Annual Report 2022-23

citizens advice Teignbridge

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Our Mission

We provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

Our aims are to:

- help people find a way forward, whatever problems they face
- campaign for change on the issues affecting people's lives

We value diversity, promote equality and challenge discrimination. We're an independent charity and part of the Citizens Advice network. We serve a population of 134,000 across Teignbridge, and work in partnership with our neighbours within Citizens Advice Devon to coordinate services across the county.

Every local Citizens Advice is an independent registered charity. Without funding and volunteers, we could not continue to provide our services.

Chair's Report

The Board continues to review its resources and service delivery in the light of the pressures on funding and an uncertain environment. Many challenges remain, not least the demand for our services from those who are excluded in the community.

We also anticipate the funding environment will be very difficult for the foreseeable future and our finance team meet regularly to examine all possible revenue streams whilst enjoying success in applying for external grants.

Over this last year we have demonstrated we can respond rapidly to changing circumstances with the provision of an Innovation Fund that allows us to anticipate events with confidence thus continuing to provide a continuous high standard of service for the community of Teignbridge

Allied to the ability to manage the finances effectively, the Charity must maintain the highest standards of corporate governance to ensure the organisation is well run and worth supporting. The standards are maintained through an effective Board of Trustees and having a good working relationship with the Operational Staff led by Vincent Willson.

Despite the pressures of meeting the issues in this volatile environment, we again achieved the highest rating in all areas of our operation for our annual audit and achieved the Advice Quality Standard accreditation.

The Trustee Board underwent change during this year in that we sadly lost the services of our longest serving member Linda Randall who has given unequalled help for 30 years. Helen Maclaine who organised many of our promotional activities has also left us after many years of volunteering both as an adviser and a trustee. We owe them all a debt of thanks for their most loyal support.

We are delighted to welcome Lesley Sheffield to the board whose knowledge of local council affairs will be most welcome. Angie Richards has now joined us with responsibility for publicity & local fundraising.

I believe the Trustee Board is in the strongest position with a wide range of skills and experience to take us forward to meet the challenges ahead. We will continue to work closely with other like-minded organisations to explore new initiatives for the way forward.

Our Trustees meet regularly to promote ongoing training that is vital to keep the governance effective. I am grateful to all my colleagues for their loyal work which is vital to the ongoing success of this amazing charity

My sincere thanks, as ever, go to our funders who allow us to continue to provide the very best service to the people of Teignbridge.

Andrew Wilson
Chair Trustee Board

Chief Officer's Report

Our purpose is to meet the advice needs of our clients. We do this by providing information and support to help them find a way forward with the problems they face. We also try to influence policies and procedures so that clients face fewer problems; so that the way forward is easier to navigate. We are forever trying to ensure that our capacity to help matches the need.

In the last year, the cost of living crisis has resulted in a level of need not reached for many years. About **70%** of the issues we dealt with this year were directly linked with the cost of living crisis, centring on income (benefits), debt, housing and fuel poverty. The steep and long running rise in inflation follows on from

the economic shock of the pandemic and all sectors, including the voluntary sector, have been affected. It is harder now for us to recruit volunteers. Our running costs have increased. Many charitable funders have less money with greater calls on their funds than in previous years, meaning that fewer applications by charities like our own for funding have been successful. Although Government and local authorities have found additional funds to help the most disadvantaged in society, much of the additional funding has been short term and is now running out. All of this makes it harder for us to meet the growing need.

Although times are hard both for ourselves, for our funders and, most importantly, for our clients, the commitment, skill, knowledge and dedication of our staff and volunteers have made a remarkable difference to our clients. In 2022-23, we advised **5,692** individual clients. We carried out over **20,000** activities with them: face to face interviews, telephone calls, video calls, emails, letters. We helped them with over **17,500** issues and secured over **£2.2 million** of additional income for them, with the overwhelming majority of this income being spent in the local economy. We have worked effectively in partnership with a wide range of local and national organisations to improve our ability collectively to support our clients and we are proud of our achievements. (We have been working particularly closely with Citizens Advice South Hams.) We have provided a wide range of generalist and specialist advice.

We owe a debt of gratitude to our funders, to local County, District, Town and Parish Councils, to our other funders and to our Trustees. None of the work we do would be possible without them or without the dedication of our paid staff and our volunteers, who remain the mainstay of our advice service. We aim to continue to recruit and support more volunteers to help meet the desperate needs of our clients in these challenging times.

Vincent Willson
Chief Officer

What did we do in 2022-23?



5692
people helped

8%
were disabled

47%
had a long-term health condition



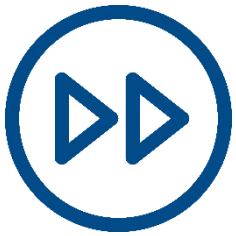
17,616
issues dealt with



1,459
debt issues



1,763
housing issues



7,762
welfare benefit issues



£390
income per client

£53,194
debt written off

£2,233,671
income gained

Our value to society

In addition to putting more money into the pockets of our clients, we save the Government and society money by stopping problems that are, or will become, costly to fix. It is impossible to put a £ sign on all of the work that we do, but national Citizens Advice has developed a Government approved model which provides an estimate of financial value.



For each £1 invested in Citizens Advice Teignbridge:

	Return on £1 invested	Total
In savings to government and public services	£3.85	£1,990,027
In wider economic and social benefits	£30.58	£15,794,963
In value to the people we help	£16.26	£8,402,004

Our Invaluable Volunteers

Volunteers are the mainstay of the Citizens Advice service. With the support of national Citizens Advice and paid staff within Citizens Advice Teignbridge, our volunteers provide quality advice and support to thousands of clients each year.

We recruit and train for all sorts of roles, and our aim is always to make the volunteer experience a positive one for everyone, developing skills and encouraging continuous learning in a supportive environment. We encourage volunteers from a wide range of backgrounds to get involved. 96% or higher of paid staff and volunteers recommend Citizens Advice Teignbridge as a place to work or volunteer.

Our clients let us know how much they appreciate our volunteers, with over 80% recommending the service to other people. Using a Treasury-approved model, the value of volunteering in 2022-23 was worth £352,626. But our volunteers are worth a lot more than this. Here are some examples of feedback received in 2022-23:

Citizens advice are working with me on a problem and I have been very impressed about the service- the level of support, understanding and clear communication has been much appreciated. I have felt finally that someone is listening and that maybe something can at last be done.

*

I spoke to and received emails from David regarding Benefits advice from the Teignbridge CAB. He was excellent and gave me a lot of time and information. He helped me a lot, thank you. And every time I have contacted CAB I have received so much help. CAB's help has meant a lot less fear and worry for me.

*

The lady I spoke with was extremely helpful, patient and knowledgeable. I would have really struggled to complete the DLA form for my daughter without her help and guidance.

*

A wonderful lady who was friendly to us went through all different aspects of hosting and being a guest with us. There were advice sheets to download, and there was advice for us. Follow up emails have been received. I feel confident to get in contact again to ask follow up questions.



*

I was impressed by how quickly I was dealt with, how professional the team was and the amount of quality reference material I was given. Overall I was very impressed with the service I received.

*

This isn't the first time I've had support from CAB and am as always, extremely grateful for the time and care taken. It's a wonderful service with wonderful people. Many thanks.

*

It's so helpful to have Rebecca available, with the specific role of helping Ukrainians find housing. She was very helpful answering our questions and calculating benefits.

*

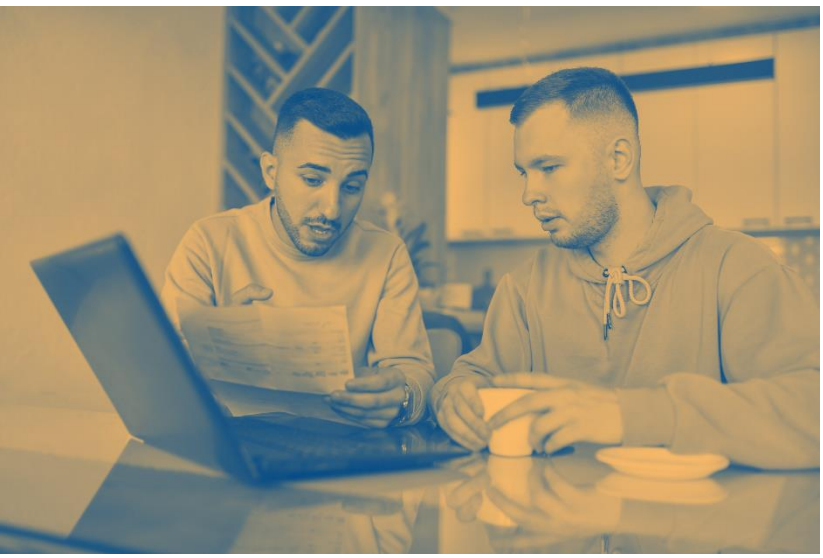
The gentlemen that helped me was amazing, so calm and reassuring, very helpful and made me feel completely at ease. He is wonderful at what he's doing because when people are anxious and worried like I was they need someone on the other end like that.

*

The Citizens Advice ladies who have advised me on issues and help with hosting in the Homes for Ukraine scheme are absolutely fantastic and go the extra mile for us.

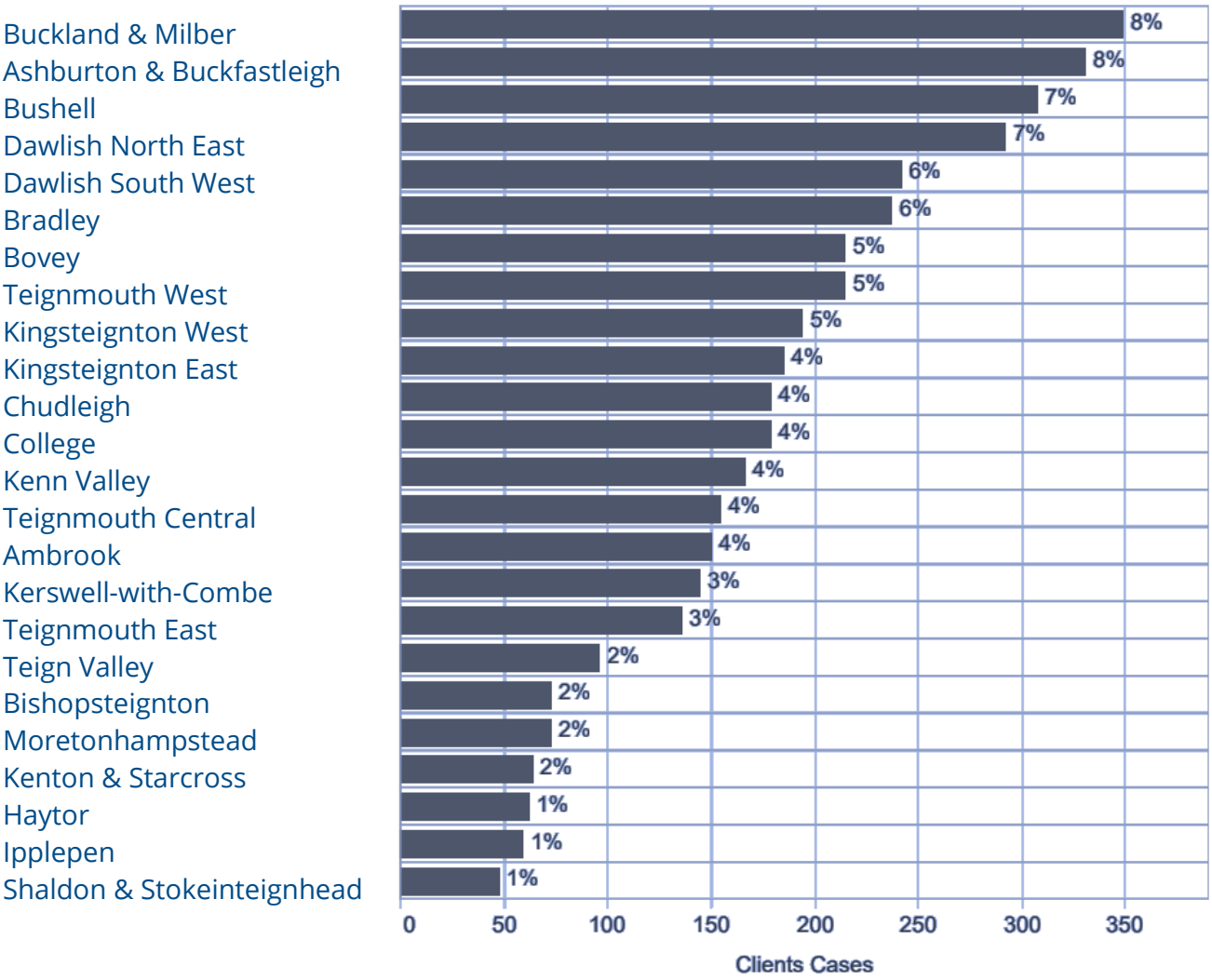
*

The citizens advice staff have helped me with three things recently because they were thorough. They helped me with problems I didn't realise they could help with. The fact that they are volunteers as well! This is a service we should never lose. As I have PTSD their help was invaluable.



If you're interested in joining our team, visit our website www.citizensadviceteignbridge.org.uk/volunteer or email volunteering@citizensadviceteignbridge.org.uk

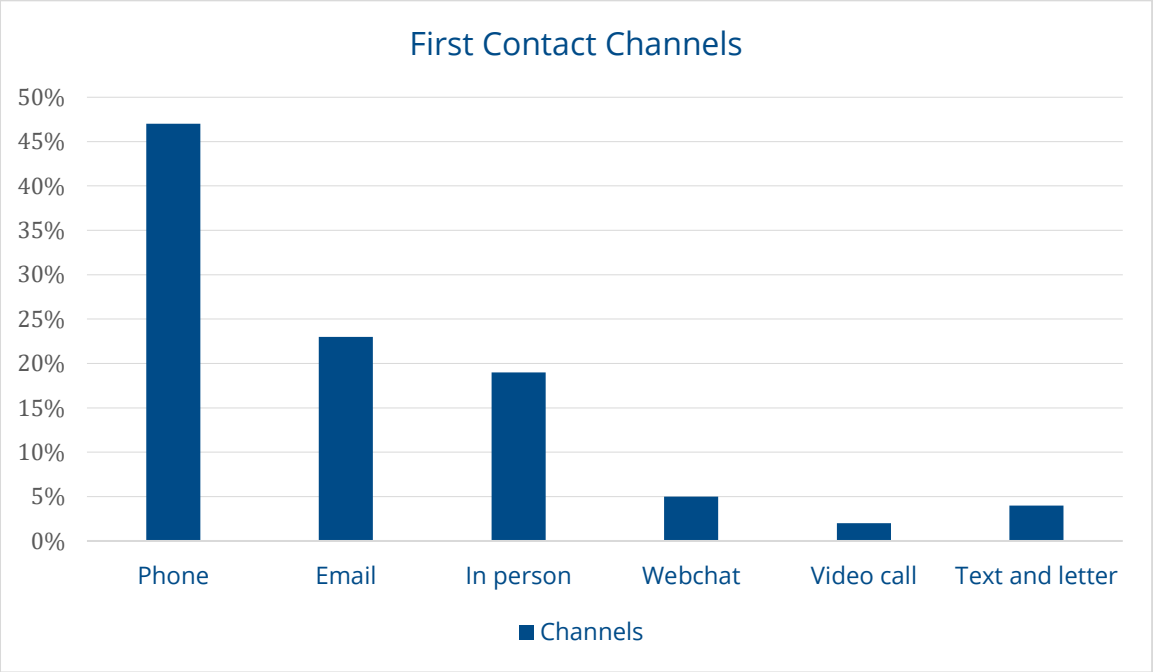
Clients Advised in Teignbridge



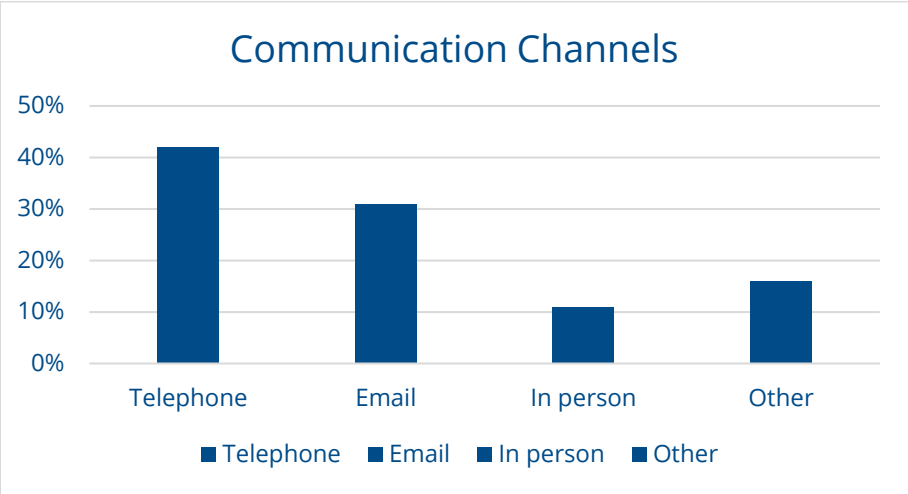
Our service has reached every ward in Teignbridge, with a relatively narrow range - 1% to 8% - for the percentage of clients from each ward contacting the service.

How Our Clients Got in Touch

For their first contact, clients used the following channels:

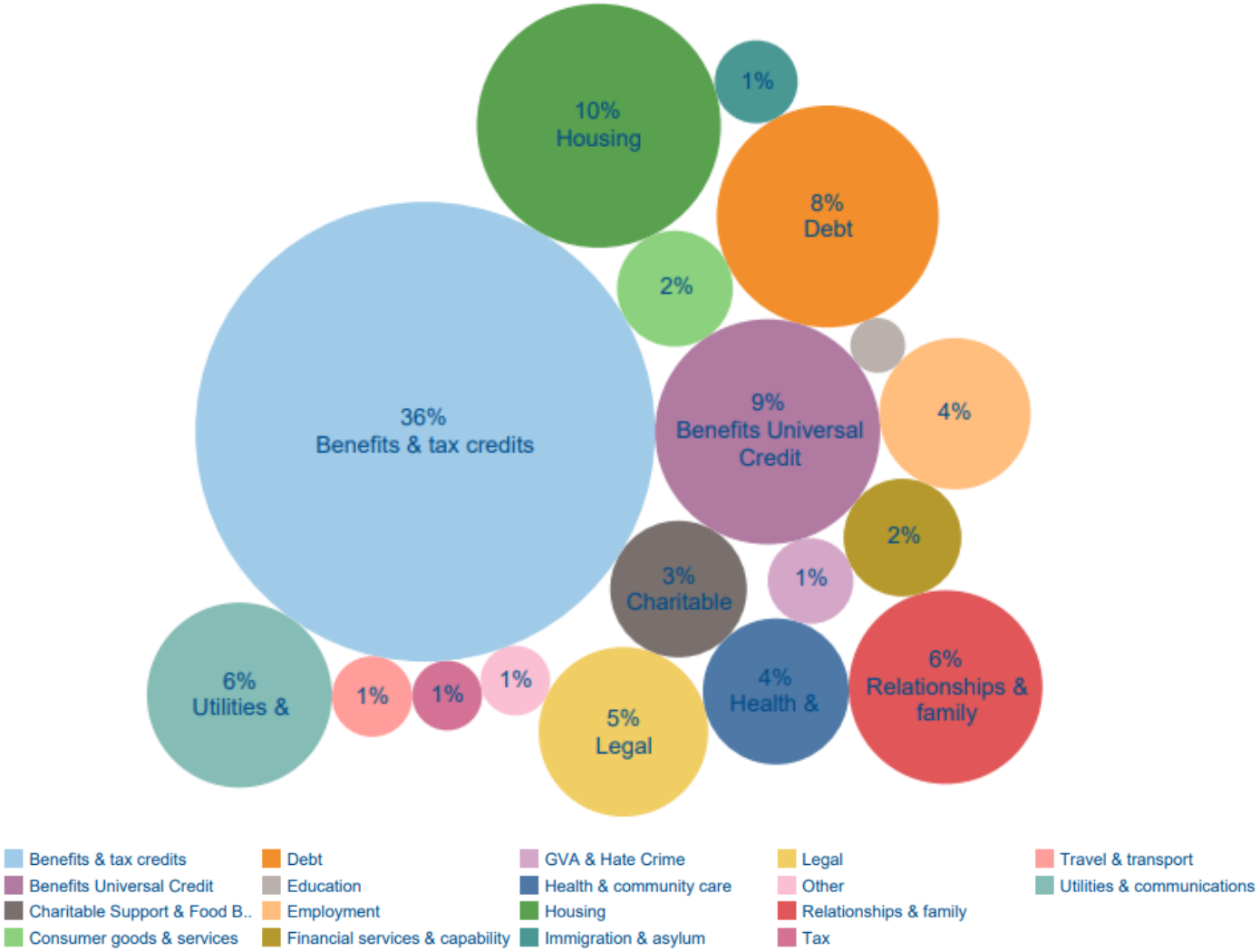


Including first and repeat contacts, we communicated with our clients using the following channels:



***Other** includes web chat, video call, text and letter

Enquiry Issues



This graph indicates the key client enquiry areas and their relative values. It demonstrates that in the year 2022-23 four key enquiry areas – benefits (including Universal Credit), debt (including financial capability), utilities and communication and housing - accounted for over 70% of all enquiries.

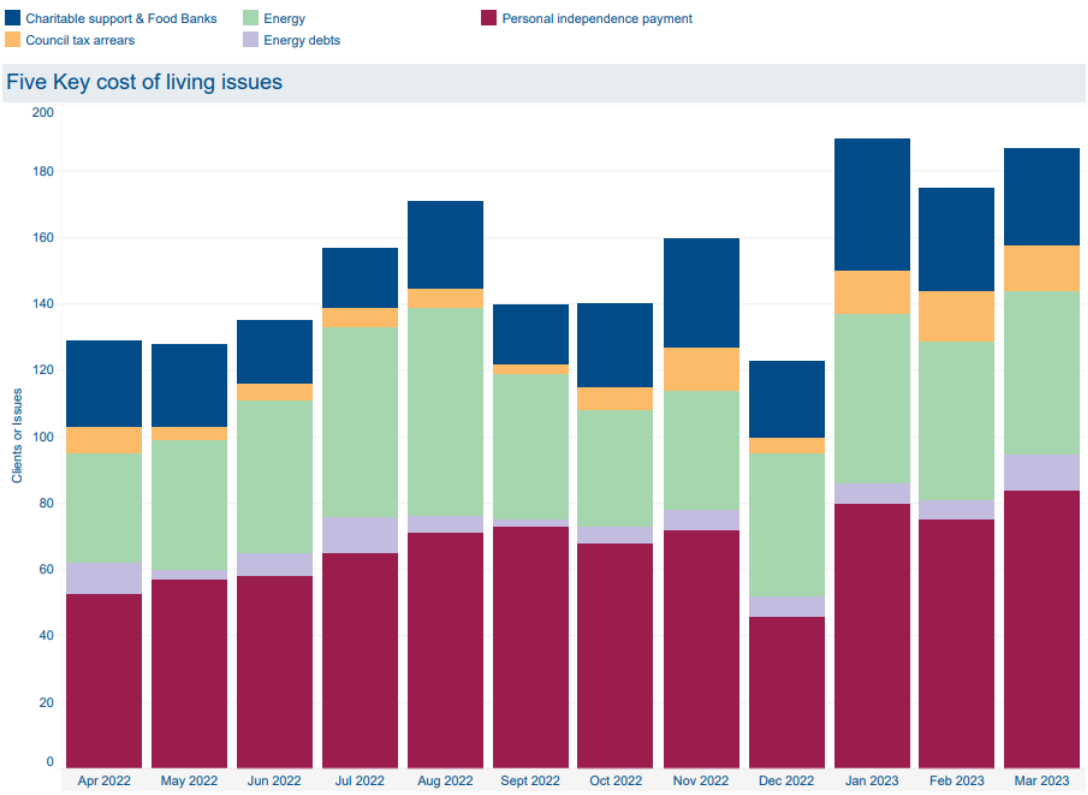
Enquiries about benefits, including Universal Credit, continue to dominate and account for 45% of all enquires. We dealt with over 1800 enquiries about Personal Independence Payment and around 1300 about Disability Living Allowance. We continue to assist many claimants to overturn incorrect decisions on claims for these benefits.

Enquires relating to Universal Credit are set to rise as the Department for Work and Pensions begins the 'managed migration' of the old 'legacy' means-tested benefits to Universal Credit.

The percentage of utilities enquiries demonstrates the continuing impact of the cost of energy and the high number of relationship and family issues reflects the increasing need for advice around family law issues.

The number of debt issues is down on the previous year, but, rather than being an indication of an easing of demand for advice, this reflects a reduction in funding. With inflation not expected to return to around 2% until early 2025, we anticipate that the cost of living crisis will stimulate the need for debt, benefits and housing advice for many months to come. Our clients are likely to continue to struggle to meet their day to day living costs, to secure the benefits they are entitled to and to keep a roof over their heads.

The graph on the right shows the level of enquiries we dealt with in relation to five key cost of living issues broken down by month for 2022-23. In each of the last 3 months of the year, the number of enquiries on these issues exceeded those in each of the first nine months of the year.



Case Studies

Case One



The client is a single parent with 2 teenage children. She lives in private rented 3 bed accommodation and has an assured shorthold tenancy. She receives Universal Credit. In 2022, the landlord increased her rent by £150 per month. Following on from this, she had difficulty with meeting all her basic bills and she sought advice on budgeting and managing her debts. We carried out a debt assessment and provided information and advice on budgeting. This enabled the client to manage her situation with self-help. It also enabled her to identify that one of her children may be eligible for Disability Living Allowance as a result of her additional needs and she made a claim. She sought advice again when the landlord increased the rent this year by a further £100 per month to £1000 per calendar month. This is about £180 per month in excess of the amount allowed in the client's Universal Credit for her rent.

The adviser arranged for a fuel voucher to help with the client's fuel bills. She discussed the possibility of challenging the amount of the rent increase, but the client decided against exercising the right to do this as she feared the landlord may commence a 'no fault' eviction process, his having said he could charge more and her having seen that many local 3 bed private rentals were being advertised at higher than £1000 per month. The adviser also assisted with a Discretionary Housing Payment from the local authority

to make up the shortfall on the rent on the basis that a payment might be made only for a short period pending the result of the Disability Living Allowance claim and the consequent increase in Universal Credit as the carer element might apply. In addition, the client would be in a position to return to work if she is able to obtain an Education and Health Care Plan to meet her child's special educational needs. The Disability Living Allowance was eventually successful and the client is now awaiting payment and arrears of Universal Credit. She is hopeful that she will be able to remain in her property.

Comment

This is a typical example of how people on low incomes are affected by the rise in the cost of living and the housing crisis. Without advice, she may well have lost her tenancy and even with this advice is left in the position where she will need to use her child's Disability Living Allowance on making up the shortfall on her rent rather than on the additional needs of her child as intended.

Case Two

The client has a partner and 4 children with additional needs. They live in private rented accommodation. Both parents work and they receive Universal Credit. Two of the children receive Disability Living Allowance. On seeking advice, they had substantial arrears of Council Tax and were struggling to keep up with ongoing payments. The client had been in touch several times with the local authority to try and negotiate a repayment plan but no agreement had been reached.

The adviser carried out an assessment of the client's income, expenditure and liabilities. She discovered that:

- the client had a number of priority debts, including water and energy in addition to the Council Tax arrears, together with other non-priority debts
- there were a number of errors in the calculation of Universal Credit - no carer element and no disabled child element when she was clearly entitled to these; an error in the calculation of self-employed earnings
- the client's partner had been placed in the wrong conditionality group

The adviser worked with the client on the Universal Credit errors and was able to achieve backdating for two years of the disabled child element of Universal Credit, together with a change in the conditionality group and a lower figure for self-employed earnings. She referred the client to our debt adviser and this adviser assisted the client to use the Breathing Space option whilst a longer-term debt solution was considered. She was also referred to our energy adviser for assistance with applying for a fuel voucher.

Advice was provided on negotiation on the Council Tax arrears, including discussion of an attachment of earnings or deductions from Universal Credit and potential applications to the Household Support Fund and Discretionary Discount and Exceptional Hardship Scheme.

Comment

This case demonstrates the number of issues that clients bring to us and the difficulty they have with negotiating the systems in place in order to maximise their income and deal with debts.

Case three



The client wanted to prevent her physically abusive ex-partner (OP – opposing party) from contacting herself or her children when his bail conditions are lifted next month. She was referred to our family law clinic. Bail conditions were imposed following a physical assault by OP on the client's father who was formally facilitating contact between the client's children and OP. The client wanted to apply for an urgent, ex-parte non-molestation order i.e. where OP is not given notice of the application for the order.

The client expressed that her children were now terrified of their father, that they referred to him as the "man with no name". She asked them if they would be happy to see him in a contact centre supervised by other adults. The children were adamant that they did not want any form of direct contact with him.

Our legally qualified adviser informed the client of the requirements for the granting of a non-molestation order (that there is evidence of on-going molestation, that the court is satisfied that the client or a relevant child requires the court's protection, that the court's intervention is required to control the respondent's behaviour). He explained that an urgent application could be made without notice to OP, to ensure that a protective injunction is in place for the client and the children ahead of OP's bail conditions being lifted; that there was no fee for applying for such an order; that the application, together with supporting evidence, could be filed online via email directly to the court.

Our adviser also pointed out that, even if a non-molestation order were granted against OP, he would retain the right to apply for child arrangement (CAO) proceedings in an attempt to re-establish contact with the children. He advised the client that, during CAO proceedings, the court uses the Statutory Checklist (welfare checklist) to help it determine what is in the children's best interests (each section was discussed with the client in detail). He advised if the client to return for further advice on CAO's should OP issue proceedings.

With regards to her application for a non-molestation order, the application form and supporting statement was drafted for the client and filed with the court. The client was advised of the court process, what to expect, and how to verbally present her case to the judge.

Comment
This case demonstrates the value of free legal advice. The client would not have been able to exercise her rights effectively without legal advice and would not have secured that advice had it not been free, because she was not entitled to legal aid and did not have the money to pay privately. The advice and support provided legal protection and contributed to a reduction in anxiety both for the client and her children.

Our Funders and Supporters

We are grateful to:

- Bishopsteignton Parish Council
- Broadhempston Parish Council
- Buckfastleigh Town Council
- Dawlish Town Council
- Devon County Council
- Exminster Parish Council
- The Heydown Trust
- National Lottery Awards for All
- Newton Abbot Town Council
- Teignbridge District Council
- Teignmouth Town Council
- The Clothworkers' Foundation

We also operate several specially funded services and projects, thanks to bodies including Healthwatch Devon, the Access to Justice Foundation, Action for Children, Independent Age, the Office of the Police and Crime Commissioner and the Trussell Trust. To deliver these we have worked in partnership with

organisations including Teignbridge CVS, the MS Society, Rotary Club of Newton Abbot, Victim Support and our friends and neighbours within Citizens Advice Devon.

Our Projects

We provide specialist services that add to our general advice. If clients get advice through our general service and could benefit from being referred to one of these, the adviser will refer them to the project.

Access to Justice
Legal consultancy and advice
This project took referrals from local Citizens Advice offices across Devon and Cornwall, and provided legal advice to clients with family law issues. It assisted clients who would otherwise be left without access to legal advice.

Action for Children
Advice for users of Children's Centres in Devon
This project helps maximise families' income by providing a benefit check, help with claiming and guidance on financial management. It can also help parents understand how getting a job or changing the hours they work would affect their income and benefits.

Buckfastleigh Food Bank
Advice and support for users of the food bank
Our adviser attends the food bank once per week to provide income maximisation and guidance on financial management to people using the food bank.

Charging for Care
Financial assessments for social care needs
Citizens Advice Teignbridge worked with Devon County Council to deliver this project. Unlike health services, adult social care and support services are not free of charge and most people have to pay something towards the cost of their care. Our adviser carried out financial assessments to work out how much clients would have to contribute to their care and support needs.

Cost of Living Project – Core Service Donation
Generalist advice for people affected by the cost of living crisis
This short-term funding allowed us to increase our adviser resource to help meet increased demand on our service as a result of the rise in the cost of living.

Debt Advice Project
Funded by the Money and Pensions Service (MaPS), this project delivers multi-channel debt advice to over 300,000 people a year, including some of the most financially excluded groups in society, with over £0.5 billion in debts. As part of this increasing capacity initiative we recruited and trained a debt adviser to give advice across telephone and digital channels, offering an improved debt service to our clients.

EmPOWER
Energy Advice
This project, which ended in April 2023, was funded by the Energy Redress Scheme, to help provide our more vulnerable energy consumers with advice and support, so they could feel confident in using their energy systems and manage their energy bills. It advised on energy efficiency, on dealing with fuel poverty and helped clients to deal with energy supplier issues, including billing and meter problems.

Health and Disability Team
Our specialist volunteers tackle complex benefits problems
Most of our volunteer advisers are generalists, who can help with enquiries in any area where we offer advice, but we also have a special team that works together on complex benefits enquiries. This team handles a lot of our benefit appeals and has an excellent track record of overturning poor decisions and securing an income for people the benefits system is intended to help.

HealthWatch
Advice and advocacy for people using health or social care services
We work in partnership with Healthwatch Devon to give patients and social care service users a voice. If anyone would like to say something, good or bad, about their experience of health services or social care, our Healthwatch champion can help. Our local champion has provided advice and support on areas including what to expect from health and care services, who should be paying for what and with making complaints and signposting to local services.

Homes for Ukraine
Advice and support for Ukrainian guests and those hosting them
We received funding to work with Teignbridge CVS to support guests and hosts with all practical aspects of their move to Teignbridge, including applying for longer term accommodation, maximising income, moving into work and getting children established in school.

Household Support Fund
We received local government funding to help clients access this fund which provides financial assistance to enable clients to meet their immediate short-term needs such as paying for fuel. We worked closely with Devon County Council to try and ensure that those worse affected could stabilise their financial position.

Independent Age
Generalist advice for older people
Our adviser takes referrals for generalist advice from Kingscare, Moorland Community Caring and Volunteering in Health, with a view to ensuring that they can access all the financial assistance to which they are entitled and are able to cope with the cost of living crisis.

IT Support
Very different from our typical advice work, this is a paid-for service in which our IT expert offers computer service and repairs across South Devon. We offer competitively priced support for individuals and businesses, and have a special further discounted rate for community groups. Computer upgrades, virus removal, service, repair and maintenance are all available.

MS Advocacy Project
For anyone who has or is affected by multiple sclerosis
Citizens Advice Teignbridge has a dedicated caseworker who can provide advice and advocacy to people affected by multiple sclerosis. This includes anyone who has MS themselves, carers for people with MS, or those who have someone with MS in their household. We can help with all sorts of enquiries including specialist help with welfare benefits, health and social care issues, employment, housing and debt.

Outreaches
All our outreaches are funded entirely and separately by a number of different funders. We always look to work with local partners who have well established local links and are trusted by the local community. We have access points in Bovey Tracey, Buckfastleigh, Buckland, Dawlish and Teignmouth. See our website for information on our outreaches and how to get information and advice.

Quids for Kids
Benefits advice service for families and young people with additional needs
Through the Quids for Kids project, we provide specialist advice to families of children (or young people up to the age of 21) with additional needs, a long-term

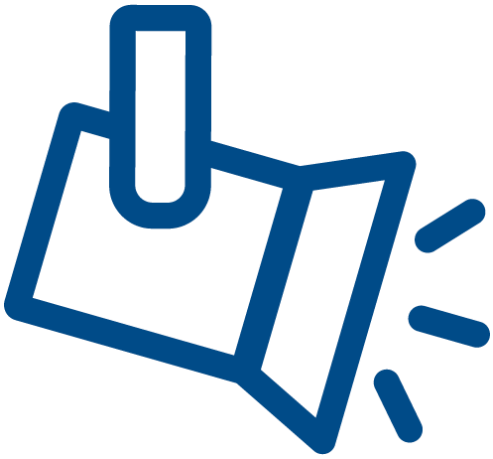
illness or disability, care leavers, young homeless people, foster parents and people looking after a child with a special guardianship order.

Our specialist adviser can help by assessing whether clients are able to claim benefits and help challenge unfair decisions.

Training for Citizens Advice Devon
Citizens Advice Teignbridge writes and deliver benefits training to organisations and individuals in Devon. This training service is delivered in partnership with Devon Communities Together who organises the training on behalf of Citizens Advice Devon.

Victim Care
Funded by the Office of the Police and Crime Commissioner for Devon and Cornwall, Citizens Advice Devon provides support for victims of crime across Devon (including Torbay).
Referrals to this project, which ended in April 2023, were received from Victim Care officers and advocates were coordinated through Citizens Advice Teignbridge, to ensure victims of crime had access to advice and assistance as required. We were part of the Victim Care Network managed by Victim Support. This service has now been taken in-house.

Working-Age Carers Project
Advice if you're caring for someone
Referrals to our office were made from a central point when carers require assistance with challenging benefit decisions. It is part of the Devon Advice Service for Working-Age Carers (DASWAC), run by Citizens Advice across the Devon County Council area.



Making a difference

Policy research and campaigns
As well as providing the advice people need for the problems they face, we campaign locally and nationally to improve the policies and practices that affect people's lives.

No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today. With the right evidence, we can show big organisations – from companies right up to the government – how they can make things better for people.

We see how problems can be linked. By helping people with the underlying cause of their problems and making sure they don't get worse, we save the government and public services hundreds of millions of pounds every year. Citizens Advice is also the statutory consumer watchdog for the energy and post industries. We show where things are going wrong and how to help make it better for people.

We work with our national organisation to collect evidence on particular issues, with the Citizens Advice Devon Research and Campaigns on more specific local issues and on our own initiative as a local office. We regularly report on issues to funders, engage publicly on social media and produce quarterly newsletters. You can find out more about or work on our website www.citizensadviceteignbridge.org.uk/policy-research-campaigns/

In the last year our we have made calls for national and local evidence on issues including:

National Campaigns
We actively contributed to and promoted national campaigns and Issues including:

- #KeepTheLifeline Universal Credit campaign
- National Consumer Week
- Scams Awareness Week
- Employment Rights
- Housing and Homelessness
- Energy
- Black Lives Matter
- Cost-of-living crisis

- Advice related to the Ukraine crisis

Local campaigns and issues including:

- access to NHS dentists and emergency dental treatment
- standard of GP out-of-hours service
- long covid and benefits
- overcharging of former customers of bankrupt energy companies
- standard of decision making on claims for Personal Independence Payment by people with mental health issues
- dismissal of female patients' symptoms as psychosomatic

We have also:

- produced and circulated information on how to reduce energy consumption and lower bills
- produced and circulated information on tenant rights and responsibilities
- provided regular reports on our evidence forms to funders
- promoted research and campaigns work at presentations to statutory and non-statutory organisations
- discussed evidence forms on a quarterly basis with Teignbridge District Council on Housing, Housing Benefit, Council Tax Reduction and Council Tax
- continued to work with Teignbridge District Council on practices relating to the collection of Council Tax arrears
- produced weekly updates for the Citizens Advice Teignbridge team and held internal meetings to promote Research and Campaigns
- produced and circulated reports on:
    - The effects of COVID-19 pandemic on Teignbridge residents
    - Housing in Teignbridge
- met with our local MP to advocate uprating of Universal Credit and to raise other cost of living issues

Citizens Advice successes

You can find out more about our campaign successes by visiting our website https://www.citizensadvice.org.uk/about-us/our-work/our-campaigns/our-past-campaigns/

Information Assurance

The Citizens Advice Teignbridge Trustee Board oversees the information security of all personal information of our clients, staff, funders and strategic partners that is processed. Teignbridge Citizens Advice holds joint responsibility for client data that is held in our case management system with the national Citizens Advice Service. An information assurance management team exists to ensure that the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of the General Data Protection Regulation and Data Protection Act 2018.

Financial Reports

Teignbridge Citizens Advice Bureaux (Registration Number: 02373461)
Statement of Financial Activities for the Year Ended 31 March 2023
(Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2023 £
Income and Endowments from:				
Charitable activities, donations & legacies	3	145,273	397,111	542,384
Investment income	4	2,999	-	2,999
Other income	5	4,224	5000	9,224
Total income		152,496	402,111	554,607
Expenditure on:				
Charitable activities	6	(157,560)	(427,109)	(584,669)
Total expenditure		(157,560)	(427,109)	(584,669)
Net income		(5,064)	(24,998)	(30,062)
Transfers between funds		7,206	(7,206)	-
Net movement in funds		2,142	(32,203)	(30,062)
Reconciliation of funds				
Total funds brought forward		319,998	37,819	357,817
Total funds carried forward	19	322,140	5,616	327,756

	Note	Unrestricted funds £	Restricted funds £	Total 2022 £
Income and Endowments from:				
Charitable activities, donations & legacies	3	153,467	371,678	525,145
Investment income	4	746	-	746
Other income	5	11,636	23,885	35,521
Total income		165,849	395,563	561,412
Expenditure on:				
Charitable activities	6	(125,338)	(409,466)	(534,804)
Total expenditure		(125,338)	(409,466)	(534,804)
Net income		40,511	(13,903)	26,608
Transfers between funds		(4,666)	4,666	-
Net movement in funds		35,845	(9,237)	26,608
Reconciliation of funds				
Total funds brought forward		284,153	47,056	331,209
Total funds carried forward	19	319,998	37,819	357,817

All of the charity's activities derive from continuing operations during the above two periods. The funds breakdown for 2022 is shown in note 19 of Notes to the

Financial Statement which can be seen in the full accounts as published at citizensadviceteignbridge.org.uk

Balance Sheet as at 31 March 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	12	19,795	2,261
Current assets			
Debtors	13	11,705	49,245
Investments	14	160,000	160,000
Cash at bank and in hand	15	198,513	193,000
		370,218	402,245
Creditors: Amounts falling due within one year	16	(62,257)	(46,689)
Net current assets		307,961	355,556
Net assets	20	327,756	357,817
Funds of the charity:			
Restricted		5,616	37,819
Unrestricted income funds			
Unrestricted funds		236,695	239,998
Designated funds		85,445	80,000
Total funds	20	327,756	357,817

For the financial year ending 31 March 2023 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Trustees' 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 trustees 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.

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