-	6,000	6,000
Heat Well for Less	-	2,351	2,351
Help to Claim	-	46,836	46,836
In Control Debt Solutions	13,333	-	13,333
Quids for Kids	-	18,600	18,600
Social Prescribing	-	408	408
	<u>178,134</u>	<u>169,691</u>	<u>347,825</u>

#### 5 Investment income

	Unrestricted funds General £	Total funds £
Interest receivable and similar income;		
Interest receivable on bank deposits	<u>1,626</u>	<u>1,626</u>
<b>Total for 2021</b>	<u>1,626</u>	<u>1,626</u>
<b>Total for 2020</b>	<u>1,873</u>	<u>1,873</u>

## Exeter Citizens Advice Bureau

### Notes to the Financial Statements for the Year Ended 31 March 2021

#### 6 Expenditure on charitable activities

	Unrestricted funds		Restricted funds	Total 2021
	Designated £	General £	£	£
Core service fund	-	249,122	-	249,122
Action for Children	-	-	11,341	11,341
Big Energy Saving Network	-	-	5,000	5,000
Big Energy Saving Week/Winter	-	-	2,000	2,000
Capital Premises Fund	1,878	-	-	1,878
Carers Advice on Benefits	-	-	12,384	12,384
Carers Income Maximisation	-	-	41,601	41,601
Citizens Advice (MaPS)	-	-	17,824	17,824
Citizens Advice (BEIS)	-	-	6,958	6,958
Citizens Advice Torbay	-	-	29,698	29,698
Depreciation Fund	20,440	-	-	20,440
Devon Advice Services for Working Ages Carers	-	-	28,947	28,947
Devon Community Foundation	-	-	10,000	10,000
Energy Advice Programme	-	-	3,720	3,720
Exeter & District Kidney Patients Association	-	8,748	-	8,748
Exeter & District MS Society	-	20,749	-	20,749
FORCE Cancer Charity	-	44,463	-	44,463
Hazel Ball Memorial Fund	17	-	-	17
Healthwatch Devon	-	-	6,050	6,050
Heat Well for Less	-	-	7,356	7,356
Help to Claim	-	-	48,469	48,469
IT Replacement Fund	4,450	-	-	4,450
National Lottery Community Fund	-	-	16,328	16,328
Quids for Kids	-	-	10,850	10,850
Social Prescribing	-	-	29,297	29,297
<b>Total for 2021</b>	<b>26,785</b>	<b>323,082</b>	<b>287,823</b>	<b>637,690</b>

## Exeter Citizens Advice Bureau

### Notes to the Financial Statements for the Year Ended 31 March 2021

	Unrestricted funds		Restricted funds	Total 2020
	Designated £	General £	£	£
Core service fund	-	224,111	19,664	243,775
Action for Children	-	-	10,700	10,700
Big Energy Saving Network	-	-	7,000	7,000
Big Energy Saving Week/Winter	-	-	2,000	2,000
Capital Premises Fund	457	-	-	457
Carers Advice on Benefits	-	-	16,244	16,244
Citizens Advice Torbay	-	-	23,621	23,621
Client Medical Support	30	-	-	30
Depreciation Fund	20,887	-	-	20,887
Devon Advice Services for Working Ages Carers	-	-	28,946	28,946
ECC Tender set up costs	869	-	-	869
Energy Advice Programme	-	-	5,160	5,160
Exeter & District Kidney Patients Association	-	8,576	-	8,576
Exeter & District MS Society	-	18,603	-	18,603
FORCE Cancer Charity	-	44,010	-	44,010
Hazel Ball Memorial Fund	83	-	-	83
Healthwatch Devon	-	-	6,000	6,000
Heat Well for Less	-	-	2,351	2,351
Help to Claim	-	-	50,763	50,763
In control debt solutions	-	13,333	-	13,333
IT Replacement Fund	4,601	-	-	4,601
Quids for Kids	-	-	18,600	18,600
Redundancy Fund	2,100	-	-	2,100
Social Prescribing	-	-	408	408
Sickness cover	1,918	-	-	1,918
Training Pilot	2,466	-	-	2,466
	<u>33,411</u>	<u>308,633</u>	<u>191,457</u>	<u>533,501</u>

## Exeter Citizens Advice Bureau

### Notes to the Financial Statements for the Year Ended 31 March 2021

#### 7 Analysis of governance and support costs

##### Governance costs

	Unrestricted funds General £	Total funds £
Independent examiner fees		
Examination of the financial statements	2,820	2,820
<b>Total for 2021</b>	<b>2,820</b>	<b>2,820</b>
<b>Total for 2020</b>	<b>2,640</b>	<b>2,640</b>

#### 8 Net incoming/outgoing resources

Net incoming/outgoing resources for the year include:

	2021 £	2020 £
Depreciation of fixed assets	20,440	20,887

#### 9 Trustees remuneration and expenses

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

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

## Exeter Citizens Advice Bureau

### Notes to the Financial Statements for the Year Ended 31 March 2021

#### 10 Staff costs

The aggregate payroll costs were as follows:

	2021 £	2020 £
Staff costs during the year were:		
Wages and salaries	387,213	344,847
Social security costs	31,198	28,310
Pension costs	11,598	11,122
	<u>430,009</u>	<u>384,279</u>

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

	2021 No	2020 No
Charitable activities	<u>20</u>	<u>19</u>

12 (2020 - 10) 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 £117,292 (2020 - £114,917).

#### 11 Independent examiner's remuneration

	2021 £	2020 £
Examination of the financial statements	<u>2,820</u>	<u>2,640</u>

## Exeter Citizens Advice Bureau

### Notes to the Financial Statements for the Year Ended 31 March 2021

#### 12 Taxation

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

#### 13 Tangible fixed assets

	Leasehold improvements £	Furniture and equipment £	Total £
<b>Cost</b>			
At 1 April 2020	103,911	68,302	172,213
At 31 March 2021	103,911	68,302	172,213
<b>Depreciation</b>			
At 1 April 2020	63,032	68,301	131,333
Charge for the year	20,440	-	20,440
At 31 March 2021	83,472	68,301	151,773
<b>Net book value</b>			
At 31 March 2021	20,439	1	20,440
At 31 March 2020	40,879	1	40,880

Included within the net book value of leasehold improvements above is £Nil (2020 - £Nil) in respect of freehold land and buildings and £20,439 (2020 - £40,879) in respect of leaseholds.

# Exeter Citizens Advice Bureau

## Notes to the Financial Statements for the Year Ended 31 March 2021

### 14 Fixed asset investments

	2021 £	2020 £
Shares in group undertakings and participating interests	<u>1</u>	<u>1</u>

### Shares in group undertakings and participating interests

	Subsidiary undertakings £	Total £
<b>Cost</b>		
At 1 April 2020	<u>1</u>	<u>1</u>
At 31 March 2021	<u>1</u>	<u>1</u>
<b>Net book value</b>		
At 31 March 2021	<u>1</u>	<u>1</u>
At 31 March 2020	<u>1</u>	<u>1</u>

### Details of undertakings

Details of the investments in which the charity holds 20% or more of the nominal value of any class of share capital are as follows:

Undertaking	Country of incorporation	Holding	Proportion of voting rights and shares held	Principal activity
<b>Subsidiary undertakings</b>				
Exeter Citizens Advice Bureau (Services) Limited Dix's Field, Exeter, EX1 1QA	England & Wales	Ordinary	100%	Dormant

### Subsidiaries

The profit for the financial period of Exeter Citizens Advice Bureau (Services) Limited was £Nil (2020 - £Nil) and the aggregate amount of capital and reserves at the end of the period was £231 (2020 - £231).

## Exeter Citizens Advice Bureau

### Notes to the Financial Statements for the Year Ended 31 March 2021

#### 15 Debtors

	2021 £	2020 £
Trade debtors	8,223	9,101
Prepayments	966	1,775
Other debtors	-	516
	<u>9,189</u>	<u>11,392</u>

#### 16 Current asset investments

	2021 £	2020 £
Fixed term bonds	<u>79,905</u>	<u>78,726</u>

#### 17 Cash and cash equivalents

	2021 £	2020 £
Cash on hand	902	263
Cash at bank	<u>285,885</u>	<u>226,327</u>
	<u>286,787</u>	<u>226,590</u>

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

	2021 £	2020 £
Trade creditors	6,828	10,244
Other taxation and social security	8,827	8,787
Other creditors	-	24,761
Pension scheme creditor	773	539
Accruals	5,431	2,651
Deferred income	<u>48,238</u>	<u>65,832</u>
	<u>70,097</u>	<u>112,814</u>

	2021 £	2020 £
Deferred income at 1 April 2020	65,832	31,569
Resources deferred in the period	44,889	46,382
Amounts released from previous periods	<u>(62,483)</u>	<u>(12,119)</u>
Deferred income at year end	<u>48,238</u>	<u>65,832</u>



Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2021

19 Funds

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2021 £
<b>Unrestricted funds</b>					
<i>General</i>					
Unrestricted funds	57,738	433,695	(323,082)	(87,468)	80,883
<i>Designated</i>					
Advice for Life	2,387	200	-	-	2,587
Capital Premises Fund	10,000	-	(1,878)	1,878	10,000
Client Medical Support Fund	90	-	-	-	90
Core Service Fund	35,726	-	-	(35,726)	-
Covid Recovery	-	-	-	100,000	100,000
Hazel Ball Memorial Fund	507	-	(17)	-	490
Innovation Fund	3,300	-	-	-	3,300
IT Replacement	17,516	-	(4,450)	5,414	18,480
New Premises Depreciation Fund	40,880	-	(20,440)	-	20,440
Operations management budget	-	-	-	6,428	6,428
Redundancy Fund	71,553	-	-	8,974	80,527
Sickness cover	2,500	-	-	-	2,500
Volunteer fund	-	-	-	500	500
	<u>184,459</u>	<u>200</u>	<u>(26,785)</u>	<u>87,468</u>	<u>245,342</u>
<b>Total unrestricted funds</b>	<u>242,197</u>	<u>433,895</u>	<u>(349,867)</u>	<u>-</u>	<u>326,225</u>

**Exeter Citizens Advice Bureau**

**Notes to the Financial Statements for the Year Ended 31 March 2021**

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2021 £
<b>Restricted funds</b>					
Action for Children	441	10,900	(11,341)	-	-
Big Energy Saving Network Fund	-	5,000	(5,000)	-	-
Big Energy Saving Week	-	2,000	(2,000)	-	-
Carers Advice on Benefits	-	12,384	(12,384)	-	-
Carers Income Maximisation	-	41,601	(41,601)	-	-
Citizens Advice (BEIS)	-	6,958	(6,958)	-	-
Citizens Advice (MaPS)	-	17,824	(17,824)	-	-
Citizens Advice Torbay	3,728	25,970	(29,698)	-	-
Devon Advice Services for Working Age Carers	-	28,947	(28,947)	-	-
Devon Community Foundation	-	10,000	(10,000)	-	-
Energy Advice Programme	-	3,720	(3,720)	-	-
Healthwatch Devon	-	6,050	(6,050)	-	-
Heat Well for Less	-	7,356	(7,356)	-	-
Help to Claim	(1,591)	50,060	(48,469)	-	-
National Lottery Community Fund	-	16,328	(16,328)	-	-
Quids for Kids	-	10,850	(10,850)	-	-
Social Prescribing	-	29,297	(29,297)	-	-
<b>Total restricted funds</b>	<b>2,578</b>	<b>285,245</b>	<b>(287,823)</b>	<b>-</b>	<b>-</b>
<b>Total funds</b>	<b>244,775</b>	<b>719,140</b>	<b>(637,690)</b>	<b>-</b>	<b>326,225</b>

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2021

	Balance at 1 April 2019 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2020 £
<b>Unrestricted</b>					
<i>General</i>					
Unrestricted funds	69,597	319,555	(308,633)	(22,781)	57,738
<i>Designated</i>					
Advice for Life	4,853	-	(2,466)	-	2,387
Capital Premises Fund	10,000	-	(457)	457	10,000
Client Medical Support Fund	-	-	(30)	120	90
Core Service Fund	29,616	-	-	6,110	35,726
ECC Tender costs	-	-	(869)	869	-
Hazel Ball Memorial Fund	590	-	(83)	-	507
Innovation Fund	3,300	-	-	-	3,300
IT Replacement	17,516	-	(4,601)	4,601	17,516
New Premises Depreciation Fund	61,767	-	(20,887)	-	40,880
Redundancy Fund	67,447	-	(2,100)	6,206	71,553
Sickness cover	-	-	(1,918)	4,418	2,500
	<u>195,089</u>	<u>-</u>	<u>(33,411)</u>	<u>22,781</u>	<u>184,459</u>
<b>Total unrestricted</b>	<u>264,686</u>	<u>319,555</u>	<u>(342,044)</u>	<u>-</u>	<u>242,197</u>

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2021

	Balance at 1 April 2019 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2020 £
<b>Restricted</b>					
Action for Children	441	10,700	(10,700)	-	441
Big Energy Saving Network Fund	-	7,000	(7,000)	-	-
Big Energy Saving Week	-	2,000	(2,000)	-	-
Carers Advice on Benefits	-	16,244	(16,244)	-	-
Citizens Advice Torbay	1,903	25,446	(23,621)	-	3,728
Devon Advice Services for Working Age Carers	-	28,946	(28,946)	-	-
Energy Advice Programme	-	5,160	(5,160)	-	-
Healthwatch Devon	-	6,000	(6,000)	-	-
Heat Well for Less	-	2,351	(2,351)	-	-
Help to Claim	2,336	46,836	(50,763)	-	(1,591)
Quids for Kids	-	18,600	(18,600)	-	-
Social Prescribing	-	408	(408)	-	-
Support in kind	-	19,664	(19,664)	-	-
<b>Total restricted</b>	<b>4,680</b>	<b>189,355</b>	<b>(191,457)</b>	<b>-</b>	<b>2,578</b>
<b>Total funds</b>	<b>269,366</b>	<b>508,910</b>	<b>(533,501)</b>	<b>-</b>	<b>244,775</b>

## **Exeter Citizens Advice Bureau**

### **Notes to the Financial Statements for the Year Ended 31 March 2021**

#### **Designated Funds**

Trustees have made the following provisions:

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

**Capital 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.

**Core Service Fund** - a fund to be used to offset the additional costs of delivering our core generalist service during 2020/21.

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

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

**Innovation Fund** - a fund to support the development of new innovations in service delivery across the charity.

**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.

**New Premises Depreciation Fund** - a fund to cover the costs of leasehold improvements, fixtures and fittings. This fund will be used to offset costs against the depreciation charged on these capital items over their expected useful economic life.

**Operations management budget** - a designated fund to be used at the discretion of the Operations Manager to cover short term staffing, or other, financial commitments in order to maintain our services

**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 2021.

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

**Volunteer fund** - a fund to support volunteer social events. The funds come from sponsorship and fundraising.

## **Exeter Citizens Advice Bureau**

### **Notes to the Financial Statements for the Year Ended 31 March 2021**

#### **Restricted Funds**

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

**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.

**Big Energy Saving Winter (formerly Big Energy Saving Week)** - grant funding from Citizens Advice to promote Big Energy Saving Winter to consumers.

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

**Carers Covid Support** - funding from Devon County Council, via Citizens Advice Devon, to support carers affected financially by the Coronavirus pandemic.

**Citizens Advice (BEIS)** - grant funding from the Department for Business, Energy and Industrial Strategy (BEIS) to support with our response to Coronavirus.

**Citizens Advice (MaPS)** - grant funding from the Money and Pensions Service (MaPS) to support with additional debt advice capacity.

**Citizens Advice Torbay** - income received to provide a shared management function across both Exeter and Torbay Citizens Advice charities.

**Devon Advice Services for Working Age Carers** - funding provided by Devon County Council through Citizens Advice Devon to provide an advice service for working age carers.

**Devon Community Foundation** - a grant to support our Coronavirus response.

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

**Healthwatch Devon** - a grant from Citizens Advice Devon to employ a Healthwatch Champion to assist clients in need.

**Heat Well for Less** - a grant from Citizens Advice South Hams to support those in fuel poverty

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

**National Lottery Community Fund** - a grant to support our Coronavirus response with Advice Exeter partners.

**Quids for Kids** - a contractual arrangement with Devon County Council through Citizens Advice Devon to provide an income maximization service for families with disabled children. This contract employs one part-time adviser.

**Social Prescribing Project** - a grant from Citizens Advice Devon to research the advice needs of social prescribing practitioners in order for them to better support their patients.

**Support in Kind** - this support takes the form of discretionary rates relief provided by Exeter City Council.

# Exeter Citizens Advice Bureau

## Notes to the Financial Statements for the Year Ended 31 March 2021

### 20 Analysis of net assets between funds

	Unrestricted funds		Restricted funds	Total funds at 31 March 2021
	General	Designated		
	£	£	£	£
Tangible fixed assets	-	20,440	-	20,440
Fixed asset investments	1	-	-	1
Current assets	103,503	224,902	47,476	375,881
Current liabilities	(22,621)	-	(47,476)	(70,097)
Total net assets	<u>80,883</u>	<u>245,342</u>	<u>-</u>	<u>326,225</u>

	Unrestricted funds		Restricted funds	Total funds at 31 March 2020
	General	Designated		
	£	£	£	£
Tangible fixed assets	-	40,880	-	40,880
Fixed asset investments	1	-	-	1
Current assets	106,584	143,579	66,545	316,708
Current liabilities	(48,847)	-	(63,967)	(112,814)
Total net assets	<u>57,738</u>	<u>184,459</u>	<u>2,578</u>	<u>244,775</u>

### 21 Analysis of net funds

	At 1 April 2020	Financing cash flows	At 31 March 2021
	£	£	£
Cash at bank and in hand	226,590	60,197	286,787
Current asset investments	<u>78,726</u>	<u>1,179</u>	<u>79,905</u>
Net funds	<u>305,316</u>	<u>61,376</u>	<u>366,692</u>

	At 1 April 2019	Cash flows	At 31 March 2020
	£	£	£
Cash at bank and in hand	187,753	38,837	226,590
Current asset investments	<u>77,548</u>	<u>1,178</u>	<u>78,726</u>
Net funds	<u>265,301</u>	<u>40,015</u>	<u>305,316</u>

## **Exeter Citizens Advice Bureau**

### **Notes to the Financial Statements for the Year Ended 31 March 2021**

#### **22 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 £27,561 (2020: £26,506).

The value of other expenditure recharged to Torbay Citizens Advice Bureau during the year was £1,693 (2020: £1,058).

The value of expenditure recharged to Exeter Citizens Advice Bureau during the year was £nil (2020: £744)

At the balance sheet date the amount due to/from from Torbay Citizens Advice Bureau was £Nil (2020 - £175).