

RHONDDA CYNON TAFF CITIZENS ADVICE BUREAU

England & Wales · Charity number 1074801

Details

Other names	PONTYPRIDD (TAFF ELY AND RHONDDA) CITIZENS ADVICE BUREAU, PONTYPRIDD CAB, RHONDDA TAFF CITIZENS ADVICE BUREAU
Status	Registered
Legal form	Charitable company
Company number	03717793
Registered	1999-03-23
Register	View on the Charity Commission register

Contact

Address	Citizens Advice Rhondda Cynon Taff Mountain Ash Library Knight Street Mountain Ash Mid Glamorgan CF45 3EY
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Phone	01443409284
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Email	bureau@carct.org.uk
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Website	www.carct.org.uk
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Activities

Objects: THE BUREAU IS ESTABLISHED FOR FOR THE PROMOTION OF ANY CHARITABLE PURPOSES FOR THE BENEFIT OF THE COMMUNITY IN THE AREA OF PONTYPRIDD AND RHONDDA BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION OF HEALTH AND THE RELIEF OF POVERTY SICKNESS AND DISTRESS

Activities: Rhondda Cynon Taff Citizens Advice Bureau (RCTCAB) aims to provide free, confidential, impartial and independent advice and information services to the people of Rhondda Cynon Taff and the surrounding areas (UK) to exercise a responsible influence on the development of social policies and services.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** The Prevention Or Relief Of Poverty, Other Charitable Purposes
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** PONTYPRIDD AND RHONDDA
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£3,075,878	£2,974,522	£793,650	102
2024-03-31	£2,867,577	£2,760,626	£692,294	98
2023-03-31	£2,620,827	£2,613,793	£585,343	93
2022-03-31	£2,199,266	£2,043,495	£578,309	76
2021-03-31	£1,673,895	£1,698,149	£422,538	58

Trustees

Name	Role	Appointed
Christopher Binding		2018-08-01
Dilys Jouvenat		2015-06-01
Ellis James Thomas		2024-11-01
Kelvin Glenville Jones		2017-07-05
Lewis Brencher		2017-07-05
Michael Haydn Bryan		2017-07-05
Nicola Redfern Williams		2017-06-05
Nkechi Dawson		2023-11-01
Stephen Barlow		2015-07-27

Accounts

REGISTERED COMPANY NUMBER: 03717793 (England and Wales)
REGISTERED CHARITY NUMBER: 1074801

**Report of the Trustees and
Financial Statements
for the Year Ended 31 March 2025
for
CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

MHA
Chartered Accountants and Statutory Auditor
Elfed House
Oak Tree Court
Cardiff Gate Business Park
Cardiff
CF23 8RS

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**Contents of the Financial Statements
FOR THE YEAR ENDED 31 MARCH 2025**

	Page
Report of the Trustees	1 to 8
Report of the Independent Auditors	9 to 12
Statement of Financial Activities	13
Balance Sheet	14
Cash Flow Statement	15
Notes to the Cash Flow Statement	16
Notes to the Financial Statements	17 to 31
Detailed Statement of Financial Activities	32 to 33

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**Report of the Trustees
FOR THE YEAR ENDED 31 MARCH 2025**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of 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).

OBJECTIVES AND ACTIVITIES

Objects

The organisations 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, but without limitation, for the benefit of the community in Rhondda Cynon Taff County Borough and surrounding areas (UK).

Aims, objectives, strategies and activities for the year

Citizens Advice Rhondda Cynon Taff (CARCT) aims to provide free, confidential, impartial, and independent advice and information for the benefit of the local community, to give people a voice and the opportunity to improve the quality of their lives. We achieve this with the help of our dedicated staff and volunteers who strive to provide the best possible service to our clients.

In addition to the continuing provision of high-quality advisory services to the local community in 2025, we also continued to extend the range of helpline services we delivered across the UK. We achieved this through changes in our service delivery model and securing continuing funding for significant income streams and seeking new opportunities.

We continued delivery of our Help Through Hardship Project, delivered remotely across England and Wales by a network of Local Citizens Advice; the project aims to provide advice and support to those seeking Food Parcels from Trussel Trust Food Banks.

Our financial appraisal service as part of RCTCBC's Resilient Families Programme, continued to deliver swift, effective and bespoke support to families. The Service has been designed to identify the right families in need of support at the right time, to provide swift resilience focused assessments, to remove practical barriers to positive change and to provide timely, appropriate and effective interventions.

CARCT continued to deliver the Mental Health & Substance Misuse Service Users and their carers which began operating in June 2011 throughout Rhondda Cynon Taff for tier 2 service users and across Cwm Taf Morgannwg University Health Board area including Merthyr Tydfil for tier 1 service users with support from RCTCBC and Cwm Taff UHB. This project helps some of our most vulnerable clients in addressing their practical problems allowing them and those supporting them to focus on other aspects of their health and wellbeing. Feedback from clients, professional support workers and clinical staff is unequivocal in its recognition of the value of this service.

We continued and expanded our exciting partnership with Citizens Advice Offices in Bridgend and Merthyr Tydfil alongside Shelter Cymru and SNAP Cymru. Advicelink Cymru, a service funded by Welsh Government and combining five historic funding streams, aims to deliver targeted advice and casework to clients who do not traditionally access advice services.

The British Gas Energy Trust funded a specialist level Money and Energy advice service in community settings. This service has allowed us to provide timely advice and casework to individuals and families impacted by the Cost-of-Living Crisis.

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**Report of the Trustees
FOR THE YEAR ENDED 31 MARCH 2025**

OBJECTIVES AND ACTIVITIES

Significant activities

The principal activity of Citizens Advice Rhondda Cynon Taff remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. This is provided through offices in Pontypridd and Mountain Ash, a range of outreach services at community venues throughout RCT and some services in Merthyr Tydfil. In addition to generalist advice, the following specialist advisory services were delivered:

- Advicelink Cymru; a Welsh Government funded service that delivers targeted generalist and specialist advice in community settings.
- Help to Claim; available face to face in Job Centres and over the phone through a national advice line, the service provides advice and support through to when a Universal Credit claimant receives their first payment.
- Help Through Hardship; a national partnership between Trussell Trust and Citizens Advice.
- Specialist employment and discrimination advice provided by Newport Citizens Advice.
- Resilient Families Service - targeted, bespoke casework service for clients referred by the RCTCBC Resilient Families Team.
- Specialist debt and welfare benefits advice for Mental Health & Substance Misuse Service Users and Carers funded by Rhondda Cynon Taff County Borough Council and the Cwm Taf Morgannwg University Health Board.
- Specialist utility advice delivered by qualified Utility Champions funded by Big Energy Saving Network, British Gas Energy Trust and the Energy Saving Trust.
- A home visiting service for those whose health issues or caring commitments meant they could not otherwise access face to face advice services.
- Advice and information services were provided through face-to-face consultations, telephone advice lines, e-mail and via video chat systems. The office contributed to Advicelink Cymru service via Claim What's Yours, the national telephone advice line for advice in Wales

Advice and information service were provided through face-to-face consultations, telephone advice lines, online vide chat, email and web-chat.

CARCT continues to deliver specialist training in Welfare Benefits, Debt and Financial Capability and has delivered training to frontline workers and to members of the local community.

Staff and volunteers worked to ensure that our clients' stories were communicated to the policy makers to ensure that the systems, legislation and procedure they create benefit work for as many people as possible. We are realistic in understanding that policy and law may sometimes adversely affect our clients but clear that their experiences are shared by many other people who would similarly benefit from policy change. Both volume and quality of evidence are factors in influencing responsibly and CARCT continues to punch well above its weight in terms of its public profile for the work that we do.

Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity. The professionalism of our volunteer team, regardless of their role or function, is critical to our ability to provide a seamless and reliable service to our clients. Our volunteers have many and varied reasons for choosing to volunteer with CARCT - our expectations in terms of volunteer commitment, training, quality standards and principles can seem daunting, but we know that, with support and encouragement, our volunteer team consistently deliver what is asked for them embracing new and varied opportunities to help others. During 2024-25 we were able to support more volunteers due to increased funding. We acknowledge and appreciate them without reservation.

Our volunteers contributed more than 200 hours of work per week during the latter part of the year.

ACHIEVEMENT AND PERFORMANCE

CARCT continues to engage in the governance issues which are determining the strategic direction of our service and the wider voluntary sector and was represented throughout the year on the Citizens Advice Cymru Advisory Committee and Health Reference Group.

CARCT helped over 21,660 clients during the year (up slightly from 18,500 in 2023/24). Our clients' problems are complex, and these enquiries raised over 210,409 separate issues with an average of more than 10 issues per person: a clear indication of the impact of the Cost-of-Living Crisis in our communities.

Some of our clients have significantly complex problems which take time and expertise first to identify and then to resolve. Our advice model means that clients are quickly assessed and supported according to needs, ensuring our limited resources are targeted most effectively.

During the year we successfully helped our clients to write off and manage more than £1.5 million pounds' worth of client debt and achieve financial gains of more than £16.5 million, up from £15 million in 2023/24.

The return on our funder's investment, in terms of our clients' improved wellbeing, is often difficult to quantify though many express it in the form of thank you cards and letters. In purely financial terms though, we are clear that for every £1 invested in our services we return £18.38 directly to members of our local community through the gains achieved.

Demand for our services continues to outstrip supply. We work to maintain existing sources of income wherever possible and to work with a range of funders to ensure free advice services continue to be available across RCT.

We regularly review our service delivery model to ensure that our services are relevant and accessible and create new partnerships to help reach clients who may not otherwise have received the help which enabled them to move forward. For our funders who are interested in outcomes for clients we have been able to provide robust evidence of the difference we make, ensuring Citizens Advice Rhondda Cynon Taff remains a trusted partner recognised for delivering against both quantitative and qualitative targets in flexible and responsive ways.

FINANCIAL REVIEW

Principal funding sources

The trustees extend their gratitude to Rhondda Cynon Taff County Borough Council, Cwm Taf Morgannwg University Health Board, Welsh Government, the Energy Saving Trust, Trussel Trust, British Gas Energy Trust, WCVA and the Department of Work and Pensions.

Donations

Thank you also to those amongst our clients who sometimes offer small sums as acknowledgement of the help our team has provided – we know that this is simply not financially possible for so many of our clients but their very many thank you cards and kind words are also highly valued by the staff and volunteer team.

Investment policy and objectives

The Trustee Board has considered the most appropriate policy for investing funds and keeps this under regular review.

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**Report of the Trustees
FOR THE YEAR ENDED 31 MARCH 2025**

FINANCIAL REVIEW

Financial position

Incoming resources in the year were £3,075,878 (2024: £2,867,577). Of this £2724,860 (2024: £2,530,000) related to restricted activities.

At 31 March 2025 total funds amounted to £793,646 of which £26,117 are considered to be restricted. After considering unrestricted tangible assets of £396,562 the charity's free reserves stand at £370,967

The cash at bank at 31 March 2025 was £381,214 (2024: £218,565)

The coming year is amongst the most financially stable in recent memory, our success in the Welsh Government Single Advice Fund commissioning process coupled with other innovative income streams provides some much needed certainty to our funded programmes.

We are committed to working with both local and national organisations towards a more sustainable position in relation to several of our income streams over the course of the year and are targeting new funding applications where we have identified gaps following community and partner engagement.

Financial performance

During the year we reviewed the affordability and efficiency of a number of our service agreements and are working towards a model that ensures maximum benefit for every pound invested in our supply contracts.

Salary and pay

Remuneration of all paid staff is reviewed annually by the trustees to ensure that pay remains fair, competitive, and aligned with the organisation's values. As part of this commitment, an uplift to staff remuneration was agreed by the board and implemented in June 2024. This adjustment reflects the trustees' dedication to supporting staff wellbeing and recognising the ongoing cost-of-living pressures faced by employees.

Reserves policy

Citizens Advice Rhondda Cynon Taff is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. We maintain a projection of income looking 3 years ahead and aim to maintain a mixed income approach. Trustees will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present such a serious challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, the trustees have determined that "free" reserves should be maintained equal to between 3 and 6 months operating expenditure, with a stated preference for the lower end of this banding, this equates to target figure for free reserves of between £743,000 and £1,487,000.

Reserves will be required to cover future premises needs, IT costs and inherent uncertainty due to rolling contracts. With an increasing tendency towards payment in arrears we must ensure that there is sufficient cash available to meet our regular liabilities. This is particularly relevant given the high proportion of restricted funding we receive.

We have sought to maintain a policy that new projects must operate on a basis of full cost recovery in order to ensure that reserves are not depleted, though in reality this can be very difficult to achieve. We therefore take an increasingly pragmatic approach considering affordability and organisational benefit as well as the benefit to potential service users. This has only been made possible through long term prudent financial management which has created these reserves.

Commercial contracts offering unrestricted funding will continue to afford us the best opportunities to add to our reserves in the future.

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**Report of the Trustees
FOR THE YEAR ENDED 31 MARCH 2025**

FUTURE PLANS

Citizens Advice Rhondda Cynon Taff has identified the following strategic priorities for the period 2025-2026.

- 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 Research and Campaigns / Advocacy - We will be a stronger voice on the issues that matter most to the people who come to us for help.
- 3 Sustainability - We will secure our future as a service through a more collaborative, proactive, and competitive approach to fundraising, reducing our impact on the environment wherever possible. Whilst ensuring the safety and well-being of our staff, volunteers, and clients.

In 2025-26, we will focus on **enhancing our clients' journeys through the organisation**, making the best use of **data and technology** to drive meaningful change. We will work closely with staff, volunteers, and trustees to **develop and embed our organisational culture and values**, creating a place where people actively want to join, contribute, and stay.

We recognise that **changes to national contracts and funding pressures in the public sector** mean that we must remain competitive in terms of value for money. At the same time, we must clearly demonstrate the **difference and impact** our work makes. Becoming the **lead organisation for Advicelink** will bring new opportunities and changes, requiring us to adapt, innovate, and strengthen our services for the communities we support.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Citizens Advice Rhondda Cynon Taff is the trading name of Rhondda Cynon Taff Citizens Advice Bureau which is registered charity and a company limited by guarantee. The maximum liability of each member is limited to one pound. At 31 March 2025 the company had 7 members. The charity is governed by its Memorandum and Articles of Association.

The organisation was incorporated as a company limited by guarantee on 23 February 1999 and registered as a charity on 23 March 1999. The charity commenced operations on 1 April 1999 at which date the assets and liabilities of its predecessor an unincorporated charity were acquired.

Recruitment and appointment of new trustees

Trustees, who are also directors of the company, are elected from the local community and two thirds of its members must either reside or work in Rhondda Cynon Taff.

Under the Articles Trustees who have served three years must resign and are eligible for re-election at each AGM.

Organisational structure

Citizens Advice Rhondda Cynon Taff is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The trustees carry the ultimate responsibility for the conduct of Citizens Advice Rhondda Cynon Taff and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to the Chief Executive. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office, and is available to the public.

Induction and training of new trustees

Newly appointed trustees are provided with a comprehensive induction to Rhondda Cynon Taff Citizens Advice Bureau through the provision of written induction materials, training courses and mentoring by established trustees and opportunities to shadow members of the staff and volunteer team

Related parties

Citizens Advice Rhondda Cynon Taff is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Citizens Advice Rhondda Cynon Taff in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with other advice services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**Report of the Trustees
FOR THE YEAR ENDED 31 MARCH 2025**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

We confirm the major risks have been reviewed and systems or procedures have been established to manage those risks.

Citizens Advice Rhondda Cynon Taff recognises that risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end, Rhondda Cynon Taff Citizens Advice Bureau is continually monitoring and managing its risk through use of a risk register, reviewing the risks identified in the business plan and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

Public benefit

The organisation's trustees can confirm that they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to public benefit guidance by the Commission.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

03717793 (England and Wales)

Registered Charity number

1074801

Registered office

Former Library
Knight Street
Mountain Ash
CF45 3EY

Trustees

Stephen Barlow	
Christopher Binding	
Lewis Brencher	Vice chair
Michael Bryan	
Nkechi Dawson	
Kelvin Jones	Treasurer
Dilys Jouvenant	
Ellis Thomas	Appointed 08/11/2024
Nicola Williams	Chair

Chief Executive / Company Secretary

Karen Taylor

Senior Statutory Auditor

Rachel Doyle ACA DCha

Auditors

MHA
Chartered Accountants and Statutory Auditor
Elfed House
Oak Tree Court
Cardiff Gate Business Park
Cardiff
CF23 8RS

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**Report of the Trustees
FOR THE YEAR ENDED 31 MARCH 2025**

REFERENCE AND ADMINISTRATIVE DETAILS

Solicitors

Eversheds Sutherland
1 Callaghan Square
Cardiff
CF10 5BT
United Kingdom

Bankers during the year

Lloyds Bank Plc
Commercial Banking
PO Box 1000
BX1 1LT

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Citizens Advice Rhondda Cynon Taff Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**Report of the Trustees
FOR THE YEAR ENDED 31 MARCH 2025**

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

The trustees (who are also the directors of Rhondda Cynon Taff Citizens Advice Bureau Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP 2015 (FRS102);
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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.

In so far as the trustees are aware:

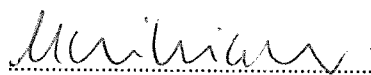
- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditor, MHA, previously traded through the legal entity MacIntyre Hudson LLP. In response to regulatory changes, MacIntyre Hudson LLP ceased to hold an audit registration with the engagement transitioning to MHA Audit Services LLP.

The auditors, MHA, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the Board of Trustees on 26.11.2025 and signed on its behalf by:


.....
N R Williams - Trustee

**Report of the Independent Auditors to the Members of
Citizens Advice
Rhondda Cynon Taff Limited**

Opinion

We have audited the financial statements of Citizens Advice Rhondda Cynon Taff Limited (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

We have been appointed as auditor under Section 151 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' Report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

- Obtaining an understanding of the legal and regulatory frameworks that the entity operates in, focusing on those laws and regulations that had a direct effect on the financial statements;
- Enquiry of management and those charged with governance to identify any instances of known or suspected incidents of fraud;
- Enquiry of management and those charged with governance around actual and potential litigation and claims;
- Enquiry of management about any instances of non-compliance with laws and regulations;
- Reviewing the control systems in place and testing the effectiveness of controls;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.
- Evaluating the business rationale of significant transactions outside the normal course of business;
- Reviewing accounting estimates for bias;
- Reviewing minutes of meetings of those charged with governance; and
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditors' Report.

**Report of the Independent Auditors to the Members of
Citizens Advice
Rhondda Cynon Taff Limited**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Rachel Doyle ACA DCha (Senior Statutory Auditor)
for and on behalf of MHA
Chartered Accountants and Statutory Auditor
Cardiff
CF23 8RS

Date: 27/11/2025

MHA is the trading name of MHA Audit Services LLP, a limited liability partnership in England and Wales (registered number OC455542)

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2025**

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	44,634	194,360	238,994	239,821
Charitable activities	5				
Generalist		160,731	1,831,413	1,992,144	1,823,424
Specialist		148,180	669,065	817,245	779,296
Training		-	23,282	23,282	24,886
Other trading activities	4	4,213	-	4,213	150
Total		<u>357,758</u>	<u>2,718,120</u>	<u>3,075,878</u>	<u>2,867,577</u>
EXPENDITURE ON					
Charitable activities	6				
Generalist		24,515	2,019,448	2,043,963	2,029,164
Specialist		227,595	680,110	907,705	710,090
Training		-	22,854	22,854	21,372
Total		<u>252,110</u>	<u>2,722,412</u>	<u>2,974,522</u>	<u>2,760,626</u>
NET INCOME/(EXPENDITURE)		105,648	(4,292)	101,356	106,951
RECONCILIATION OF FUNDS					
Total funds brought forward		661,885	30,409	692,294	585,343
TOTAL FUNDS CARRIED FORWARD		<u>767,533</u>	<u>26,117</u>	<u>793,650</u>	<u>692,294</u>

The notes form part of these financial statements

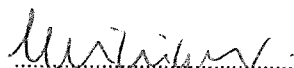
**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**Balance Sheet
31 MARCH 2025**

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
FIXED ASSETS					
Tangible assets	13	396,562	-	396,562	452,608
CURRENT ASSETS					
Debtors	14	66,760	121,621	188,381	260,727
Cash at bank and in hand	15	<u>476,718</u>	<u>(95,504)</u>	<u>381,214</u>	<u>218,565</u>
		543,478	26,117	569,595	479,292
CREDITORS					
Amounts falling due within one year	16	<u>(94,888)</u>	-	<u>(94,888)</u>	<u>(143,970)</u>
NET CURRENT ASSETS		<u>448,590</u>	<u>26,117</u>	<u>474,707</u>	<u>335,322</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		845,152	26,117	871,269	787,930
CREDITORS					
Amounts falling due after more than one year	17	<u>(77,619)</u>	-	<u>(77,619)</u>	<u>(95,636)</u>
NET ASSETS		<u>767,533</u>	<u>26,117</u>	<u>793,650</u>	<u>692,294</u>
FUNDS	21				
Unrestricted funds				767,533	661,885
Restricted funds				<u>26,117</u>	<u>30,409</u>
TOTAL FUNDS				<u>793,650</u>	<u>692,294</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 26.11.2025 and were signed on its behalf by:


N R Williams - Trustee

The notes form part of these financial statements

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**Cash Flow Statement
FOR THE YEAR ENDED 31 MARCH 2025**

	Notes	2025 £	2024 £
Cash flows from operating activities			
Cash generated from operations	1	179,451	6,553
Loan interest		<u>7,198</u>	<u>8,331</u>
Net cash provided by operating activities		<u>186,649</u>	<u>14,884</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		<u>-</u>	<u>(274,765)</u>
Net cash provided by/(used in) investing activities		<u>-</u>	<u>(274,765)</u>
Cash flows from financing activities			
Loan repayments in year		<u>(24,000)</u>	<u>(24,000)</u>
Net cash used in financing activities		<u>(24,000)</u>	<u>(24,000)</u>
		<u>-</u>	<u>-</u>
Change in cash and cash equivalents in the reporting period		162,649	(283,881)
Cash and cash equivalents at the beginning of the reporting period		<u>218,565</u>	<u>502,446</u>
Cash and cash equivalents at the end of the reporting period		<u>381,214</u>	<u>218,565</u>

The notes form part of these financial statements

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**Notes to the Cash Flow Statement
FOR THE YEAR ENDED 31 MARCH 2025**

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2025 £	2024 £
Net income for the reporting period (as per the Statement of Financial Activities)	101,356	106,951
Adjustments for:		
Depreciation charges	56,046	37,503
Decrease/(increase) in debtors	72,344	(98,838)
Decrease in creditors	<u>(50,295)</u>	<u>(39,063)</u>
Net cash provided by operations	<u>179,451</u>	<u>6,553</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/24 £	Cash flow £	At 31/3/25 £
Net cash			
Cash at bank and in hand	<u>218,565</u>	<u>162,649</u>	<u>381,214</u>
	<u>218,565</u>	<u>162,649</u>	<u>381,214</u>
Debt			
Debts falling due within 1 year	(16,801)	(1,215)	(18,016)
Debts falling due after 1 year	<u>(95,636)</u>	<u>18,017</u>	<u>(77,619)</u>
	<u>(112,437)</u>	<u>16,802</u>	<u>(95,635)</u>
Total	<u>106,128</u>	<u>179,451</u>	<u>285,579</u>

The notes form part of these financial statements

1. STATUTORY INFORMATION

Rhondda Cynon Taff Citizens Advice Bureau is a registered charity and private company limited by guarantee having no share capital. Members have agreed to contribute £1 in the event of a winding up. The charitable company is incorporated in Wales in the United Kingdom. The registered office is noted within reference and administrative details on page 6. The nature of the company's operations and principal activities is disclosed within the Report of the Trustees.

The financial statements are presented in Sterling (£), the company's functional currency, and rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

There have been no material departures from Financial Reporting Standard 102.

GOING CONCERN

The trustees have stated that no material uncertainties exist relating to events or conditions that may cast significant doubt upon the entity's ability to continue as a going concern for a period of 12 months from the date of signing the financial statements for the year-ended 31 March 2025.

Income

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

This includes capital grants.

DONATIONS AND LEGACIES INCOME

Donations and legacies income includes donations, gifts and grants that provide core funding or are of a general nature are recognised where there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Such income is only deferred when the donor specifies it must be used in future accounting periods or the donor has imposed conditions which must be met before the charity has unconditional entitlement.

INCOME FROM CHARITABLE ACTIVITIES

Income from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific performance conditions. This income is recognised as the related services are provided and there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Income is deferred when the amounts received are in advance of the performance of the service or event to which they relate.

2. ACCOUNTING POLICIES - continued

Income

OTHER TRADING ACTIVITIES INCOME

Income from other trading activities includes income received under contract. This income is recognised as the related services are provided and there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Income is deferred when the amounts received are in advance of the performance of the service or event to which they relate.

INVESTMENT INCOME

Investment income is recognised on a receivable basis.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Expenditure on costs of raising funds include costs fundraising, advertising, marketing and direct mail materials as well as a proportion of salaries based on an approximation of time spent in this area.

Expenditure on charitable activities 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 are those costs that, whilst necessary to deliver an activity, do not themselves produce or constitute the output of the charitable activity. This includes governance costs which are those costs associated with meeting the constitutional and statutory requirements of the charity and include the accountancy fees and costs linked to the strategic management of the charity as well as a proportion of salaries based on an approximation of time spent in this area.

Allocation and apportionment of costs

All costs are allocated between expenditure categories on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on an appropriate basis.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset (less expected residual value) over its estimated useful life.

Short leasehold property	- Over life of lease
Fixtures and equipment	- 33% straight line

Fixed assets are initially recorded at cost. Only assets which cost £1,000 or more are capitalised.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Financial instruments

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

Trade debtors and other debtors are recognised at the settlement amount due and prepayments are valued at the amount prepaid.

2. ACCOUNTING POLICIES - continued

Financial instruments

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme for some of its employees. The assets of the scheme are held separately from those of the charity. The annual contributions payable are charged to the statement of financial activities incorporating the income and expenditure account.

Operating lease commitments

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

Funds structure

Unrestricted funds

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

Designated funds

Designated funds are unrestricted funds earmarked by the board for particular purposes.

Restricted funds

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure, which meets these criteria, is charged to the fund, together with a fair allocation of support and governance costs.

Transfers are made from restricted to unrestricted funds relating to the purchase of fixed assets from restricted income where such expenditure fulfils the terms of the restriction.

3. DONATIONS AND LEGACIES

	2025	2024
	£	£
Gifts and donations	44,634	45,262
Grants	<u>194,360</u>	<u>194,559</u>
	<u>238,994</u>	<u>239,821</u>

Grants received, included in the above, are as follows:

	2025	2024
	£	£
Rhondda Cynon Taf County Borough Council	<u>194,360</u>	<u>194,559</u>

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**Notes to the Financial Statements - continued
FOR THE YEAR ENDED 31 MARCH 2025**

4. OTHER TRADING ACTIVITIES

	2025	2024
	£	£
Consultancy services and other income	<u>4,213</u>	<u>150</u>

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2025	2024
		£	£
Grants	Generalist	979,318	999,642
Families First	Generalist	30,000	30,000
Welfare Rights service	Generalist	25,500	25,500
Help to Claim - Face to Face	Generalist	359,655	190,470
Advicelink Cymru - F2F	Generalist	265,982	265,982
Advicelink Cymru - Claim			
What's Yours	Generalist	170,100	189,000
Trussell Trust - Food Banks	Generalist	84,763	79,393
Advicelink Cymru - Access			
Partner Funding	Generalist	21,000	21,000
Advicelink Cymru - Winter			
Capacity Funding	Generalist	-	10,060
RCT - Shared Prosperity Fund			
- Multiply	Generalist	55,826	12,377
Grants	Specialist	302,200	246,014
Families First	Specialist	70,000	70,000
Welfare Rights service	Specialist	59,500	59,500
Rhondda Cynon Taf -			
Prescribing Advice	Specialist	34,500	34,500
Cwm Taf Health Board -			
Prescribing Advice	Specialist	18,680	18,118
Advicelink Cymru - Debt			
Specialist	Specialist	157,624	157,682
Advicelink Cymru - Benefits			
Specialist	Specialist	45,595	45,596
Advicelink Cymru - Basic			
Income Pilot	Specialist	129,146	147,886
Grants	Training	<u>23,282</u>	<u>24,886</u>
		<u>2,832,671</u>	<u>2,627,606</u>

Grants received, included in the above, are as follows:

	2025	2024
	£	£
British Gas Energy Trust	150,630	119,743
Rhondda Cynon Taf County Borough Council - Welsh Church Act	-	50,000
Homelessness Prevention	76,188	67,264
REL - Energy best	-	12,975
EAP - Energy best	42,665	46,046
Energy Saving Trust - Energy Redress Scheme COVID-19 Crisis Fund	40,724	34,489
Volunteering Wales Fund	23,282	24,886
Help Through Hardship	694,818	802,770
Acces to Justice Foundation - Help Accessing Legal Support	-	26,700
Moondance Foundation - Wales Energy Service	41,479	41,479
Rhondda Cynon Taff County Borough Council - Shared Prosperity Fund -		
Community Grant	<u>34,137</u>	<u>25,057</u>
Carried forward	1,103,923	1,251,409

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**Notes to the Financial Statements - continued
FOR THE YEAR ENDED 31 MARCH 2025**

5. INCOME FROM CHARITABLE ACTIVITIES - continued

	2025	2024
	£	£
Brought forward	1,103,923	1,251,409
National Grid - Energy Caseworker	34,658	11,543
Carbon Monoxide Advice Project	-	7,590
Carers Trust	77,362	-
Pen Y Cymoedd Wind Farm Community Fund	65,575	-
Rhondda Cynon Taff County Borough Council - Shared Prosperity Fund - Community Grant - Change The Volume	23,282	-
	<u>1,304,800</u>	<u>1,270,542</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 7)	Support costs (see note 8)	Totals
	£	£	£
Generalist	1,792,579	251,384	2,043,963
Specialist	796,081	111,624	907,705
Training	20,075	2,779	22,854
	<u>2,608,735</u>	<u>365,787</u>	<u>2,974,522</u>

7. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2025	2024
	£	£
Staff costs	2,139,466	2,008,998
Travel costs	16,323	8,129
Premises costs	103,327	61,550
Office costs	161,710	178,851
Recruitment and training	17,917	8,908
Sundry costs	4,136	3,853
Energy voucher payments	47,742	2,703
Partner payments	62,414	119,489
Funding clawbacks	254	15,616
Depreciation	49,135	33,427
Interest payable and similar charges	6,311	7,426
	<u>2,608,735</u>	<u>2,448,950</u>

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**Notes to the Financial Statements - continued
FOR THE YEAR ENDED 31 MARCH 2025**

8. SUPPORT COSTS

	Staff costs £	Depreciation £	Other costs £	Governance costs £	Totals £
Generalist	195,203	4,483	28,259	23,439	251,384
Specialist	86,677	1,991	12,549	10,407	111,624
Training	<u>2,159</u>	<u>50</u>	<u>311</u>	<u>259</u>	<u>2,779</u>
	<u>284,039</u>	<u>6,524</u>	<u>41,119</u>	<u>34,105</u>	<u>365,787</u>

All costs are allocated between expenditure categories on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on an appropriate basis.

9. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2025 £	2024 £
Auditors' remuneration	14,000	8,970
Depreciation - owned assets	<u>56,046</u>	<u>37,503</u>

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 or for the year ended 31 March 2024.

Trustees' expenses

Travelling expenses of £Nil (2024: £Nil) were paid by the charity in regards to trustees during the year. There were no balances outstanding at the year end (2024: £Nil).

11. STAFF COSTS

	2025 £	2024 £
Wages and salaries	2,179,852	2,022,345
Social security costs	182,445	163,243
Other pension costs	<u>78,071</u>	<u>68,391</u>
	<u>2,440,368</u>	<u>2,253,979</u>

The average monthly number of employees during the year was as follows:

	2025	2024
Chief Executive	2	1
Senior managers	3	2
Team leader / Operations managers	7	8
Administration and support	12	8
Advice and information	72	79
Supervision	<u>6</u>	<u>-</u>
	<u>102</u>	<u>98</u>

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**Notes to the Financial Statements - continued
FOR THE YEAR ENDED 31 MARCH 2025**

11. STAFF COSTS - continued

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2025	2024
£60,001 - £70,000	<u>1</u>	<u>1</u>

Total remuneration benefits paid to key management personnel in the year was £128,176 (2024: £137,602).

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	45,262	194,559	239,821
Charitable activities			
Generalist	131,573	1,691,851	1,823,424
Specialist	160,592	618,704	779,296
Training	-	24,886	24,886
Other trading activities	<u>150</u>	<u>-</u>	<u>150</u>
Total	<u>337,577</u>	<u>2,530,000</u>	<u>2,867,577</u>
EXPENDITURE ON			
Charitable activities			
General	-	-	-
Generalist	190,777	1,838,387	2,029,164
Specialist	89,521	620,569	710,090
Training	<u>-</u>	<u>21,372</u>	<u>21,372</u>
Total	<u>280,298</u>	<u>2,480,328</u>	<u>2,760,626</u>
NET INCOME	57,279	49,672	106,951
Transfers between funds	<u>75,421</u>	<u>(75,421)</u>	<u>-</u>
Net movement in funds	132,700	(25,749)	106,951
RECONCILIATION OF FUNDS			
Total funds brought forward	529,185	56,158	585,343
TOTAL FUNDS CARRIED FORWARD	<u>661,885</u>	<u>30,409</u>	<u>692,294</u>

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**Notes to the Financial Statements - continued
FOR THE YEAR ENDED 31 MARCH 2025**

13. TANGIBLE FIXED ASSETS

	Short leasehold property £	Fixtures & equipment £	Totals £
COST			
At 1 April 2024 and 31 March 2025	<u>439,729</u>	<u>173,799</u>	<u>613,528</u>
DEPRECIATION			
At 1 April 2024	44,727	116,193	160,920
Charge for year	<u>26,104</u>	<u>29,942</u>	<u>56,046</u>
At 31 March 2025	<u>70,831</u>	<u>146,135</u>	<u>216,966</u>
NET BOOK VALUE			
At 31 March 2025	<u>368,898</u>	<u>27,664</u>	<u>396,562</u>
At 31 March 2024	<u>395,002</u>	<u>57,606</u>	<u>452,608</u>

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Other debtors and prepayments	19,180	15,415
Accrued income	<u>169,201</u>	<u>245,312</u>
	<u>188,381</u>	<u>260,727</u>

15. CASH AT BANK AND IN HAND

The current year bank balance for unrestricted funds amounted to £476,718 (2024: £253,758) and £95,504 in deficit on restricted funds (2024: deficit £35,193). This is due to the charity using unrestricted funds to support restricted projects until the restricted grants included in debtors had been received.

The total bank and cash in hand at the balance sheet date was £381,214 (2024: £218,565).

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Other loans (see note 18)	18,016	16,801
Other creditors	29,999	12,177
Accruals and deferred income	<u>46,873</u>	<u>114,992</u>
	<u>94,888</u>	<u>143,970</u>

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**Notes to the Financial Statements - continued
FOR THE YEAR ENDED 31 MARCH 2025**

17. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2025	2024
	£	£
Other loans (see note 18)	<u>77,619</u>	<u>95,636</u>

18. LOANS

An analysis of the maturity of loans is given below:

	2025	2024
	£	£
Amounts falling due within one year on demand:		
Other loans	<u>18,016</u>	<u>16,801</u>
Amounts falling between one and two years:		
Other loans - 1-2 years	<u>19,319</u>	<u>18,016</u>
Amounts falling due between two and five years:		
Other loans - 2-5 years	<u>58,300</u>	<u>62,247</u>
Amounts falling due in more than five years:		
Repayable by instalments:		
Other loans more 5yrs instal	-	15,373

The other loan balance comprises a loan of £140,000 from Wales Council for Voluntary Action. The loan is repayable in 90 monthly instalments. The interest rate on the loan is 7%.

19. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2025	2024
	£	£
Within one year	101,211	98,328
Between one and five years	233,671	290,841
In more than five years	<u>23,653</u>	<u>54,625</u>
	<u>358,535</u>	<u>443,794</u>

The total lease payments recognised as an expense in the year amounted to £101,211 (2024: £98,327).

20. SECURED DEBTS

The following secured debts are included within creditors:

	2025	2024
	£	£
Other loans	<u>95,635</u>	<u>112,437</u>

The above loan is in respect of a WCVA loan for the refurbishment of new premises in Pontypridd. This loan is secured by a debenture agreement with a fixed and floating charge.

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**Notes to the Financial Statements - continued
FOR THE YEAR ENDED 31 MARCH 2025**

21. MOVEMENT IN FUNDS

	At 1/4/24 £	Net movement in funds £	At 31/3/25 £
Unrestricted funds			
General fund	661,885	105,648	767,533
Restricted funds			
British Gas Energy Trust	10,934	(10,934)	-
Prescribing Advice: Tier 2 fund	375	(238)	137
Homelessness prevention	-	4,977	4,977
Energy Saving Trust - Energy Redress			
Scheme COVID-19 Crisis Fund	4,850	(4,850)	-
Advicelink Cymru - Claim What's Yours	-	3,329	3,329
Volunteering Wales Fund	955	428	1,383
Access to Justice Foundation - Help Access			
Legal Support	7,363	-	7,363
Wales Energy Service	2,810	(2,115)	695
Shared Prosperity Fund	3,122	(3,122)	-
Advicelink Cymru - Access Partner Funding	-	8,233	8,233
	<u>30,409</u>	<u>(4,292)</u>	<u>26,117</u>
TOTAL FUNDS	<u>692,294</u>	<u>101,356</u>	<u>793,650</u>

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**Notes to the Financial Statements - continued
FOR THE YEAR ENDED 31 MARCH 2025**

21. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	357,758	(252,110)	105,648
Restricted funds			
British Gas Energy Trust	150,630	(161,564)	(10,934)
Prescribing Advice: Tier 2 fund	34,500	(34,738)	(238)
Homelessness prevention	76,188	(71,211)	4,977
Help to Claim - Face to face	352,915	(352,915)	-
Information Advice Service - Core Funding	194,360	(194,360)	-
Advicelink Cymru - F2F	265,982	(265,982)	-
Advicelink Cymru - Debt Specialist	157,624	(157,624)	-
Advicelink Cymru - Benefits Specialist	45,595	(45,595)	-
Energy Saving Trust - Energy Redress			
Scheme COVID-19 Crisis Fund	40,724	(45,574)	(4,850)
Advicelink Cymru - Claim What's Yours	193,382	(190,053)	3,329
Volunteering Wales Fund	23,282	(22,854)	428
Help Through Hardship	694,818	(694,818)	-
Wales Energy Service	41,479	(43,594)	(2,115)
Shared Prosperity Fund	34,137	(37,259)	(3,122)
Advicelink Cymru - Basic Income Pilot	129,146	(129,146)	-
Trussell Trust - Foodbank Project	84,763	(84,763)	-
Advicelink Cymru - Access Partner Funding	21,000	(12,767)	8,233
National Grid - Energy Caseworker	34,658	(34,658)	-
Carers Trust	77,362	(77,362)	-
Pen Y Cymoedd Wind Farm Community Fund	65,575	(65,575)	-
	<u>2,718,120</u>	<u>(2,722,412)</u>	<u>(4,292)</u>
TOTAL FUNDS	<u>3,075,878</u>	<u>(2,974,522)</u>	<u>101,356</u>

CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED

Notes to the Financial Statements - continued
FOR THE YEAR ENDED 31 MARCH 2025

21. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/23 £	Net movement in funds £	Transfers between funds £	At 31/3/24 £
Unrestricted funds				
General fund	529,185	57,279	75,421	661,885
Restricted funds				
British Gas Energy Trust	9,412	1,522	-	10,934
Welsh Church Act fund	-	50,000	(50,000)	-
Prescribing Advice: Tier 2 fund	-	375	-	375
Advicelink Cymru - F2F	10,269	(2,756)	(7,513)	-
Energy Saving Trust - Energy Redress Scheme COVID-19 Crisis Fund	-	4,850	-	4,850
Advicelink Cymru - Claim What's Yours	15,866	(2,205)	(13,661)	-
Volunteering Wales Fund	-	955	-	955
Access to Justice Foundation - Help Access Legal Support	3,959	3,404	-	7,363
Wales Energy Service	3,032	(222)	-	2,810
Shared Prosperity Fund	4,672	(1,550)	-	3,122
Advicelink Cymru - Basic Income Pilot	7,796	(7,549)	(247)	-
Trussell Trust - Foodbank Project	1,152	(1,152)	-	-
Advicelink Cymru - Access Partner Funding	-	4,000	(4,000)	-
	<u>56,158</u>	<u>49,672</u>	<u>(75,421)</u>	<u>30,409</u>
TOTAL FUNDS	<u>585,343</u>	<u>106,951</u>	<u>-</u>	<u>692,294</u>

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**Notes to the Financial Statements - continued
FOR THE YEAR ENDED 31 MARCH 2025**

21. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	337,577	(280,298)	57,279
Restricted funds			
British Gas Energy Trust	119,743	(118,221)	1,522
Welsh Church Act fund	50,000	-	50,000
Prescribing Advice: Tier 2 fund	34,500	(34,125)	375
Homelessness prevention	67,264	(67,264)	-
Help to Claim - Face to face	190,470	(190,470)	-
Information Advice Service - Core Funding	194,559	(194,559)	-
Advicelink Cymru - F2F	265,982	(268,738)	(2,756)
Advicelink Cymru - Debt Specialist	157,682	(157,682)	-
Advicelink Cymru - Benefits Specialist	45,596	(45,596)	-
Energy Saving Trust - Energy Redress	-	-	-
Scheme COVID-19 Crisis Fund	34,489	(29,639)	4,850
Advicelink Cymru - Claim What's Yours	189,000	(191,205)	(2,205)
Volunteering Wales Fund	24,886	(23,931)	955
Access to Justice Foundation - Help Access	-	-	-
Legal Support	26,700	(23,296)	3,404
Help Through Hardship	802,770	(802,770)	-
Wales Energy Service	41,479	(41,701)	(222)
Shared Prosperity Fund	25,057	(26,607)	(1,550)
Advicelink Cymru - Basic Income Pilot	147,886	(155,435)	(7,549)
Trussell Trust - Foodbank Project	79,393	(80,545)	(1,152)
Advicelink Cymru - Access Partner Funding	21,000	(17,000)	4,000
National Grid - Energy Caseworker	11,544	(11,544)	-
	<u>2,530,000</u>	<u>(2,480,328)</u>	<u>49,672</u>
TOTAL FUNDS	<u>2,867,577</u>	<u>(2,760,626)</u>	<u>106,951</u>

Prescribing Advice: Tier 2 fund

This project is funded by Rhondda Cynon Taf County Borough Council to provide welfare benefit and debt advice services to people with mental health and substance misuse issues with their carers.

Homelessness prevention

This grant was awarded to provide good quality focused financial advice and assistance to ensure that all necessary steps and actions are undertaken to help people remain in their own homes and have the financial resources to access suitable accommodation.

British Gas Energy Trust

Project is funded by the British Gas Energy Trust. The purpose of the funding is to provide advice and assistance to beneficiaries aimed at enabling them to manage their debtors and budgets going forwards, maximise their income and ability to afford to pay their bills enabling people to have warm homes through improving energy efficiency and improving their health and wellbeing.

Help to Claim - Face to face & telephone

The project is funded by The Department for Work & Pensions to provide assistance through numerous channels ensuring that Universal Credit is the right benefit for the client, assessing their individual needs and support to start making a Universal Credit claim.

21. **MOVEMENT IN FUNDS - continued**

Information Advice Service - Core Funding

The Information and Advice service delivers open access advice and support to those who approach our service for help. It also supports the recruitment and development of our volunteers, without whom our service would be unable to function.

Trussell Trust - Foodbank Helpline

An innovative national telephone line established to provide advice and support to those who are accessing foodbank services across England and Wales.

Advicelink - F2F / Debt & Benefits Advice / Basic Income Pilot / Access Partner Funding / Winter Capacity Funding

Funded via the Welsh Government Advicelink service, the project provides specialist debt advice, welfare benefit advice to varying clients.

Energy Saving Trust - Energy Redress Scheme COVID-19 Crisis Fund

The project, funded by the Energy Saving Trust, allowed us to provide support to clients using prepayment meters in the form of fuel vouchers. A critical form of support during the winter months of lockdown.

Community Foundation Wales - Coronavirus Resilience Fund

The fund provided financial support to cover the costs of additional equipment and work to make our offices accessible in line with covid guidance. Allowing face to face services to be delivered to those clients in greatest need.

Advicelink Cymru - Claim What's Yours

A national programme funded by Welsh Government as part of the Advicelink / Single Advice Fund. Claim What's Yours provides a dedicated telephone line for the public to receive income maximisation.

Help through Hardship

A service delivered in collaboration with Trussell Trust and has been created to meet the need of clients who for any reason are facing hardship. The service includes a full assessment of advice needs focussing on income maximisation, identification of emergencies and then following the provision of advice whether a referral for food provision is needed.

Volunteering Wales Fund

The WCVA funded a volunteer development role within CARCT providing the capacity to develop our volunteering offer alongside recruiting and developing new volunteers

Moondance Foundation - Wales Energy Service

Funding from the Moondance Foundation and other funders to provide one-to-one energy advice to fuel poor and vulnerable clients in Rhondda Cynon Taff. The charity provide support on fuel options, tariffs and energy grants, along with, advice on energy efficiency to help people to reduce their bills. The charity also provide advice and support with benefit entitlement checks and budgeting.

Shared Prosperity Fund

Connecting Communities with Advice is a single point of access advice service, funded by the UK Government in Wales, via the Shared Prosperity Community Grant. The project delivers in-person, telephone and video-call advice sessions, from community venues across Rhondda Cynon Taff.

Trussell Trust - Foodbank Project

The project is funded by the Trussell Trust to deliver in person advice in foodbanks in RCT and telephone advice for foodbanks in Llanelli. The project aims to address the reasons for food poverty by addressing advice needs. The project is reliant on foodbank workers to signpost and make referrals into the service.

National Grid - Energy Caseworker

A specialist advice service providing energy advice and casework through a range of community locations.

21. MOVEMENT IN FUNDS - continued

Carers Trust

The project aims to provide dedicated financial support and advice for unpaid carers in Rhondda Cynon Taf to stabilise their financial circumstances as much as possible for the future.

Pen Y Cymoedd Wind Farm Community Fund

Funding provided to assist with giving community advice and support to those in need within the Rhondda Cynon Taff area.

Prior year restricted funds:

Access to Justice Foundation - HALS

" The Family Advice Service aims to help clients to get better access to legal Support delivers advice on family law, The project is for clients who are not entitled to legal aid and do not have a solicitor.

Welsh Churches Act - Taff Street Capital Fund

Funding from Rhondda Cynon Taf County Borough Council to help with development costs of the new office Pontypridd.

22. EMPLOYEE BENEFIT OBLIGATIONS

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in independently administered funds. The pension cost charge represents contributions paid by the charity to the fund and amounted to £78,071 (2024: £68,391). Contributions outstanding at the year end amounted to £25,690 (2024: £12,177).

23. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025 that require disclosure, or for the year ended 31 March 2024.

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**Detailed Statement of Financial Activities
FOR THE YEAR ENDED 31 MARCH 2025**

	2025 £	2024 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Gifts and donations	44,634	45,262
Grants	194,360	194,559
	238,994	239,821
Other trading activities		
Consultancy services and other income	4,213	150
Charitable activities		
Grants	1,304,800	1,270,542
Families First	100,000	100,000
Welfare Rights service	85,000	85,000
Rhondda Cynon Taf - Prescribing Advice	34,500	34,500
Cwm Taf Health Board - Prescribing Advice	18,680	18,118
Help to Claim - Face to Face	359,655	190,470
Advicelink Cymru - F2F	265,982	265,982
Advicelink Cymru - Debt Specialist	157,624	157,682
Advicelink Cymru - Benefits Specialist	45,595	45,596
Advicelink Cymru - Claim What's Yours	170,100	189,000
Trussell Trust - Food Banks	84,763	79,393
Advicelink Cymru - Basic Income Pilot	129,146	147,886
Advicelink Cymru - Access Partner Funding	21,000	21,000
Advicelink Cymru - Winter Capacity Funding	-	10,060
RCT - Shared Prosperity Fund - Multiply	55,826	12,377
	2,832,671	2,627,606
Total incoming resources	3,075,878	2,867,577
EXPENDITURE		
Charitable activities		
Wages	1,915,193	1,802,543
Social security	155,797	145,498
Pensions	68,476	60,957
Travel costs	16,323	8,129
Premises costs	103,327	61,550
Office costs	161,710	178,851
Recruitment and training	17,917	8,908
Sundry costs	4,136	3,853
Energy voucher payments	47,742	2,703
Partner payments	62,414	119,489
Funding clawbacks	254	15,616
Depreciation of tangible fixed assets	49,135	33,427
Loan	6,311	7,426
	2,608,735	2,448,950

This page does not form part of the statutory financial statements

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**Detailed Statement of Financial Activities
FOR THE YEAR ENDED 31 MARCH 2025**

	2025 £	2024 £
Support costs		
Staff costs		
Wages	249,601	211,106
Social security	25,407	17,043
Pensions	<u>9,031</u>	<u>7,140</u>
	284,039	235,289
Depreciation		
Depreciation of tangible fixed assets	6,524	3,915
Other costs		
Travel costs	2,166	952
Premises costs	13,717	7,209
Office costs	21,470	20,947
Recruitment and training	2,379	1,043
Sundry costs	549	451
Bank loan interest	-	136
Loan	<u>838</u>	<u>733</u>
	41,119	31,471
Governance costs		
Wages	15,058	8,696
Social security	1,241	702
Pensions	564	294
Auditors' remuneration	14,000	8,970
Legal and professional fees	<u>3,242</u>	<u>22,339</u>
	<u>34,105</u>	<u>41,001</u>
Total resources expended	<u>2,974,522</u>	<u>2,760,626</u>
Net income	<u>101,356</u>	<u>106,951</u>

This page does not form part of the statutory financial statements

Accounts

REGISTERED CHARITY NUMBER: 1074801

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024
FOR
CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**MHA
Chartered Accountants and Statutory Auditor
Elfed House
Oak Tree Court
Cardiff Gate Business Park
Cardiff
CF23 8RS**

	Page
Report of the Trustees	1 to 7
Report of the Independent Auditors	8 to 10
Statement of Financial Activities	11
Balance Sheet	12
Cash Flow Statement	13
Notes to the Cash Flow Statement	14
Notes to the Financial Statements	15 to 28

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of 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 2019).

OBJECTIVES AND ACTIVITIES

Objects

The organisations objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Rhondda Cynon Taff County Borough and surrounding areas (UK).

Aims, objectives, strategies and activities for the year

Citizens Advice Rhondda Cynon Taff (CARCT) aims to provide free, confidential, impartial, and independent advice and information for the benefit of the local community, to give people a voice and the opportunity to improve the quality of their lives. We achieve this with the help of our dedicated staff and volunteers who strive to provide the best possible service to our clients.

In addition to the continuing provision of high-quality advisory services to the local community we also continued to extend the range of helpline services we delivered across the UK. We achieved this through changes in our service delivery model and securing continuing funding for significant income streams and seeking new opportunities.

In September 2023 we opened our new Pontypridd Office, located on Taff Street. Our new home offers a modern and adaptable space that will meet the needs of our organisation and clients for many years to come in the first 6 months of operating, we advised more than 4,000 clients through the space.

We continued delivery of our Help Through Hardship Project, delivered remotely across England and Wales by a network of Local Citizens Advice; the project aims to provide advice and support to those seeking Food Parcels from Trussell Trust Food Banks.

Our financial appraisal service as part of RCTCBC's Resilient Families Programme, continued to deliver swift, effective and bespoke support to families. The Service has been designed to identify the right families in need of support at the right time, to provide swift resilience focused assessments, to remove practical barriers to positive change and to provide timely, appropriate and effective interventions.

CARCT continued to deliver the Mental Health & Substance Misuse Service Users and their carers which began operating in June 2011 throughout Rhondda Cynon Taff for tier 2 service users and across Cwm Taf Morgannwg University Health Board area including Merthyr Tydfil for tier 1 service users with support from RCTCBC and Cwm Taff UHB. This project helps some of our most vulnerable clients in addressing their practical problems allowing them and those supporting them to focus on other aspects of their health and wellbeing. Feedback from clients, professional support workers and clinical staff is unequivocal in its recognition of the value of this service.

We continued and expended our exciting partnership with Citizens Advice Offices in Bridgend and Merthyr Tydfil alongside Shelter Cymru and SNAP Cymru. Advicelink Cymru, a service funded by Welsh Government and combining five historic funding streams, aims to deliver targeted advice and casework to clients who do not traditionally access advice services.

The British Gas Energy Trust funded a specialist level Money and Energy advice service in community settings. This service has allowed us to provide timely advice and casework to individuals and families impacted by the Cost-of-Living Crisis.

Working in partnership with colleagues in Citizens Advice Caerphilly Blaenau Gwent we jointly begun delivery of an Access to Justice Foundation - Help Accessing Legal Support project across RCT and Caerphilly. The project ensures that those needing advice on relationship and family issues but do not qualify for Legal Aid are able to access advice.

OBJECTIVES AND ACTIVITIES

Significant activities

The principal activity of Citizens Advice Rhondda Cynon Taff remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. This is provided through offices in Pontypridd and Mountain Ash, a range of outreach services at community venues throughout RCT and some services in Merthyr Tydfil. In addition to generalist advice, the following specialist advisory services were delivered:

- Advicelink Cymru; a Welsh Government funded service that delivers targeted generalist and specialist advice in community settings.
- Help to Claim; available face to face in Job Centres and over the phone through a national advice line, the service provides advice and support through to when a Universal Credit claimant receives their first payment.
- Help Through Hardship; a national partnership between Trussell Trust and Citizens Advice.
- Specialist employment and discrimination advice provided by Newport Citizens Advice.
- Resilient Families Service - targeted, bespoke casework service for clients referred by the RCT CBC Resilient Families Team.
- Specialist debt and welfare benefits advice for Mental Health & Substance Misuse Service Users and Carers funded by Rhondda Cynon Taff County Borough Council and the Cwm Taf Morgannwg University Health Board.
- Specialist utility advice delivered by qualified Utility Champions funded by Big Energy Saving Network, British Gas Energy Trust and the Energy Saving Trust.
- A home visiting service for those whose health issues or caring commitments meant they could not otherwise access face to face advice services.
- Advice and information services were provided through face-to-face consultations, telephone advice lines, e-mail and via video chat systems. The bureau contributed to Adviceline Cymru, the national single telephone number for advice in Wales, so our community can now access telephone advice 5 days a week between 10am and 4pm on 0800 702 2020.

Advice and information service were provided through face-to-face consultations, telephone advice lines, online video chat, email and web-chat.

CARCT continues to deliver specialist training in Welfare Benefits, Debt and Financial Capability and has delivered training to frontline workers and to members of the local community.

Staff and volunteers worked to ensure that our clients' stories were communicated to the policy makers to ensure that the systems, legislation and procedure they create benefit work for as many people as possible. We are realistic in understanding that policy and law may sometimes adversely affect our clients but clear that their experiences are shared by many other people who would similarly benefit from policy change. Both volume and quality of evidence are factors in influencing responsibly and CARCT continues to punch well above its weight in terms of its public profile for the work that we do.

Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity. The professionalism of our volunteer team, regardless of their role or function, is critical to our ability to provide a seamless and reliable service to our clients. Our volunteers have many and varied reasons for choosing to volunteer with CARCT - our expectations in terms of volunteer commitment, training, quality standards and principles can seem daunting, but we know that, with support and encouragement, our volunteer team consistently deliver what is asked for them embracing new and varied opportunities to help others. We acknowledge and appreciate them without reservation.

Our volunteers contributed more than 150 hours of work per week during the latter part of the year.

We have focused this year on recruiting an expanded team of volunteers to support and deliver advice services to the local community in preparation for the opening of our new Pontypridd office in 2023/24.

ACHIEVEMENT AND PERFORMANCE

CARCT continues to engage in the governance issues which are determining the strategic direction of our service and the wider voluntary sector and was represented throughout the year on the Citizens Advice Cymru Advisory Committee and Health Reference Group.

CARCT helped over 18,500 clients during the year (down slightly from 19,500 in 2022/23). Our clients problems are complex and these enquiries raised over 198,500 separate issues with an average of more than 10.7 issues per person (169,000 and 8.6 in 2022/23) A clear indication of the impact of the Cost-of-Living Crisis in our communities.

Some of our clients have significantly complex problems which take time and expertise first to identify and then to resolve. Our advice model means that clients are quickly assessed and supported according to needs ensuring our limited resources are targeted most effectively.

During the year we successfully helped our clients to write off and manage more than £1.5 million pounds worth of client debt and achieve financial gains of more than £16.5 million, up from £15 million in 2022/23.

The return on our funders investment, in terms of our clients improved wellbeing, is often difficult to quantify though many express it in the forms of thank you cards and letters. In purely financial terms though, we are clear that for every £1 invested in our services we return £18.38 directly to members of our local community through the gains achieved.

Demand for our services continues to outstrip supply. We work to maintain existing sources of income wherever possible and to work with a range of funders to ensure free advice services continue to be available in across RCT.

We regularly review our service delivery model to ensure that our services are relevant and accessible and create new partnerships to help reach clients who may not otherwise have received the help which enabled them to move forward. For our funders who are interested in outcomes for clients we have been able to provide robust evidence of the difference we make ensuring Citizens Advice Rhondda Cynon Taff remains a trusted partner recognised for delivering against both quantitative and qualitative targets in flexible and responsive ways.

FINANCIAL REVIEW

Principal funding sources

The trustees extend their gratitude to Rhondda Cynon Taff County Borough Council, Cwm Taf Morgannwg University Health Board, Welsh Government, the Energy Saving Trust, Trussel Trust, British Gas Energy Trust, WCVA and the Department of Work and Pensions..

Donations

Thank you also to those amongst our clients who sometimes offer small sums as acknowledgement of the help our team has provided - we know that this is simply not financially possible for so many of our clients but their very many thank you cards and kind words are also highly valued by the staff and volunteer team.

Investment policy and objectives

The Trustee Board has considered the most appropriate policy for investing funds and keeps this under regular review.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

FINANCIAL REVIEW

Financial position

Incoming resources in the year were £2,867,577 (2023: £2,620,827). Of this £2,530,000 (2023: £2,291,859) related to restricted activities.

At 31 March 2024 total funds amounted to £692,294 of which £30,409 are considered to be restricted. After taking into account unrestricted tangible assets of £452,608, the charity's free reserves stand at £239,686.

The cash at bank at 31 March 2024 was £218,565 (2023: £502,446).

The coming year is amongst the most financially stable in recent memory, our success in the Welsh Government Single Advice Fund commissioning process coupled with other innovative income streams provides some much needed certainty to our funded programmes.

We are committed to working with both local and national organisations towards a more sustainable position in relation to several of our income streams over the course of the year and are targeting new funding applications where we have identified gaps following community and partner engagement.

Financial performance

During the year we reviewed the affordability and efficiency of a number of our service agreements and are working towards a model that ensures maximum benefit for every pound invested in our supply contracts.

Salary and pay

Remuneration of all paid staff is considered on an annual basis by the trustees. A cost-of-living increase was agreed by the board in February 2023 and taking effect as of March 2023 with a further increase being awarded in June 2023. We are proud to be a Living Wage Foundation employer.

Reserves policy

Citizens Advice Rhondda Cynon Taff is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. We maintain a projection of income looking 3 years ahead and aim to maintain a mixed income approach. Trustees will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present such a serious challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, the trustees have determined that "free" reserves should be maintained equal to between 3 and 6 months operating expenditure, with a stated preference for the lower end of this banding, this equates to between £683,000 and £1,366,000. At present free reserves held are below this level.

Reserves will be required to cover future premises needs, IT costs and inherent uncertainty due to rolling contracts. With an increasing tendency for towards payment in arrears we must ensure that there is sufficient cash available to meet our regular liabilities. This is particularly relevant given the high proportion of restricted funding we receive.

We have sought to maintain a policy that new projects must operate on a basis of full cost recovery in order to ensure that reserves are not depleted, though in reality this can be very difficult to achieve. We therefore take an increasingly pragmatic approach considering affordability and organisational benefit as well as the benefit to potential service users. This has only been made possible through long term prudent financial management which has created these reserves.

Commercial contracts offering unrestricted funding will continue to afford us the best opportunities to add to our reserves in the future.

FUTURE PLANS

Citizens Advice Rhondda Cynon Taff has identified the following strategic priorities for the period 2023-2025.

- 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 Research and Campaigns / Advocacy - We will be a stronger voice on the issues that matter most to the people who come to us for help.
- 3 Sustainability - We will secure our future as a service through a more collaborative, proactive, and competitive approach to fundraising, reducing our impact on the environment wherever possible. Whilst ensuring the safety and wellbeing of our staff, volunteers, and clients.

In 2024-25 we will focus on improving our clients' journeys through the organisation, making best use of our data to influence change and working with staff, volunteers and trustees to develop and embed organisational culture and values making us a place which people actively want to join and stay with.

We recognise that cuts in public sector funding mean that in terms of value for money we must continue to be competitive and must be able to demonstrate the difference and impact that our contribution makes.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Citizens Advice Rhondda Cynon Taff is the trading name of Rhondda Cynon Taff Citizens Advice Bureau which is registered charity and a company limited by guarantee. The maximum liability of each member is limited to one pound. At 31 March 2024 the company had 7 members. The charity is governed by its Memorandum and Articles of Association.

The organisation was incorporated as a company limited by guarantee on 23 February 1999 and registered as a charity on 23 March 1999. The charity commenced operations on 1 April 1999 at which date the assets and liabilities of its predecessor, an unincorporated charity, were acquired.

Recruitment and appointment of new trustees

Trustees, who are also directors of the company, are elected from the local community and two thirds of its members must either reside or work in Rhondda Cynon Taff.

Under the Articles Trustees who have served three years must resign and are eligible for re-election at each AGM.

Organisational structure

Citizens Advice Rhondda Cynon Taff is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The trustees carry the ultimate responsibility for the conduct of Citizens Advice Rhondda Cynon Taff and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to the Chief Executive. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office, and is available to the public.

Induction and training of new trustees

Newly appointed trustees are provided with a comprehensive induction to Rhondda Cynon Taff Citizens Advice Bureau through the provision of written induction materials, training courses and mentoring by established trustees and opportunities to shadow members of the staff and volunteer team

Related parties

Citizens Advice Rhondda Cynon Taff is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Citizens Advice Rhondda Cynon Taff in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with other advice services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

We confirm the major risks have been reviewed and systems or procedures have been established to manage those risks.

Citizens Advice Rhondda Cynon Taff recognises that risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end, Rhondda Cynon Taff Citizens Advice Bureau is continually monitoring and managing its risk through use of a risk register, reviewing the risks identified in the business plan and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

Public benefit

The organisation's trustees can confirm that they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to public benefit guidance by the Commission.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

03717793 (England and Wales)

Registered Charity number

1074801

Registered office

Mountain Ash Library
Knight Street
MOUNTAIN ASH
Rhondda Cynon Taff
CF45 3EY

Trustees

Dilys Jouvenant - Chair to October 2023
Nicola Williams - Chair from November 2023
Kelvin Jones - Treasurer
Lewis Brencher - Vice-Chair from November 2023
Michael Bryan
Stephen Barlow
Christopher Binding
Nkechi Dawson (appointed 1 November 2023)

Chief Executive / Company Secretary

Ashley Comley

Senior Statutory Auditor

Julia Mortimer

Auditors

MHA
Chartered Accountants and Statutory Auditor
Elfed House
Oak Tree Court
Cardiff Gate Business Park
Cardiff
CF23 8RS

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

REFERENCE AND ADMINISTRATIVE DETAILS

Solicitors
Eversheds Sutherland
1 Callaghan Square
Cardiff
CF10 5BT
United Kingdom

Bankers during the year
Lloyds Bank Plc
Commercial Banking
PO Box 1000
BX1 1LT

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Citizens Advice Rhondda Cynon Taff Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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.

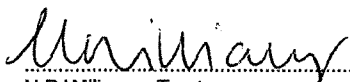
In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, MHA, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the Board of Trustees on 25 November 2024 and signed on its behalf by:


N R Williams - Trustee

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

Opinion

We have audited the financial statements of Citizens Advice Rhondda Cynon Taff Limited (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

- Enquiries of management, those charged with governance around actual and potential litigation and claims;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness and evaluating the business rationale of significant transactions outside the normal course of business.;
- Reviewing minutes of meetings of those charged with governance;
- Evaluating the reasons for any large or unusual transactions;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations to underlying supporting documentation.

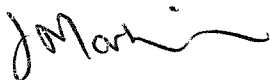
Because of the inherent limitations of an audit there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. The risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentations.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Julia Mortimer (Senior Statutory Auditor)
for and on behalf of MHA
Chartered Accountants and Statutory Auditor
Cardiff
CF23 8RS

Date: 20 December 2024

MHA is the trading name of MacIntyre Hudson LLP, a limited liability partnership
in England and Wales (registered number OC312313)

CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	45,262	194,559	239,821	268,837
Charitable activities	5				
Generalist		131,573	1,691,851	1,823,424	1,667,881
Specialist		160,592	618,704	779,296	677,841
Training		-	24,886	24,886	-
Other trading activities	4	150	-	150	3,997
Other income		-	-	-	2,271
Total		<u>337,577</u>	<u>2,530,000</u>	<u>2,867,577</u>	<u>2,620,827</u>
EXPENDITURE ON					
Charitable activities	6				
Generalist		190,777	1,838,387	2,029,164	1,784,969
Specialist		89,521	620,569	710,090	828,824
Training		-	21,372	21,372	-
Total		<u>280,298</u>	<u>2,480,328</u>	<u>2,760,626</u>	<u>2,613,793</u>
NET INCOME		57,279	46,672	106,951	7,034
Transfers between funds	21	<u>75,421</u>	<u>(75,421)</u>	-	-
Net movement in funds		132,700	(25,749)	106,951	7,034
RECONCILIATION OF FUNDS					
Total funds brought forward		529,185	56,158	585,343	578,309
TOTAL FUNDS CARRIED FORWARD		<u>661,885</u>	<u>30,409</u>	<u>692,294</u>	<u>585,343</u>

The notes form part of these financial statements

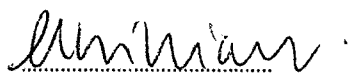
CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED

BALANCE SHEET
31 MARCH 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
FIXED ASSETS					
Tangible assets	13	452,608	-	452,608	215,346
CURRENT ASSETS					
Debtors	14	158,384	102,343	260,727	161,889
Cash at bank and in hand	15	<u>262,811</u>	<u>(44,246)</u>	<u>218,565</u>	<u>502,446</u>
		421,195	58,097	479,292	664,335
CREDITORS					
Amounts falling due within one year	16	<u>(116,282)</u>	<u>(27,688)</u>	<u>(143,970)</u>	<u>(181,901)</u>
NET CURRENT ASSETS		<u>304,913</u>	<u>30,409</u>	<u>335,322</u>	<u>482,434</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		757,521	30,409	787,930	697,780
CREDITORS					
Amounts falling due after more than one year	17	<u>(95,636)</u>	-	<u>(95,636)</u>	<u>(112,437)</u>
NET ASSETS		<u>661,885</u>	<u>30,409</u>	<u>692,294</u>	<u>585,343</u>
FUNDS	21				
Unrestricted funds				661,885	529,185
Restricted funds				<u>30,409</u>	<u>56,158</u>
TOTAL FUNDS				<u>692,294</u>	<u>585,343</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 25/11/2024 and were signed on its behalf by:


N R Williams - Trustee

The notes form part of these financial statements

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024**

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from operations	1	6,553	137,147
Loan interest		<u>8,331</u>	<u>7,750</u>
Net cash provided by operating activities		<u>14,884</u>	<u>144,897</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		<u>(274,765)</u>	<u>(194,957)</u>
Net cash used in investing activities		<u>(274,765)</u>	<u>(194,957)</u>
Cash flows from financing activities			
New loans in year		-	140,000
Loan repayments in year		<u>(24,000)</u>	<u>(19,644)</u>
Net cash (used in)/provided by financing activities		<u>(24,000)</u>	<u>120,356</u>
Change in cash and cash equivalents in the reporting period		(283,881)	70,296
Cash and cash equivalents at the beginning of the reporting period		<u>502,446</u>	<u>432,150</u>
Cash and cash equivalents at the end of the reporting period		<u>218,565</u>	<u>502,446</u>

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024 £	2023 £
Net income for the reporting period (as per the Statement of Financial Activities)	106,951	7,034
Adjustments for:		
Depreciation charges	37,503	22,384
(Increase)/decrease in debtors	(98,838)	5,230
(Decrease)/increase in creditors	(39,063)	102,499
Net cash provided by operations	<u>6,553</u>	<u>137,147</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/23 £	Cash flow £	At 31/3/24 £
Net cash			
Cash at bank and in hand	<u>502,446</u>	<u>(283,881)</u>	<u>218,565</u>
	<u>502,446</u>	<u>(283,881)</u>	<u>218,565</u>
Debt			
Debts falling due within 1 year	(15,669)	(1,132)	(16,801)
Debts falling due after 1 year	<u>(112,437)</u>	<u>16,801</u>	<u>(95,636)</u>
	<u>(128,106)</u>	<u>15,669</u>	<u>(112,437)</u>
Total	<u>374,340</u>	<u>(268,212)</u>	<u>106,128</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

1. STATUTORY INFORMATION

Rhondda Cynon Taff Citizens Advice Bureau is a registered charity and private company limited by guarantee having no share capital. Members have agreed to contribute £1 in the event of a winding up. The charitable company is incorporated in Wales in the United Kingdom. The registered office is noted within reference and administrative details on page 6. The nature of the company's operations and principal activities is disclosed within the Report of the Trustees.

The financial statements are presented in Sterling (£), the company's functional currency, and rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

There have been no material departures from Financial Reporting Standard 102.

Going concern

The financial statements have been prepared on a going concern basis, with it being noted that a significant portion of the organisations project funding is due to renewal on 31 March 2024. There is however a reasonable expectation for Welsh Government funding to continue through to at least March 2025.

However, given the significant cash balance and unrestricted reserves held by the charity, the trustees are confident that Citizens Advice Rhondda Cynon Taff will be able to tailor service provision in line with the funding available and will look to obtain additional funding from other sources if necessary. As a result the trustees consider it appropriate for the financial statements to be prepared on a going concern basis.

Income

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

This includes capital grants.

Donations and legacies income

Donations and legacies income includes donations, gifts and grants that provide core funding or are of a general nature are recognised where there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Such income is only deferred when the donor specifies it must be used in future accounting periods or the donor has imposed conditions which must be met before the charity has unconditional entitlement.

Income from charitable activities

Income from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific performance conditions. This income is recognised as the related services are provided and there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Income is deferred when the amounts received are in advance of the performance of the service or event to which they relate.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

2. ACCOUNTING POLICIES - continued

Other trading activities income

Income from other trading activities includes income received under contract. This income is recognised as the related services are provided and there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Income is deferred when the amounts received are in advance of the performance of the service or event to which they relate.

Investment income

Investment income is recognised on a receivable basis.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Expenditure on costs of raising funds include costs fundraising, advertising, marketing and direct mail materials as well as a proportion of salaries based on an approximation of time spent in this area.

Expenditure on charitable activities 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 are those costs that, whilst necessary to deliver an activity, do not themselves produce or constitute the output of the charitable activity. This includes governance costs which are those costs associated with meeting the constitutional and statutory requirements of the charity and include the accountancy fees and costs linked to the strategic management of the charity as well as a proportion of salaries based on an approximation of time spent in this area.

Allocation and apportionment of costs

All costs are allocated between expenditure categories on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on an appropriate basis.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset (less expected residual value) over its estimated useful life.

Short leasehold property	- Over life of lease
Fixtures and equipment	- 33% straight line

Fixed assets are initially recorded at cost. Only assets which cost £1,000 or more are capitalised.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Financial instruments

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

Trade debtors and other debtors are recognised at the settlement amount due and prepayments are valued at the amount prepaid.

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

2. ACCOUNTING POLICIES - continued

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme for some of its employees. The assets of the scheme are held separately from those of the charity. The annual contributions payable are charged to the statement of financial activities incorporating the income and expenditure account.

Operating lease commitments

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

Funds structure

Unrestricted funds

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

Designated funds

Designated funds are unrestricted funds earmarked by the board for particular purposes.

Restricted funds

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure, which meets these criteria, is charged to the fund, together with a fair allocation of support and governance costs.

Transfers are made from restricted to unrestricted funds relating to the purchase of fixed assets from restricted income where such expenditure fulfils the terms of the restriction.

3. DONATIONS AND LEGACIES

	2024	2023
	£	£
Gifts and donations	45,262	44,376
Grants	194,559	224,461
	<u>239,821</u>	<u>268,837</u>

Grants received, included in the above, are as follows:

	2024	2023
	£	£
Rhondda Cynon Taf County Borough Council	194,559	194,461
Moondance Foundation - COVID-19 Relief Fund	-	15,000
Rhondda Cynon Taf County Borough Council - Cost of Living Sub-Grant	-	15,000
	<u>194,559</u>	<u>224,461</u>

4. OTHER TRADING ACTIVITIES

	2024	2023
	£	£
Consultancy services and other income	<u>150</u>	<u>3,997</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

5. INCOME FROM CHARITABLE ACTIVITIES

		2024	2023
	Activity	£	£
Grants	Generalist	999,642	909,284
Families First	Generalist	30,000	30,000
Welfare Rights service	Generalist	25,500	25,500
Help to Claim - Face to Face	Generalist	190,470	219,282
Advicelink Cymru - F2F	Generalist	265,982	273,316
Advicelink Cymru - Claim			
What's Yours	Generalist	189,000	189,000
Trussell Trust - Food Banks	Generalist	79,393	21,499
Advicelink Cymru - Access			
Partner Funding	Generalist	21,000	-
Advicelink Cymru - Winter			
Capacity Funding	Generalist	10,060	-
RCT - Shared Prosperity			
Fund - Multiply	Generalist	12,377	-
Grants	Specialist	246,014	196,816
Families First	Specialist	70,000	70,000
Welfare Rights service	Specialist	59,500	59,500
Rhondda Cynon Taf -			
Prescribing Advice	Specialist	34,500	34,500
Cwm Taf Health Board -			
Prescribing Advice	Specialist	18,118	17,850
Advicelink Cymru - Debt			
Specialist	Specialist	157,682	161,027
Advicelink Cymru - Benefits			
Specialist	Specialist	45,596	32,515
Advicelink Cymru - Basic			
Income Pilot	Specialist	147,886	105,633
Grants	Training	24,886	-
		<u>2,627,606</u>	<u>2,345,722</u>

Grants received, included in the above, are as follows:

	2024	2023
	£	£
British Gas Energy Trust	119,743	75,000
Rhondda Cynon Taf County Borough Council - Welsh Church Act	50,000	-
Homelessness Prevention	67,264	67,267
REL - Energy best	12,975	12,975
EAP - Energy best	46,046	13,000
Smart Energy GB - Regional Partner Contract	-	23,160
Energy Saving Trust - Energy Redress Scheme COVID-19 Crisis Fund	34,489	19,136
BESN - Big Energy Saving Network	-	14,500
Volunteering Wales Fund	24,886	-
Help Through Hardship	802,770	770,825
Access to Justice Foundation - Help Accessing Legal Support	26,700	53,400
Moondance Foundation - Wales Energy Service	41,479	34,900
Rhondda Cynon Taf County Borough Council - Shared Prosperity Fund -		
Community Grant	25,057	16,937
Allen & Overy Foundation	-	5,000
National Grid - Energy Caseworker	11,543	-
Carbon Monoxide Advice Project	7,590	-
	<u>1,270,542</u>	<u>1,106,100</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 7) £	Support costs (see note 8) £	Totals £
Generalist	1,800,069	229,095	2,029,164
Specialist	629,920	80,170	710,090
Training	18,961	2,411	21,372
	<u>2,448,950</u>	<u>311,676</u>	<u>2,760,626</u>

7. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2024 £	2023 £
Staff costs	2,008,998	1,882,649
Travel costs	8,129	14,823
Premises costs	61,550	44,482
Office costs	178,851	177,977
Recruitment and training	8,908	17,384
Sundry costs	3,853	17,834
Energy voucher payments	2,703	-
Partner payments	119,489	90,698
Funding clawbacks	15,616	28,884
Depreciation	33,427	20,008
Interest payable and similar charges	7,426	6,927
	<u>2,448,950</u>	<u>2,301,666</u>

8. SUPPORT COSTS

	Staff costs £	Depreciation £	Other costs £	Governance costs £	Totals £
Generalist	172,946	2,878	23,133	30,138	229,095
Specialist	60,521	1,007	8,095	10,547	80,170
Training	1,822	30	243	316	2,411
	<u>235,289</u>	<u>3,915</u>	<u>31,471</u>	<u>41,001</u>	<u>311,676</u>

All costs are allocated between expenditure categories on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on an appropriate basis.

9. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2024 £	2023 £
Auditors' remuneration	8,970	7,358
Depreciation - owned assets	<u>37,503</u>	<u>22,384</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 or for the year ended 31 March 2023.

Trustees' expenses

Travelling expenses of £Nil (2023: £Nil) were paid by the charity in regards to trustees during the year. There were no balances outstanding at the year end (2023: £Nil).

11. STAFF COSTS

	2024 £	2023 £
Wages and salaries	2,022,345	1,906,338
Social security costs	163,243	154,393
Other pension costs	68,391	59,241
	<u>2,253,979</u>	<u>2,119,972</u>

The average monthly number of employees during the year was as follows:

	2024	2023
Chief Executive	1	1
Senior managers	2	2
Operations managers	8	8
Administration and support	8	8
Advice and information	79	74
	<u>98</u>	<u>93</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2024	2023
£60,001 - £70,000	<u>1</u>	<u>-</u>

Total remuneration benefits paid to key management personnel in the year was £137,602 (2023: £133,790).

Total settlement costs paid to employees in the year was £Nil (2023: £4,279)

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	74,376	194,461	268,837
Charitable activities			
Generalist	73,499	1,594,382	1,667,881
Specialist	174,825	503,016	677,841
Other trading activities	3,997	-	3,997
Other income	<u>2,271</u>	<u>-</u>	<u>2,271</u>
Total	<u>328,968</u>	<u>2,291,859</u>	<u>2,620,827</u>
EXPENDITURE ON			
Charitable activities			
Generalist	-	1,784,969	1,784,969

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
Specialist	342,904	485,920	828,824
Total	342,904	2,270,889	2,613,793
NET INCOME/(EXPENDITURE)	(13,936)	20,970	7,034
Transfers between funds	33,623	(33,623)	-
Net movement in funds	19,687	(12,653)	7,034
RECONCILIATION OF FUNDS			
Total funds brought forward	509,498	68,811	578,309
TOTAL FUNDS CARRIED FORWARD	529,185	56,158	585,343

13. TANGIBLE FIXED ASSETS

	Short leasehold property £	Fixtures & equipment £	Totals £
COST			
At 1 April 2023	203,787	190,725	394,512
Additions	235,942	38,823	274,765
Disposals	-	(55,749)	(55,749)
At 31 March 2024	439,729	173,799	613,528
DEPRECIATION			
At 1 April 2023	36,215	142,951	179,166
Charge for year	8,512	28,991	37,503
Eliminated on disposal	-	(55,749)	(55,749)
At 31 March 2024	44,727	116,193	160,920
NET BOOK VALUE			
At 31 March 2024	395,002	57,606	452,608
At 31 March 2023	167,572	47,774	215,346

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Other debtors and prepayments	15,415	15,013
Accrued income	245,312	146,876
	260,727	161,889

15. CASH AT BANK AND IN HAND

The current year bank balance for unrestricted funds amounted to £253,758 (2023: £472,764) and £35,193 in deficit on restricted funds (2023: surplus £29,682). This is due to the charity using unrestricted funds to support restricted projects until the restricted grants included in debtors had been received.

The total bank and cash in hand at the balance sheet date was £218,565 (2023: £502,446).

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Other loans (see note 17)	16,801	15,669
Social security and other taxes	-	34,952
Other creditors	12,177	21,802
Accruals and deferred income	<u>114,992</u>	<u>109,478</u>
	<u>143,970</u>	<u>181,901</u>

	2024	2023
	£	£
Deferred income brought forward	40,083	5,000
Released to SOFA	(40,083)	(5,000)
Additional income deferred in the year	<u>4,132</u>	<u>40,083</u>
	<u>4,132</u>	<u>40,083</u>

17. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2024	2023
	£	£
Other loans (see note 17)	<u>95,636</u>	<u>112,437</u>

18. LOANS

An analysis of the maturity of loans is given below:

	2024	2023
	£	£
Amounts falling due within one year on demand:		
Other loans	<u>16,801</u>	<u>15,669</u>
Amounts falling between one and two years:		
Other loans - 1-2 years	<u>18,016</u>	<u>16,802</u>
Amounts falling due between two and five years:		
Other loans - 2-5 years	<u>62,247</u>	<u>58,050</u>
Amounts falling due in more than five years:		
Repayable by instalments:		
Other loans more 5yrs instal	<u>15,373</u>	<u>37,585</u>

The other loan balance comprises a loan of £140,000 from Wales Council for Voluntary Action. The loan is repayable in 90 monthly instalments. The interest rate on the loan is 7%.

19. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2024	2023
	£	£
Within one year	98,328	98,328
Between one and five years	272,218	373,292
In more than five years	<u>54,625</u>	<u>89,125</u>
	<u>425,171</u>	<u>560,745</u>

The total lease payments recognised as an expense in the year amounted to £98,375 (2023: £98,418).

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

20. SECURED DEBTS

The following secured debts are included within creditors:

	2024 £	2023 £
Other loans	<u>112,437</u>	<u>128,106</u>

The above loan is in respect of a WCVA loan for the refurbishment of new premises in Pontypridd. This loan is secured by a debenture agreement with a fixed and floating charge.

21. MOVEMENT IN FUNDS

	At 1/4/23 £	Net movement in funds £	Transfers between funds £	At 31/3/24 £
Unrestricted funds				
General fund	529,185	57,279	75,421	661,885
Restricted funds				
British Gas Energy Trust	9,412	1,522	-	10,934
Welsh Church Act fund	-	50,000	(50,000)	-
Prescribing Advice: Tier 2 fund	-	375	-	375
Advicelink Cymru - F2F	10,269	(2,756)	(7,513)	-
Energy Saving Trust - Energy Redress Scheme COVID-19 Crisis Fund	-	4,850	-	4,850
Advicelink Cymru - Claim What's Yours	15,866	(2,205)	(13,661)	-
Volunteering Wales Fund	-	955	-	955
Access to Justice Foundation - Help				
Access Legal Support	3,959	3,404	-	7,363
Wales Energy Service	3,032	(222)	-	2,810
Shared Prosperity Fund	4,672	(1,550)	-	3,122
Advicelink Cymru - Basic Income Pilot	7,796	(7,549)	(247)	-
Trussell Trust - Foodbank Project	1,152	(1,152)	-	-
Advicelink Cymru - Access Partner Funding	-	4,000	(4,000)	-
	<u>56,158</u>	<u>49,672</u>	<u>(75,421)</u>	<u>30,409</u>
TOTAL FUNDS	<u>585,343</u>	<u>106,951</u>	<u>-</u>	<u>692,294</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

21. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	337,577	(280,298)	57,279
Restricted funds			
British Gas Energy Trust	119,743	(118,221)	1,522
Welsh Church Act fund	50,000	-	50,000
Prescribing Advice: Tier 2 fund	34,500	(34,125)	375
Homelessness prevention	67,264	(67,264)	-
Help to Claim - Face to face	190,470	(190,470)	-
Information Advice Service - Core Funding	194,559	(194,559)	-
Advicelink Cymru - F2F	265,982	(268,738)	(2,756)
Advicelink Cymru - Debt Specialist	157,682	(157,682)	-
Advicelink Cymru - Benefits Specialist	45,596	(45,596)	-
Enery Saving Trust - Energy Redress			
Scheme COVID-19 Crisis Fund	34,489	(29,639)	4,850
Advicelink Cymru - Claim What's Yours	189,000	(191,205)	(2,205)
Volunteering Wales Fund	24,886	(23,931)	955
Access to Justice Foundation - Help			
Access Legal Support	26,700	(23,296)	3,404
Help Through Hardship	802,770	(802,770)	-
Wales Energy Service	41,479	(41,701)	(222)
Shared Prosperity Fund	25,057	(26,607)	(1,550)
Advicelink Cymru - Basic Income Pilot	147,886	(155,435)	(7,549)
Trussell Trust - Foodbank Project	79,393	(80,545)	(1,152)
Advicelink Cymru - Access Partner Funding			
	21,000	(17,000)	4,000
National Grid - Energy Caseworker	11,544	(11,544)	-
	<u>2,530,000</u>	<u>(2,480,328)</u>	<u>49,672</u>
TOTAL FUNDS	<u>2,867,577</u>	<u>(2,760,626)</u>	<u>106,951</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

21. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/22 £	Net movement in funds £	Transfers between funds £	At 31/3/23 £
Unrestricted funds				
General fund	389,068	(13,936)	154,053	529,185
Designated - Taff Street Refurbishment	<u>120,430</u>	<u>-</u>	<u>(120,430)</u>	<u>-</u>
	509,498	(13,936)	33,623	529,185
Restricted funds				
British Gas Energy Trust	-	9,412	-	9,412
Money Advice Service - Debt Advice Project	8,511	-	(8,511)	-
Help to Claim - Face to face	5,281	(5,281)	-	-
Trussell Trust - Foodbank Helpline	1,023	(1,023)	-	-
DV Income Maximisation - Test & Learn	43,996	(28,884)	(15,112)	-
Advicelink Cymru - F2F	-	10,269	-	10,269
Community Foundation Wales - Coronavirus Resilience Fund	10,000	-	(10,000)	-
Advicelink Cymru - Claim What's Yours	-	15,866	-	15,866
Access to Justice Foundation - Help Access Legal Support	-	3,959	-	3,959
Wales Energy Service	-	3,032	-	3,032
Shared Prosperity Fund	-	4,672	-	4,672
Advicelink Cymru - Basic Income Pilot	-	7,796	-	7,796
Trussell Trust - Foodbank Project	<u>-</u>	<u>1,152</u>	<u>-</u>	<u>1,152</u>
	<u>68,811</u>	<u>20,970</u>	<u>(33,623)</u>	<u>56,158</u>
TOTAL FUNDS	<u><u>578,309</u></u>	<u><u>7,034</u></u>	<u><u>-</u></u>	<u><u>585,343</u></u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

21. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	328,968	(342,904)	(13,936)
Restricted funds			
British Gas Energy Trust	75,000	(65,588)	9,412
Prescribing Advice: Tier 2 fund	34,500	(34,500)	-
Homelessness prevention	67,267	(67,267)	-
Help to Claim - Face to face	219,282	(224,563)	(5,281)
Information Advice Service - Core Funding	194,461	(194,461)	-
Trussell Trust - Foodbank Helpline	-	(1,023)	(1,023)
DV Income Maximisation - Test & Learn	-	(28,884)	(28,884)
Advicelink Cymru - F2F	273,316	(263,047)	10,269
Advicelink Cymru - Debt Specialist	161,027	(161,027)	-
Advicelink Cymru - Benefits Specialist	32,515	(32,515)	-
Smart Energy GB - Regional Partner Contract	23,160	(23,160)	-
Energy Saving Trust - Energy Redress Scheme COVID-19 Crisis Fund	19,137	(19,137)	-
Advicelink Cymru - Claim What's Yours	189,000	(173,134)	15,866
Access to Justice Foundation - Help Access Legal Support	53,400	(49,441)	3,959
Help Through Hardship	770,825	(770,825)	-
Wales Energy Service	34,900	(31,868)	3,032
Shared Prosperity Fund	16,937	(12,265)	4,672
Advicelink Cymru - Basic Income Pilot	105,633	(97,837)	7,796
Trussell Trust - Foodbank Project	21,499	(20,347)	1,152
	<u>2,291,859</u>	<u>(2,270,889)</u>	<u>20,970</u>
TOTAL FUNDS	<u>2,620,827</u>	<u>(2,613,793)</u>	<u>7,034</u>

British Gas Energy Trust

Project is funded by the British Gas Energy Trust. The purpose of the funding is to provide advice and assistance to beneficiaries aimed at enabling them to manage their debtors and budgets going forwards, maximise their income and ability to afford to pay their bills enabling people to have warm homes through improving energy efficiency and improving their health and wellbeing.

Welsh Churches Act - Taff Street Capital Fund

Funding from Rhondda Cynon Taf County Borough Council to help with development costs of the new office Pontypridd.

Prescribing Advice: Tier 2 fund

This project is funded by Rhondda Cynon Taf County Borough Council to provide welfare benefit and debt advice services to people with mental health and substance misuse issues with their carers.

Homelessness prevention

This grant was awarded to provide good quality focused financial advice and assistance to ensure that all necessary steps and actions are undertaken to help people remain in their own homes and have the financial resources to access suitable accommodation.

Help to Claim - Face to face & telephone

The project is funded by The Department for Work & Pensions to provide assistance through numerous channels ensuring that Universal Credit is the right benefit for the client, assessing their individual needs and support to start making a Universal Credit claim.

21. MOVEMENT IN FUNDS - continued

Information Advice Service - Core Funding

The Information and Advice service delivers open access advice and support to those who approach our service for help. It also supports the recruitment and development of our volunteers, without whom our service would be unable to function.

Trussell Trust - Foodbank Helpline

An innovative national telephone line established to provide advice and support to those who are accessing foodbank services across England and Wales.

Advicelink - F2F / Debt & Benefits Advice / Basic Income Pilot / Access Partner Funding / Winter Capacity Funding

Funded via the Welsh Government Advicelink service, the project provides specialist debt advice, welfare benefit advice to varying clients.

Energy Saving Trust - Energy Redress Scheme COVID-19 Crisis Fund

The project, funded by the Energy Saving Trust, allowed us to provide support to clients using prepayment meters in the form of fuel vouchers. A critical form of support during the winter months of lockdown.

Community Foundation Wales - Coronavirus Resilience Fund

The fund provided financial support to cover the costs of additional equipment and work to make our offices accessible in line with covid guidance. Allowing face to face services to be delivered to those clients in greatest need.

Advicelink Cymru - Claim What's Yours

A national programme funded by Welsh Government as part of the Advicelink / Single Advice Fund. Claim What's Yours provides a dedicated telephone line for the public to receive income maximisation.

Volunteering Wales Fund

The WCVA funded a volunteer development role within CARCT providing the capacity to develop our volunteering offer alongside recruiting and developing new volunteers

Access to Justice Foundation - HALS

The Family Advice Service aims to help clients to get better access to legal Support delivers advice on family law, The project is for clients who are not entitled to legal aid and do not have a solicitor.

Help through Hardship

A service delivered in collaboration with Trussell Trust and has been created to meet the need of clients who for any reason are facing hardship. The service includes a full assessment of advice needs focussing on income maximisation, identification of emergencies and then following the provision of advice whether a referral for food provision is needed.

Moondance Foundation - Wales Energy Service

Funding from the Moondance Foundation and other funders to provide one-to-one energy advice to fuel poor and vulnerable clients in Rhondda Cynon Taff. The charity provide support on fuel options, tariffs and energy grants, along with, advice on energy efficiency to help people to reduce their bills. The charity also provide advice and support with benefit entitlement checks and budgeting.

Shared Prosperity Fund

Connecting Communities with Advice is a single point of access advice service, funded by the UK Government in Wales, via the Shared Prosperity Community Grant. The project delivers in-person, telephone and video-call advice sessions, from community venues across Rhondda Cynon Taff.

Trussell Trust - Foodbank Project

The project is funded by the Trussell Trust to deliver in person advice in foodbanks in RCT and telephone advice for foodbanks in Llanelli. The project aims to address the reasons for food poverty by addressing advice needs. The project is reliant on foodbank workers to signpost and make referrals into the service.

National Grid - Energy Caseworker

A specialist advice service providing energy advice and casework through a range of community locations.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

21. MOVEMENT IN FUNDS - continued

Prior year designated funds:

Designated fund - Taff Street Development

The fund has been set up to fund refurbishment costs for the new office in Taff Street, Pontypridd. The fund was utilised in full during the previous year

Prior year restricted funds:

Smart Energy

Between May 2022 and December 2022, the charity delivered a Be Smart About Energy Campaign, which aimed to encourage people to be savvy about their energy usage. This involved providing information and advice to people on benefits of smart meters, how they could help with energy and budgeting, enable more energy efficiency, increase independence and help suppliers to provide accurate bills.

Transfers between funds:

A transfer was made from restricted funds to unrestricted funds for £50,000 to cover restricted expenditure on fixed asset additions during the financial year.

A transfer was made from restricted funds to unrestricted funds for £25,421 relating to balances carried forward on restricted funds for Advicelink that were not included in 2023-24 funding clawback.

22. EMPLOYEE BENEFIT OBLIGATIONS

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in independently administered funds. The pension cost charge represents contributions paid by the charity to the fund and amounted to £68,391 (2023: £59,241). Contributions outstanding at the year end amounted to £12,177 (2023: £21,802).

23. CAPITAL COMMITMENTS

	2024	2023
	£	£
Contracted but not provided for in the financial statements	-	177,457

The above commitment is in respect of contractor works for the refurbishment of the new premises in Pontypridd.

24. RELATED PARTY DISCLOSURES

The were no related party transactions for the year ended 31 March 2024 that require disclosure.

Accounts

REGISTERED COMPANY NUMBER: 03717793 (England and Wales)
REGISTERED CHARITY NUMBER: 1074801

REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023
FOR
CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED

MHA
Statutory Auditor
Elfed House
Oak Tree Court
Cardiff Gate Business Park
CARDIFF
CF23 8RS

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

	Page
Report of the Trustees	1 to 7
Report of the Independent Auditors	8 to 10
Statement of Financial Activities	11
Balance Sheet	12
Cash Flow Statement	13
Notes to the Cash Flow Statement	14
Notes to the Financial Statements	15 to 29

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of 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 2019).

OBJECTIVES AND ACTIVITIES

Objects

The organisations objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Rhondda Cynon Taff County Borough and surrounding areas (UK).

Aims, objectives, strategies and activities for the year

Citizens Advice Rhondda Cynon Taff (CARCT) aims to provide free, confidential, impartial, and independent advice and information for the benefit of the local community, to give people a voice and the opportunity to improve the quality of their lives. We achieve this with the help of our dedicated staff and volunteers who strive to provide the best possible service to our clients.

In addition to the continuing provision of high-quality advisory services to the local community we also continued to extend the range of helpline services we delivered across the UK. We achieved this through changes in our service delivery model and securing continuing funding for significant income streams and seeking new opportunities.

Like all other organisations and individuals, we continued to adapt to meeting the challenge of the COVID-19 pandemic increasing and reducing in person capacity as government guidelines allowed. Many of our staff and volunteers continued to deliver services from home, providing as effective a customer journey as possible for our clients.

We continued delivery of our Help Through Hardship Project, delivered remotely across England and Wales by a network of Local Citizens Advice; the project aims to provide advice and support to those seeking Food Parcels from Trussel Trust Food Banks.

Our financial appraisal service as part of RCTCBC's Resilient Families Programme, continued to deliver swift, effective and bespoke support to families. The Service has been designed to identify the right families in need of support at the right time, to provide swift resilience focused assessments, to remove practical barriers to positive change and to provide timely, appropriate and effective interventions.

CARCT continued to deliver the oversubscribed advice service for Mental Health & Substance Misuse Service Users and their carers which began operating in June 2011 throughout Rhondda Cynon Taff for tier 2 service users and across Cwm Taf Morgannwg University Health Board area including Merthyr Tydfil for tier 1 service users with support from RCTCBC and Cwm Taff UHB. This project helps some of our most vulnerable clients in addressing their practical problems allowing them and those supporting them to focus on other aspects of their health and wellbeing. Feedback from clients, professional support workers and clinical staff is unequivocal in its recognition of the value of this service.

We continued and expended our exciting partnership with Citizens Advice Offices in Bridgend and Merthyr Tydfil. Advicelink Cymru, a service funded by Welsh Government and combining five historic funding streams, aims to deliver targeted advice and casework to clients who do not traditionally access advice services.

We began delivery of an advice service directed at care leavers entitled to support as part of the Welsh Government's Basic Income Pilot. A service designed to provide intensive advice and support in line with the ambitions of the pilot.

The British Gas Energy Trust funded a new, 18-month project delivering specialist level debt advice in community settings. This service has allowed us to provide timely advice and casework to individuals and families impacted by the Cost-of-Living Crisis.

Working in partnership with colleagues in Citizens Advice Caerphilly Blaenau Gwent we jointly begun delivery of an Access to Justice Foundation - Help Accessing Legal Support project across RCT and Caerphilly. The project ensures that those needing advice on relationship and family issues but do not qualify for Legal Aid are able to access advice.

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

OBJECTIVES AND ACTIVITIES

Significant activities

The principal activity of Citizens Advice Rhondda Cynon Taff remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. This is provided through offices in Pontypridd and Mountain Ash, a range of outreach services at community venues throughout RCT and some services in Merthyr Tydfil. In addition to generalist advice, the following specialist advisory services were delivered:

- Advicelink Cymru; a Welsh Government funded service that delivers targeted generalist and specialist advice in community settings.
- Help to Claim; available face to face in Job Centres and over the phone through a national advice line, the service provides advice and support through to when a Universal Credit claimant receives their first payment.
- Help Through Hardship; a national partnership between Trussell Trust and Citizens Advice.
- Specialist employment and discrimination advice provided by Newport Citizens Advice.
- Resilient Families Service - targeted, bespoke casework service for clients referred by the RCT CBC Resilient Families Team.
- Specialist debt and welfare benefits advice for Mental Health & Substance Misuse Service Users and Carers funded by Rhondda Cynon Taff County Borough Council and the Cwm Taf Morgannwg University Health Board.
- Specialist utility advice delivered by qualified Utility Champions funded by Big Energy Saving Network, British Gas Energy Trust and the Energy Saving Trust.
- A home visiting service for those whose health issues or caring commitments meant they could not otherwise access face to face advice services.
- Advice and information services were provided through face-to-face consultations, telephone advice lines and e-mail. The bureau contributed to Adviceline Cymru, the national single telephone number for advice in Wales, so our community can now access telephone advice 5 days a week between 10am and 4pm on 03444 772020.

Advice and information service were provided through face to face consultations, telephone advice lines, online video chat, email and web-chat.

CARCT continues to deliver specialist training in Welfare Benefits, debt and financial capability and has delivered training to frontline workers and to members of the local community.

Staff and volunteers worked to ensure that our clients' stories were communicated to the policy makers to ensure that the systems, legislation and procedure they create benefit work for as many people as possible. We are realistic in understanding that policy and law may sometimes adversely affect our clients but clear that their experiences are shared by many other people who would similarly benefit from policy change. Both volume and quality of evidence are factors in influencing responsibly and CARCT continues to punch well above its weight in terms of its public profile for the work that we do.

The trustees can confirm that they have complied with the duty in Section 11 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission.

Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity. The professionalism of our volunteer team, regardless of their role or function, is critical to our ability to provide a seamless and reliable service to our clients. Our volunteers have many and varied reasons for choosing to volunteer with CARCT - our expectations in terms of volunteer commitment, training, quality standards and principles can seem daunting, but we know that, with support and encouragement, our volunteer team consistently deliver what is asked for them embracing new and varied opportunities to help others. We acknowledge and appreciate them without reservation.

Our volunteers contributed more than 150 hours of work per week during the latter part of the year.

We have focused this year on recruiting an expanded team of volunteers to support and deliver advice services to the local community in preparation for the opening of our new Pontypridd office in 2023/24

ACHIEVEMENT AND PERFORMANCE

CARCT continues to engage in the governance issues which are determining the strategic direction of our service and the wider voluntary sector and was represented throughout the year on the Citizens Advice Cymru Advisory Committee and Health Reference Group.

CARCT helped over 19,500 clients during the year (up from 16,800 in 2021/22). Our clients problems are complex and these enquiries raised over 169,000 separate issues with an average of more than 8.6 issues per person (6.9 in 2021/22 and 2020/21) A clear indication of the impact of the Cost-of-Living Crisis in our communities.

Some of our clients have significantly complex problems which take time and expertise first to identify and then to resolve. Our advice model means that clients are quickly assessed and supported according to needs ensuring our limited resources are targeted most effectively.

During the year we successfully helped our clients to write off and manage more than £1.3 million pounds worth of client debt and achieve financial gains of more than £15 million, up from £11 million in 2021/22.

Welfare Benefits work continues to be the majority of our demand. It is testament to the expertise of our advisers that they were able to achieve an increase in financial gains worth almost £15 million pounds.

The return on our funders investment, in terms of our clients improved wellbeing, is often difficult to quantify though many express it in the forms of thank you cards and letters. In purely financial terms though, we are clear that for every £1 invested in our services we return £17.51 directly to members of our local community through the gains achieved.

Demand for our services continues to outstrip supply. We work to maintain existing sources of income wherever possible and to work with a range of funders to ensure free advice services continue to be available in across RCT

We regularly review our service delivery model to ensure that our services are relevant and accessible and create new partnerships to help reach clients who may not otherwise have received the help which enabled them to move forward. For our funders who are interested in outcomes for clients we have been able to provide robust evidence of the difference we makes ensuring Citizens Advice Rhondda Cynon Taff remains a trusted partner recognised for delivering against both quantitative and qualitative targets in flexible and responsive ways.

FINANCIAL REVIEW

Principal funding sources

The trustees extend their gratitude to Rhondda Cynon Taff County Borough Council, Cwm Taf Morgannwg University Health Board, Welsh Government, the Energy Saving Trust, Trussel Trust, British Gas Energy Trust, WCVA and the Department of Work and Pensions.

Donations

Thank you also to those amongst our clients who sometimes offer small sums as acknowledgement of the help our team has provided - we know that this is simply not financially possible for so many of our clients but their very many thank you cards and kind words are also highly valued by the staff and volunteer team.

Investment policy and objectives

The Trustee Board has considered the most appropriate policy for investing funds and keeps this under regular review.

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

FINANCIAL REVIEW

Financial position

Incoming resources in the year were £2,620,827 (2022: £2,199,266). Of this £2,291,859 (2022: £1,864,175) related to restricted activities.

At 31 March 2023 total funds amounted to £585,343, of which £56,158 are considered to be restricted. After taking into account unrestricted tangible assets of £215,346, the charity's free reserves stand at £313,839.

The cash at bank at 31 March 2023 was £502,446 (2022: £432,150).

The coming year is amongst the most financially stable in recent memory, our success in the Welsh Government Single Advice Fund commissioning process coupled with other innovative income streams provides some much needed certainty to our funded programmes.

We are committed to working with both local and national organisations towards a more sustainable position in relation to several of our income streams over the course of the year and are targeting new funding applications where we have identified gaps following community and partner engagement.

Financial Performance

During the year we reviewed the affordability and efficiency of a number of our service agreements and are working towards a model that ensures maximum benefit for every pound invested in our supply contracts.

Salary and Pay

Remuneration of all paid staff is considered on an annual basis by the trustees. Consideration is given to changes in local authority NJC scales and comparable roles across the sector. A cost-of-living increase was agreed by the board in February 2023 and taking effect as of March 2023. We are proud to be a living wage employer.

Reserves policy

Citizens Advice Rhondda Cynon Taff is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. We maintain a projection of income looking 3 years ahead and aim to maintain a mixed income approach. Trustees will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present such a serious challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, the trustees have determined that "free" reserves should be maintained equal to between 3 and 6 months operating expenditure, with a stated preference for the lower end of this banding, this equates to between £664,000 and £1,330,000.

Reserves will be required to cover future premises needs, IT costs and inherent uncertainty due to rolling contracts. With an increasing tendency for towards payment in arrears we must ensure that there is sufficient cash available to meet our regular liabilities. This is particularly relevant given the high proportion of restricted funding we receive.

We have sought to maintain a policy that new projects must operate on a basis of full cost recovery in order to ensure that reserves are not depleted, though in reality this can be very difficult to achieve. We therefore take an increasingly pragmatic approach considering affordability and organisational benefit as well as the benefit to potential service users. This has only been made possible through long term prudent financial management which has created these reserves.

Commercial contracts offering unrestricted funding will continue to afford us the best opportunities to add to our reserves in the future.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

FUTURE PLANS

Citizens Advice Rhondda Cynon Taff has identified the following strategic priorities for the period 2023 - 2025:

- 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 Research and Campaigns / Advocacy - We will be a stronger voice on the issues that matter most to the people who come to us for help.
- 3 Sustainability - We will secure our future as a service through a more collaborative, proactive, and competitive approach to fundraising, reducing our impact on the environment wherever possible. Whilst ensuring the safety and wellbeing of our staff, volunteers, and clients.

In 2023-24 we will focus on improving our clients' journeys through the organisation, making best use of our data to influence change and working with staff, volunteers and trustees to develop and embed organisational culture and values making us a place which people actively want to join and stay with.

Additionally, we will finalise our long-term ambition of moving our Pontypridd Office, having started this journey in 2021/22.

We recognise that cuts in public sector funding mean that in terms of value for money we must continue to be competitive and must be able to demonstrate the difference and impact that our contribution makes.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Citizens Advice Rhondda Cynon Taff is the trading name of Rhondda Cynon Taff Citizens Advice Bureau which is registered charity and a company limited by guarantee. The maximum liability of each member is limited to one pound. At 31 March 2023 the company had 7 members. The charity is governed by its Memorandum and Articles of Association.

The organisation was incorporated as a company limited by guarantee on 23 February 1999 and registered as a charity on 23 March 1999. The charity commenced operations on 1 April 1999 at which date the assets and liabilities of its predecessor an unincorporated charity were acquired.

Recruitment and appointment of new trustees

Trustees, who are also directors of the company, are elected from the local community and two thirds of its members must either reside or work in Rhondda Cynon Taf.

Under the Articles Trustees who have served three years must resign and are eligible for re-election at each AGM.

Organisational structure

Citizens Advice Rhondda Cynon Taff is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The trustees carry the ultimate responsibility for the conduct of Citizens Advice Rhondda Cynon Taff and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to the Chief Executive. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office, and is available to the public.

Induction and training of new trustees

Newly appointed trustees are provided with a comprehensive induction to Rhondda Cynon Taff Citizens Advice Bureau through the provision of written induction materials, training courses and mentoring by established trustees and opportunities to shadow members of the staff and volunteer team.

Related parties

Citizens Advice Rhondda Cynon Taff is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Citizens Advice Rhondda Cynon Taff in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with other advice services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

We confirm the major risks have been reviewed and systems or procedures have been established to manage those risks.

Citizens Advice Rhondda Cynon Taff recognises that risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end, Rhondda Cynon Taff Citizens Advice Bureau is continually monitoring and managing its risk through use of a risk register, reviewing the risks identified in the business plan and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

Public benefit

The organisation's trustees can confirm that they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to public benefit guidance by the Commission.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
03717793 (England and Wales)

Registered Charity number
1074801

Registered office
Mountain Ash Library
Knight Street
MOUNTAIN ASH
Rhondda Cynon Taff
CF45 3EY

Trustees	Role	Date elected	Date resigned
Dilys Jouvenat	Chair	01.06.15	
Kelvin Jones	Treasurer	04.01.17	
Nicola Williams	Vice Chair	05.06.17	
Lewis Brencher		01.06.15	
Michael Bryan		27.07.15	
Stephen Barlow		27.07.15	
Christopher Binding		02.08.18	
Nkechi Dawson		01.11.23	

Chief Executive / Company Secretary
Ashley Comley

Senior Statutory Auditor
Julia Mortimer

Auditors
MHA
Statutory Auditor
Elfed House
Oak Tree Court
Cardiff Gate Business Park
CARDIFF
CF23 8RS

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

REFERENCE AND ADMINISTRATIVE DETAILS

Solicitors

Eversheds Sutherland
1 Callaghan Square
Cardiff
CF10 5BT
United Kingdom

Bankers during the year

Lloyds Bank Plc
Commercial Banking
PO Box 1000
BX1 1LT

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Citizens Advice Rhondda Cynon Taff Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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.

In so far as the trustees are aware:

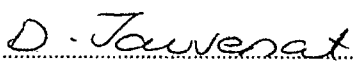
- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

On 30 June 2023 as a result of a recent merger, Watts Gregory LLP resigned as auditors in accordance with Section 516 of the Companies Act 2006 and re-engaged its services as MHA.

The auditors, MHA, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the Board of Trustees on 27.11.23 and signed on its behalf by:


D Jouvenat - Trustee

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

Opinion

We have audited the financial statements of Citizens Advice Rhondda Cynon Taff Limited (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditor's Report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to posting inaccurate journals. We addressed these risks by carrying out specifically targeted procedures, which included:

- Enquiries of management, those charged with governance around actual and potential litigation and claims;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness and evaluating the business rationale of significant transactions outside the normal course of business;
- Reviewing minutes of meetings of those charged with governance;
- Evaluating the reasons for any large or unusual transactions;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations to underlying supporting documentation.

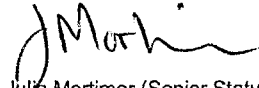
Because of the inherent limitations of an audit there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. The risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentations.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Julia Mortimer (Senior Statutory Auditor)
for and on behalf of MHA
Statutory Auditor
CARDIFF
CF23 8RS

Date: 13 December 2023

MHA is the trading name of MacIntyre Hudson LLP, a limited liability partnership
in England and Wales (registered number OC312313)

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2023**

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	74,376	194,461	268,837	256,432
Charitable activities					
Generalist	5	73,499	1,594,382	1,667,881	1,391,313
Specialist		174,825	503,016	677,841	512,327
Training		-	-	-	31,182
Other trading activities	4	3,997	-	3,997	8,012
Other income		2,271	-	2,271	-
Total		<u>328,968</u>	<u>2,291,859</u>	<u>2,620,827</u>	<u>2,199,266</u>
EXPENDITURE ON					
Charitable activities					
Generalist	6	-	1,784,969	1,784,969	1,467,316
Specialist		342,904	485,920	828,824	543,761
Training		-	-	-	32,418
Total		<u>342,904</u>	<u>2,270,889</u>	<u>2,613,793</u>	<u>2,043,495</u>
NET INCOME/(EXPENDITURE)		(13,936)	20,970	7,034	155,771
Transfers between funds	20	33,623	(33,623)	-	-
Net movement in funds		19,687	(12,653)	7,034	155,771
RECONCILIATION OF FUNDS					
Total funds brought forward		509,498	68,811	578,309	422,538
TOTAL FUNDS CARRIED FORWARD		<u>529,185</u>	<u>56,158</u>	<u>585,343</u>	<u>578,309</u>

The notes form part of these financial statements

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**BALANCE SHEET
31 MARCH 2023**

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
FIXED ASSETS					
Tangible assets	13	215,346	-	215,346	42,773
CURRENT ASSETS					
Debtors	14	106,529	55,360	161,889	167,119
Cash at bank and in hand		<u>472,764</u>	<u>29,682</u>	<u>502,446</u>	<u>432,150</u>
		579,293	85,042	664,335	599,269
CREDITORS					
Amounts falling due within one year	15	(153,017)	(28,884)	(181,901)	(63,733)
NET CURRENT ASSETS		<u>426,276</u>	<u>56,158</u>	<u>482,434</u>	<u>535,536</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		641,622	56,158	697,780	578,309
CREDITORS					
Amounts falling due after more than one year	16	(112,437)	-	(112,437)	-
NET ASSETS		<u>529,185</u>	<u>56,158</u>	<u>585,343</u>	<u>578,309</u>
FUNDS	20				
Unrestricted funds				529,185	509,498
Restricted funds				<u>56,158</u>	<u>68,811</u>
TOTAL FUNDS				<u>585,343</u>	<u>578,309</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 27.6.23 and were signed on its behalf by:

D. Jouvenat
D Jouvenat - Trustee

The notes form part of these financial statements

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023**

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	137,147	200,419
Loan interest		<u>7,750</u>	<u>-</u>
Net cash provided by operating activities		<u>144,897</u>	<u>200,419</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		<u>(194,957)</u>	<u>(31,269)</u>
Net cash used in investing activities		<u>(194,957)</u>	<u>(31,269)</u>
Cash flows from financing activities			
New loans in year		140,000	-
Loan repayments in year		<u>(19,644)</u>	<u>-</u>
Net cash provided by financing activities		<u>120,356</u>	<u>-</u>
Change in cash and cash equivalents in the reporting period		70,296	169,150
Cash and cash equivalents at the beginning of the reporting period		<u>432,150</u>	<u>263,000</u>
Cash and cash equivalents at the end of the reporting period		<u>502,446</u>	<u>432,150</u>

The notes form part of these financial statements

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023**

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023 £	2022 £
Net income for the reporting period (as per the Statement of Financial Activities)	7,034	155,771
Adjustments for:		
Depreciation charges	22,384	18,287
Decrease in debtors	5,230	202,528
Increase/(decrease) in creditors	102,499	(176,167)
Net cash provided by operations	<u>137,147</u>	<u>200,419</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/22 £	Cash flow £	At 31/3/23 £
Net cash			
Cash at bank and in hand	<u>432,150</u>	<u>70,296</u>	<u>502,446</u>
	<u>432,150</u>	<u>70,296</u>	<u>502,446</u>
Debt			
Debts falling due within 1 year	-	(15,669)	(15,669)
Debts falling due after 1 year	-	(112,437)	(112,437)
	-	(128,106)	(128,106)
Total	<u>432,150</u>	<u>(57,810)</u>	<u>374,340</u>

The notes form part of these financial statements

1. STATUTORY INFORMATION

Rhondda Cynon Taff Citizens Advice Bureau is a registered charity and private company limited by guarantee having no share capital. Members have agreed to contribute £1 in the event of a winding up. The charitable company is incorporated in Wales in the United Kingdom. The registered office is noted within reference and administrative details on page 6. The nature of the company's operations and principal activities is disclosed within the Report of the Trustees.

The financial statements are presented in Sterling (£), the company's functional currency, and rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

There have been no material departures from Financial Reporting Standard 102.

Going concern

The financial statements have been prepared on a going concern basis, with it being noted that a significant portion of the organisations project funding is due to renewal on 31 March 2024. There is however a reasonable expectation for Welsh Government funding to continue through to at least March 2025.

However, given the significant cash balance and unrestricted reserves held by the charity, the trustees are confident that Citizens Advice Rhondda Cynon Taff will be able to tailor service provision in line with the funding available and will look to obtain additional funding from other sources if necessary. As a result the trustees consider it appropriate for the financial statements to be prepared on a going concern basis.

Income

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

This includes capital grants.

Donations and legacies income

Donations and legacies income includes donations, gifts and grants that provide core funding or are of a general nature are recognised where there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Such income is only deferred when the donor specifies it must be used in future accounting periods or the donor has imposed conditions which must be met before the charity has unconditional entitlement.

Income from charitable activities

Income from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific performance conditions. This income is recognised as the related services are provided and there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Income is deferred when the amounts received are in advance of the performance of the service or event to which they relate.

Other trading activities income

Income from other trading activities includes income received under contract. This income is recognised as the related services are provided and there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Income is deferred when the amounts received are in advance of the performance of the service or event to which they relate.

Investment income

Investment income is recognised on a receivable basis.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

2. ACCOUNTING POLICIES - continued

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Expenditure on costs of raising funds include costs fundraising, advertising, marketing and direct mail materials as well as a proportion of salaries based on an approximation of time spent in this area.

Expenditure on charitable activities 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 are those costs that, whilst necessary to deliver an activity, do not themselves produce or constitute the output of the charitable activity. This includes governance costs which are those costs associated with meeting the constitutional and statutory requirements of the charity and include the accountancy fees and costs linked to the strategic management of the charity as well as a proportion of salaries based on an approximation of time spent in this area.

Allocation and apportionment of costs

All costs are allocated between expenditure categories on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on an appropriate basis.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset (less expected residual value) over its estimated useful life.

Short leasehold property	- 12.5% straight line
Fixtures and equipment	- 33% straight line
Portacabin	- 20% straight line

Fixed assets are initially recorded at cost. Only assets which cost £1,000 or more are capitalised.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Financial instruments

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

Trade debtors and other debtors are recognised at the settlement amount due and prepayments are valued at the amount prepaid.

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme for some of its employees. The assets of the scheme are held separately from those of the charity. The annual contributions payable are charged to the statement of financial activities incorporating the income and expenditure account.

2. ACCOUNTING POLICIES - continued

Operating lease commitments

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

Funds structure

Unrestricted funds

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

Designated funds

Designated funds are unrestricted funds earmarked by the board for particular purposes.

Restricted funds

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure, which meets these criteria, is charged to the fund, together with a fair allocation of support and governance costs.

Transfers are made from restricted to unrestricted funds relating to the purchase of fixed assets from restricted income where such expenditure fulfils the terms of the restriction.

3. DONATIONS AND LEGACIES

	2023	2022
	£	£
Gifts and donations	44,376	62,332
Grants	<u>224,461</u>	<u>194,100</u>
	<u>268,837</u>	<u>256,432</u>

Grants received, included in the above, are as follows:

	2023	2022
	£	£
Rhondda Cynon Taf County Borough Council	194,461	194,100
Moondance Foundation - COVID-19 Relief Fund	15,000	-
Rhondda Cynon Taf County Borough Council - Cost of Living Sub-Grant	<u>15,000</u>	<u>-</u>
	<u>224,461</u>	<u>194,100</u>

4. OTHER TRADING ACTIVITIES

	2023	2022
	£	£
Consultancy services and other income	<u>3,997</u>	<u>8,012</u>

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2023 £	2022 £
Grants	Generalist	909,284	542,206
Families First	Generalist	30,000	34,500
Welfare Rights service	Generalist	25,500	25,500
Help to Claim - Face to Face	Generalist	219,282	287,142
Employment Capacity	Generalist	-	9,833
DV Income Maximisation - Test & Learn	Generalist	-	90,000
Advicelink Cymru - F2F	Generalist	273,316	243,573
Advicelink Cymru - Public Health Wales Project	Generalist	-	27,000
Advicelink Cymru - Claim What's Yours	Generalist	189,000	90,000
Advicelink Cymru - DAF Enhanced	Generalist	-	41,559
Trussell Trust - Food Banks	Generalist	21,499	-
Grants	Specialist	196,816	125,893
Families First	Specialist	70,000	80,500
Welfare Rights service	Specialist	59,500	59,500
Rhondda Cynon Taf - Prescribing Advice	Specialist	34,500	34,500
Cwm Taf Health Board - Prescribing Advice	Specialist	17,850	17,850
Nationwide Community Grant	Specialist	-	7,986
Advicelink Cymru - Debt Specialist	Specialist	161,027	144,343
Advicelink Cymru - Benefits Specialist	Specialist	32,515	41,755
Advicelink Cymru - Basic Income Pilot	Specialist	105,633	-
Grants	Training	-	27,249
Nationwide Community Grant	Training	-	3,933
		<u>2,345,722</u>	<u>1,934,822</u>

Grants received, included in the above, are as follows:

	2023 £	2022 £
British Gas Energy Trust	75,000	-
Homelessness Prevention	67,267	67,267
Warm Wales	-	20,034
Gambling support service	-	7,250
REL - Energy best	12,975	15,138
EAP - Energy best	13,000	12,000
ICP - Improving Access to Remote Advice	-	10,843
Trussell Trust - Foodbank Helpline	-	470,454
Smart Energy GB - Regional Partner Contract	23,160	-
Energy Saving Trust - Energy Redress Scheme COVID-19 Crisis Fund	19,136	19,954
BESN - Big Energy Saving Network	14,500	3,500
Access to Justice Foundation - Litigants in Person Support Strategy	-	32,650
Volunteering Wales Fund	-	19,999
Mind - Mental Health Recovery Grant	-	6,259
Citizens Advice Torfaen - Collaborative Project	-	10,000
Help Through Hardship	770,825	-
Access to Justice Foundation - Help Accessing Legal Support	53,400	-
Moondance Foundation - Wales Energy Service	34,900	-
Carried forward	<u>1,084,163</u>	<u>695,438</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

5. INCOME FROM CHARITABLE ACTIVITIES - continued

	2023 £	2022 £
Brought forward	1,084,163	695,438
Rhondda Cynon Taff County Borough Council - Shared Prosperity Fund - Community Grant	16,937	-
Allen & Overy Foundation	5,000	-
	<u>1,106,100</u>	<u>695,438</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 7) £	Support costs (see note 8) £	Totals £
Generalist	1,571,816	213,153	1,784,969
Specialist	<u>729,850</u>	<u>98,974</u>	<u>828,824</u>
	<u>2,301,666</u>	<u>312,127</u>	<u>2,613,793</u>

7. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2023 £	2022 £
Staff costs	1,882,649	1,474,057
Travel costs	14,823	20,442
Premises costs	44,482	61,367
Office costs	177,977	141,836
Recruitment and training	17,384	12,300
Sundry costs	17,834	1,555
Partner payments	90,698	56,000
Funding clawbacks	28,884	-
Depreciation	20,008	16,115
Interest payable and similar charges	<u>6,927</u>	<u>-</u>
	<u>2,301,666</u>	<u>1,783,672</u>

8. SUPPORT COSTS

	Staff costs £	Depreciation £	Other costs £	Governance costs £	Totals £
Generalist	154,356	1,623	22,656	34,518	213,153
Specialist	<u>71,673</u>	<u>753</u>	<u>10,521</u>	<u>16,027</u>	<u>98,974</u>
	<u>226,029</u>	<u>2,376</u>	<u>33,177</u>	<u>50,545</u>	<u>312,127</u>

All costs are allocated between expenditure categories on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on an appropriate basis.

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

9. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2023	2022
	£	£
Auditors' remuneration	7,358	5,040
Depreciation - owned assets	<u>22,384</u>	<u>18,287</u>

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 or for the year ended 31 March 2022.

Trustees' expenses

Travelling expenses of £Nil (2022: £Nil) were paid by the charity in regards to trustees during the year. There were no balances outstanding at the year end (2022: £Nil).

11. STAFF COSTS

	2023	2022
	£	£
Wages and salaries	1,906,338	1,517,001
Social security costs	154,393	116,589
Other pension costs	<u>59,241</u>	<u>47,639</u>
	<u>2,119,972</u>	<u>1,681,229</u>

The average monthly number of employees during the year was as follows:

	2023	2022
Chief Executive	1	1
Senior managers	2	2
Operations managers	8	7
Administration and support	8	8
Advice and information	<u>74</u>	<u>58</u>
	<u>93</u>	<u>76</u>

No employees received emoluments in excess of £60,000.

Total remuneration benefits paid to key management personnel in the year was £133,790 (2022: £128,387).

Total settlement costs paid to employees in the year was £4,279 (2022: £Nil)

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	62,332	194,100	256,432
Charitable activities			
Generalist	88,259	1,303,054	1,391,313
Specialist	176,488	335,839	512,327
Training	-	31,182	31,182
Other trading activities	<u>8,012</u>	<u>-</u>	<u>8,012</u>
Total	335,091	1,864,175	2,199,266

CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
EXPENDITURE ON			
Charitable activities			
General	-	-	-
Generalist	409	1,466,907	1,467,316
Specialist	212,997	330,764	543,761
Training	-	32,418	32,418
Total	213,406	1,830,089	2,043,495
NET INCOME	121,685	34,086	155,771
Transfers between funds	5,623	(5,623)	-
Net movement in funds	127,308	28,463	155,771
RECONCILIATION OF FUNDS			
Total funds brought forward	382,190	40,348	422,538
TOTAL FUNDS CARRIED FORWARD	509,498	68,811	578,309

13. TANGIBLE FIXED ASSETS

	Short leasehold property £	Fixtures & equipment £	Totals £
COST			
At 1 April 2022	36,126	163,429	199,555
Additions	167,611	27,296	194,957
At 31 March 2023	203,787	190,725	394,512
DEPRECIATION			
At 1 April 2022	34,581	122,201	156,782
Charge for year	1,634	20,750	22,384
At 31 March 2023	36,215	142,951	179,166
NET BOOK VALUE			
At 31 March 2023	167,572	47,774	215,346
At 31 March 2022	1,545	41,228	42,773

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Other debtors and prepayments	15,013	31,038
Accrued income	<u>146,876</u>	<u>136,081</u>
	<u>161,889</u>	<u>167,119</u>

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Other loans (see note 17)	15,669	-
Social security and other taxes	34,952	29,447
Other creditors	21,802	129
Accruals and deferred income	<u>109,478</u>	<u>34,157</u>
	<u>181,901</u>	<u>63,733</u>

	2023	2022
	£	£
Deferred income brought forward	5,000	106,662
Released to SOFA	(5,000)	(106,662)
Additional income deferred in the year	<u>40,083</u>	<u>5,000</u>
	<u>40,083</u>	<u>5,000</u>

The deferred income at 31st March 2023 relates to income received in advance for project funding for 2023/24 and also restricted income to which entitlement was not fulfilled with subsequent clawback by the funder.

16. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2023	2022
	£	£
Other loans (see note 17)	<u>112,437</u>	<u>-</u>

17. LOANS

An analysis of the maturity of loans is given below:

	2023	2022
	£	£
Amounts falling due within one year on demand:		
Other loans	<u>15,669</u>	<u>-</u>
Amounts falling between one and two years:		
Other loans	<u>16,802</u>	<u>-</u>
Amounts falling due between two and five years:		
Other loans	<u>58,050</u>	<u>-</u>
Amounts falling due in more than five years:		
Repayable by instalments:		
Other loans	<u>37,585</u>	<u>-</u>

The other loan balance comprises a loan of £140,000 from Wales Council for Voluntary Action. The loan is repayable in 90 monthly instalments. The interest rate on the loan is 7%.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

18. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2023	2022
	£	£
Within one year	98,328	136,711
Between one and five years	373,292	582,591
In more than five years	<u>89,125</u>	<u>214,246</u>
	<u>560,745</u>	<u>933,548</u>

The total lease payments recognised as an expense in the year amounted to £98,418 (2022: £79,913).

19. SECURED DEBTS

The following secured debts are included within creditors:

	2023	2022
	£	£
Other loans	<u>128,106</u>	<u>-</u>

The above loan is in respect of a WCVA loan for the refurbishment of new premises in Pontypridd. This loan is secured by a debenture agreement with a fixed charge.

20. MOVEMENT IN FUNDS

	At 1/4/22	Net movement	Transfers between funds	At 31/3/23
	£	£	£	£
Unrestricted funds				
General fund	389,068	(13,936)	154,053	529,185
Designated - Taff Street Refurbishment	<u>120,430</u>	<u>-</u>	<u>(120,430)</u>	<u>-</u>
	509,498	(13,936)	33,623	529,185
Restricted funds				
British Gas Energy Trust	-	9,412	-	9,412
Money Advice Service - Debt Advice Project	8,511	-	(8,511)	-
Help to Claim - Face to face	5,281	(5,281)	-	-
Trussell Trust - Foodbank Helpline	1,023	(1,023)	-	-
DV Income Maximisation - Test & Learn	43,996	(28,884)	(15,112)	-
Advicelink Cymru - F2F	-	10,269	-	10,269
Community Foundation Wales - Coronavirus Resilience Fund	10,000	-	(10,000)	-
Advicelink Cymru - Claim What's Yours	-	15,866	-	15,866
Access to Justice Foundation - Help	-	-	-	-
Access Legal Support	-	3,959	-	3,959
Wales Energy Service	-	3,032	-	3,032
Shared Prosperity Fund	-	4,672	-	4,672
Advicelink Cymru - Basic Income Pilot	-	7,796	-	7,796
Trussell Trust - Foodbank Project	<u>-</u>	<u>1,152</u>	<u>-</u>	<u>1,152</u>
	<u>68,811</u>	<u>20,970</u>	<u>(33,623)</u>	<u>56,158</u>
TOTAL FUNDS	<u>578,309</u>	<u>7,034</u>	<u>-</u>	<u>585,343</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

20. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	328,968	(342,904)	(13,936)
Restricted funds			
British Gas Energy Trust	75,000	(65,588)	9,412
Prescribing Advice: Tier 2 fund	34,500	(34,500)	-
Homelessness prevention	67,267	(67,267)	-
Help to Claim - Face to face	219,282	(224,563)	(5,281)
Information Advice Service - Core Funding	194,461	(194,461)	-
Trussell Trust - Foodbank Helpline	-	(1,023)	(1,023)
DV Income Maximisation - Test & Learn	-	(28,884)	(28,884)
Advicelink Cymru - F2F	273,316	(263,047)	10,269
Advicelink Cymru - Debt Specialist	161,027	(161,027)	-
Advicelink Cymru - Benefits Specialist	32,515	(32,515)	-
Smart Energy GB - Regional Partner Contract	23,160	(23,160)	-
Energy Saving Trust - Energy Redress Scheme COVID-19 Crisis Fund	19,137	(19,137)	-
Advicelink Cymru - Claim What's Yours	189,000	(173,134)	15,866
Access to Justice Foundation - Help Access Legal Support	53,400	(49,441)	3,959
Help Through Hardship	770,825	(770,825)	-
Wales Energy Service	34,900	(31,868)	3,032
Shared Prosperity Fund	16,937	(12,265)	4,672
Advicelink Cymru - Basic Income Pilot	105,633	(97,837)	7,796
Trussell Trust - Foodbank Project	21,499	(20,347)	1,152
	<u>2,291,859</u>	<u>(2,270,889)</u>	<u>20,970</u>
TOTAL FUNDS	<u>2,620,827</u>	<u>(2,613,793)</u>	<u>7,034</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

20. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/21 £	Net movement in funds £	Transfers between funds £	At 31/3/22 £
Unrestricted funds				
General fund	261,760	121,685	5,623	389,068
Designated fund - Redundancy provision	83,000	-	(83,000)	-
Designated fund - Business Development				
Manager post	37,430	-	(37,430)	-
Designated - Taff Street Refurbishment	-	-	120,430	120,430
	382,190	121,685	5,623	509,498
Restricted funds				
Prescribing Advice: Tier 2 fund	-	(48)	48	-
Money Advice Service - Debt Advice				
Project	8,511	-	-	8,511
Homelessness prevention	-	(769)	769	-
Warm Wales	-	(659)	659	-
Gambling support service	(2)	550	(548)	-
Help to Claim - Face to face	-	5,281	-	5,281
Community Foundation Wales - Nationwide				
Grant	13,327	(61)	(13,266)	-
Information Advice Service - Core Funding	-	(534)	534	-
ICP - Improving Access to Remote Advice	-	(2,515)	2,515	-
Trussell Trust - Foodbank Helpline	-	1,023	-	1,023
Employment Capacity	-	(2,014)	2,014	-
DV Income Maximisation - Test & Learn	3,512	3,619	36,865	43,996
Advicelink Cymru - F2F	-	(897)	897	-
Advicelink Cymru - Debt Specialist	-	7,321	(7,321)	-
Advicelink Cymru - Benefits Specialist	-	1,463	(1,463)	-
Energy Saving Trust - Energy Redress				
Scheme COVID-19 Crisis Fund	-	(692)	692	-
Community Foundation Wales -				
Coronavirus Resilience Fund	15,000	(5,000)	-	10,000
Advicelink Cymru - PHW Project	-	9,560	(9,560)	-
Advicelink Cymru - Claim What's Yours	-	15,565	(15,565)	-
Advicelink Cymru - DAF Enhanced	-	5,867	(5,867)	-
Access to Justice Foundation - LIPSS	-	294	(294)	-
Volunteering Wales Fund	-	(3,268)	3,268	-
	40,348	34,086	(5,623)	68,811
TOTAL FUNDS	<u>422,538</u>	<u>155,771</u>	<u>-</u>	<u>578,309</u>

**CITIZENS ADVICE
RHONDDA CYNON TAF LIMITED**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

20. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	335,091	(213,406)	121,685
Restricted funds			
Prescribing Advice: Tier 2 fund	34,500	(34,548)	(48)
Homelessness prevention	67,267	(68,036)	(769)
Warm Wales	20,034	(20,693)	(659)
Gambling support service	7,250	(6,700)	550
Help to Claim - Face to face	287,142	(281,861)	5,281
Community Foundation Wales - Nationwide Grant	11,919	(11,980)	(61)
Information Advice Service - Core Funding	194,100	(194,634)	(534)
ICP - Improving Access to Remote Advice	10,843	(13,358)	(2,515)
Trussell Trust - Foodbank Helpline	470,454	(469,431)	1,023
Employment Capacity	9,833	(11,847)	(2,014)
DV Income Maximisation - Test & Learn	90,000	(86,381)	3,619
Advicelink Cymru - F2F	243,573	(244,470)	(897)
Advicelink Cymru - Debt Specialist	144,343	(137,022)	7,321
Advicelink Cymru - Benefits Specialist	41,755	(40,292)	1,463
Energy Saving Trust - Energy Redress Scheme COVID-19 Crisis Fund	19,954	(20,646)	(692)
Community Foundation Wales - Coronavirus Resilience Fund	-	(5,000)	(5,000)
Advicelink Cymru - PHW Project	27,000	(17,440)	9,560
Advicelink Cymru - Claim What's Yours	90,000	(74,435)	15,565
Advicelink Cymru - DAF Enhanced	41,559	(35,692)	5,867
Access to Justice Foundation - LIPSS	32,650	(32,356)	294
Volunteering Wales Fund	19,999	(23,267)	(3,268)
	<u>1,864,175</u>	<u>(1,830,089)</u>	<u>34,086</u>
TOTAL FUNDS	<u>2,199,266</u>	<u>(2,043,495)</u>	<u>155,771</u>

Prescribing Advice: Tier 2 fund

This project is funded by Rhondda Cynon Taf County Borough Council to provide welfare benefit and debt advice services to people with mental health and substance misuse issues with their carers.

Money Advice Service - Debt Advice Project

This project is funded by Money Advice Services through Citizens Advice to provide specialist debt advice across Rhondda Cynon Taf.

Homelessness prevention

This grant was awarded to provide good quality focused financial advice and assistance to ensure that all necessary steps and actions are undertaken to help people remain in their own homes and have the financial resources to access suitable accommodation.

British Gas Energy Trust

Project is funded by the British Gas Energy Trust. The purpose of the funding is to provide advice and assistance to beneficiaries aimed at enabling them to manage their debtors and budgets going forwards, maximise their income and ability to afford to pay their bills enabling people to have warm homes through improving energy efficiency and improving their health and wellbeing.

20. MOVEMENT IN FUNDS - continued

Help to Claim - Face to face & telephone

The project is funded by The Department for Work & Pensions to provide assistance through numerous channels ensuring that Universal Credit is the right benefit for the client, assessing their individual needs and support to start making a Universal Credit claim.

Information Advice Service - Core Funding

The Information and Advice service delivers open access advice and support to those who approach our service for help. It also supports the recruitment and development of our volunteers, without whom our service would be unable to function.

Trussell Trust - Foodbank Helpline

An innovative national telephone line established to provide advice and support to those who are accessing foodbank services across England and Wales.

Advicelink - F2F / Debt & Benefits Advice / Employment Capacity / DV Income Maximisation / PHW Project / DAF Enhanced

Funded via the Welsh Government Advicelink service, the project provides specialist debt advice, welfare benefit advice to varying clients.

Energy Saving Trust - Energy Redress Scheme COVID-19 Crisis Fund

The project, funded by the Energy Saving Trust, allowed us to provide support to clients using prepayment meters in the form of fuel vouchers. A critical form of support during the winter months of lockdown.

Community Foundation Wales - Coronavirus Resilience Fund

The fund provided financial support to cover the costs of additional equipment and work to make our offices accessible in line with covid guidance. Allowing face to face services to be delivered to those clients in greatest need.

Advicelink Cymru - Claim What's Yours

A national programme funded by Welsh Government as part of the Advicelink / Single Advice Fund. Claim What's Yours provides a dedicated telephone line for the public to receive income maximisation.

Smart Energy

Between May 2022 and December 2022, the charity delivered a Be Smart About Energy Campaign, which aimed to encourage people to be savvy about their energy usage. This involved providing information and advice to people on the benefits of smart meters, how they could help with energy and budgeting, enable more energy efficient, increase independence and help suppliers to provide accurate bills.

Access to Justice Foundation - HALS

" The Family Advice Service aims to help clients to get better access to legal Support delivers advice on family law, The project is for clients who are not entitled to legal aid and do not have a solicitor.

Help through Hardship

A service delivered in collaboration with Trussell Trust and has been created to meet the need of clients who for any reason are facing hardship. The service includes a full assessment of advice needs focussing on income maximisation, identification of emergencies and then following the provision of advice whether a referral for food provision is needed.

Moondance Foundation - Wales Energy Service

Funding from the Moondance Foundation and other funders to provide one-to-one energy advice to fuel poor and vulnerable clients in Rhondda Cynon Taff. The charity provide support on fuel options, tariffs and energy grants, along with, advice on energy efficiency to help people to reduce their bills. The charity also provide advice and support with benefit entitlement checks and budgeting.

Moondance Foundation - COVID-19 Relief Fund

Funding to enable the renovated Taff Street office to be in keeping with current covid safe guidelines and requirements.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

20. MOVEMENT IN FUNDS - continued

Shared Prosperity Fund

Connecting Communities with Advice is a single point of access advice service, funded by the UK Government in Wales, via the Shared Prosperity Community Grant. The project delivers in-person, telephone and video-call advice sessions, from community venues across Rhondda Cynon Taff.

Trussell Trust - Foodbank Project

The project is funded by the Trussell Trust to deliver in person advice in foodbanks in RCT and telephone advice for foodbanks in Llanelli. The project aims to address the reasons for food poverty by addressing advice needs. The project is reliant on foodbank workers to signpost and make referrals into the service.

Current year designated funds:

Designated fund - Taff Street Development

The fund has been set up to fund refurbishment costs for the new office in Taff Street, Pontypridd. The fund has been utilised in full during the year

Prior year restricted funds:

Gambling Support Service

A nationally funded service providing training to frontline workers and organisations to raise awareness of problem gambling, its causes and where to turn for help.

Community Foundation Wales - Nationwide grant

The project, funded by Nationwide, delivered training sessions to landlords to understand their rights and responsibilities whilst also delivering advice on housing issues to tenants in private rented accommodation.

ICP - Improving Access to Remote Advice

A partnership of Local Citizens Advice Offices funded by UK Government to establish best practice and innovation in the provision of Advice to marginalised and vulnerable client groups.

Volunteering Wales Fund

The WCVA funded a volunteer development role within CARCT providing the capacity to develop our volunteering offer alongside recruiting and developing new volunteers.

Access to Justice Foundation - LIPSS

The Litigant In Person Support Strategy (LIPSS) was funded the Access To Justice Foundation to improve outcomes for those accessing the legal system without the resources to pay for a solicitor or barrister.

Prior year designated funds:

Designated fund - Redundancy provision

The redundancy fund represented the estimated maximum potential liability for future redundancy payments, if there were to be a significant decrease in future funding. However this is now to be shown in general funds.

Designated fund - Business Development Manager

The fund has been set up to fund a new Business Development Manager post for an initial term of two years.

Transfers between funds

During the year the following transfers were made:

A fund balance of £8,511 was held to cover anticipated redundancy and final costs, however, these costs did not materialise on the project, hence a transfer has been made to the general fund.

A transfer of £15,112 was made from the DV Income Maximisation - Test and Learn fund to the general fund. Following a review process and discussion with the funder it was determined that a balance would be clawed back by the funder. It was agreed by the funder that the residual balance which had not been clawed back could be released to the general fund.

A transfer of £10,000 was made from Wales Coronavirus Resilience Fund to unrestricted funds to account for funds used on capital spend on Taff Street refurbishment.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

21. EMPLOYEE BENEFIT OBLIGATIONS

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in independently administered funds. The pension cost charge represents contributions paid by the charity to the fund and amounted to £59,241 (2022: £47,639). Contributions outstanding at the year end amounted to £21,802 (2022: £129).

22. CAPITAL COMMITMENTS

	2023	2022
	£	£
Contracted but not provided for in the financial statements	<u>177,457</u>	<u>-</u>

The above commitment is in respect of contractor works for the refurbishment of the new premises in Pontypridd.

23. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2023 that require disclosure.

Accounts

**CITIZENS ADVICE RHONDDA
CYNON TAFF LIMITED**

FINANCIAL STATEMENTS

FOR THE YEAR ENDED

31 MARCH 2022

COMPANY NO: 03717793

CHARITY NO: 1074801



**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

	Page
Report of the Trustees	1 to 8
Report of the Independent Auditors	9 to 11
Statement of Financial Activities	12
Balance Sheet	13
Cash Flow Statement	14
Notes to the Cash Flow Statement	15
Notes to the Financial Statements	16 to 30
Detailed Statement of Financial Activities	31 to 32

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of 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 2019).

OBJECTIVES AND ACTIVITIES

Objects

The organisations objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Rhondda Cynon Taff County Borough and surrounding areas (UK).

Aims, objectives, strategies and activities for the year

Citizens Advice Rhondda Cynon Taff (CARCT) aims to provide free, confidential, impartial and independent advice and information for the benefit of the local community, to give people a voice and the opportunity to improve the quality of their lives. We achieve this with the help of our dedicated staff and volunteers who strive to provide the best possible service to our clients.

In addition to the continuing provision of high-quality advisory services to the local community the primary objectives for the year were responding to the ever evolving needs of our clients in response to the COVID-19 pandemic. We achieved this through changes in our service delivery model and securing continuing funding for significant income streams and seeking new opportunities.

Like all other organisations and individuals, we continued to adapt to meeting the challenge of the COVID-19 pandemic increasing and reducing in person capacity as government guidelines allowed. Many of our staff and volunteers continued to deliver services from home. Providing as effective a customer journey as possible for our clients.

In July we began a significant expansion of our service, funded as an extension to our Help Through Hardship Project, delivered remotely across England and Wales by a network of Local Citizens Advice; the project aims to provide advice and support to those seeking Food Parcels from Trussell Trust Food Banks.

We continued delivery of a financial appraisal service as part of RCTCBC's Resilient Families Programme, a service that provides the opportunity to deliver swift, effective and bespoke support to families. The Service has been designed to identify the right families in need of support at the right time, to provide swift resilience focused assessments, to remove practical barriers to positive change and to provide timely, appropriate and effective interventions.

CARCT continued to deliver the oversubscribed advice service for Mental Health & Substance Misuse Service Users and their carers which began operating in June 2011 throughout Rhondda Cynon Taff for tier two service users and across Cwm Taf Morgannwg University Health Board area including Merthyr Tydfil for tier 1 service users with support from RCTCBC and Cwm Taff UHB. This project helps some of our most vulnerable clients in addressing their practical problems allowing them and those supporting them to focus on other aspects of their health and wellbeing. Feedback from clients, professional support workers and clinical staff is unequivocal in its recognition of the value of this service.

We continued and expended our exciting partnership with Citizens Advice offices in Bridgend and Merthyr Tydfil. Advicelink Cymru, a service funded by Welsh Government and combining five historic funding streams, aims to deliver targeted advice and casework to clients who do not traditionally access advice services.

During the year we supported the delivery of two Welsh Government backed pilot services, the first sought to provide practical and immediate support to individuals applying for Discretionary Assistance Payments. The second pilot service, funded by Public Health Wales, targeted support at those aged 18-25 who had been impacted financially by the pandemic.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

OBJECTIVES AND ACTIVITIES

Significant activities

The principal activity of Citizens Advice Rhondda Cynon Taff remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. This is provided through offices in Pontypridd and Mountain Ash, a range of outreach services at community venues throughout RCT and some services in Merthyr Tydfil. In addition to generalist advice, the following specialist advisory services were delivered:

- Advicelink Cymru; a Welsh Government funded service that delivers targeted generalist and specialist advice in community settings.
- Help to Claim; available face to face in Job Centres and over the phone through a national adviceline, the service provides advice and support through to when a Universal Credit claimant receives their first payment.
- Help Through Hardship; a national partnership between Trussell Trust and Citizens Advice.
- Specialist employment and discrimination advice provided at our Pontypridd office by Newport Citizens Advice.
- Resilient Families Service - targeted, bespoke casework service for clients referred by the RCT CBC Resilient Families Team.
- Specialist debt and welfare benefits advice for Mental Health & Substance Misuse Service Users and Carers funded by Rhondda Cynon Taff County Borough Council and the Cwm Taf Morgannwg University Health Board.
- Specialist utility advice delivered by a qualified Utility Champion funded by Welsh Water.
- A home visiting service for those whose health issues or caring commitments meant they could not otherwise access face to face advice services.
- Advice and information services were provided through face-to-face consultations, telephone advice lines and e-mail. The bureau contributed to Adviceline Cymru, the national single telephone number for advice in Wales, so our community can now access telephone advice 5 days a week between 10am and 4pm on 03444 772020.

Advice and information service were provided through face-to-face consultations, telephone advice lines, online video chat, email and webchat.

CARCT continues to deliver specialist training in Welfare Benefits, debt and financial capability and has delivered training to frontline workers and to members of the local community.

Staff and volunteers worked to ensure that our clients' stories were communicated to the policy makers to ensure that the systems, legislation and procedure they create benefit work for as many people as possible. We are realistic in understanding that policy and law may sometimes adversely affect our clients but clear that their experiences are shared by many other people who would similarly benefit from policy change. Both volume and quality of evidence are factors in influencing responsibly and CARCT continues to punch well above its weight in terms of its public profile for the work that we do.

The trustees can confirm that they have complied with the duty in Section 11 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission.

OBJECTIVES AND ACTIVITIES

Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity. The professionalism of our volunteer team, regardless of their role or function, is critical to our ability to provide a seamless and reliable service to our clients. Our volunteers have many and varied reasons for choosing to volunteer with CARCT - our expectations in terms of volunteer commitment, training, quality standards and principles can seem daunting, but we know that, with support and encouragement, our volunteer team consistently deliver what is asked for them embracing new and varied opportunities to help others. We acknowledge and appreciate them without reservation.

Volunteering opportunities were severely limited during the lockdowns and restrictions of the pandemic. Our volunteers contributed in excess of 100 hours of work per week during the latter part of the year.

We have focused this year on recruiting an expanded team of volunteers to support and deliver advice services to the local community.

ACHIEVEMENT AND PERFORMANCE

CARCT continues to engage in the governance issues which are determining the strategic direction of our service and the wider voluntary sector and was represented throughout the year on the Citizens Advice Cymru Advisory Committee and Health Reference Group.

CARCT helped over 16,800 clients during the year (up from 9,500 in 2020/21). Our clients' problems are complex and these enquiries raised over 115,000 separate issues with an average of more than 6.9 issues per person (down from 8.2 the previous year).

Some of our clients have significantly complex problems which take time and expertise first to identify and then to resolve. Our advice model means that clients are quickly assessed and supported according to needs ensuring our limited resources are targeted most effectively.

During the year we successfully helped our clients to write off and manage more than one million pounds worth of client debt and achieve financial gains of more than eleven million pounds.

Welfare Benefits work continues to be the majority of our demand. It is testament to the expertise of our advisers that they were able to achieve an increase in financial gains worth almost eleven million pounds. This is lower than previous years due to the impact of the pandemic, which significantly reduced Welfare Benefit Tribunals, which usually account for a significant portion of the financial gains we support clients to achieve.

The return on our funders investment, in terms of our clients improved wellbeing, is often difficult to quantify though many express it in the forms of thank you cards and letters. In purely financial terms though, we are clear that for every £1 invested in our services we return £22.58 (up from £14.76 in the previous year) directly to members of our local community through the gains achieved.

Demand for our services continues to outstrip supply. We work to maintain existing sources of income wherever possible and to diversify into new areas such as the short-term pilot to provide advice to those accessing the Discretionary Assistance Fund.

We regularly review our service delivery model to ensure that our services are relevant and accessible and create new partnerships to help reach clients who may not otherwise have received the help which enabled them to move forward. For our funders who are interested in outcomes for clients we have been able to provide robust evidence of the difference we make ensuring Citizens Advice Rhondda Cynon Taff remains a trusted partner recognised for delivering against both quantitative and qualitative targets in flexible and responsive ways.

FINANCIAL REVIEW

Principal funding sources

The trustees extend their gratitude to Rhondda Cynon Taff County Borough Council, Cwm Taf Morgannwg University Health Board, Welsh Government, the Energy Saving Trust, Trussell Trust, WCVA and the Department of Work and Pensions.

Donations

Thank you also to those amongst our clients who sometimes offer small sums as acknowledgement of the help our team has provided - we know that this is simply not financially possible for so many of our clients but their very many thank you cards and kind words are also highly valued by the staff and volunteer team.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

FINANCIAL REVIEW

Investment policy and objectives

The Trustee Board has considered the most appropriate policy for investing funds and keeps this under regular review.

Financial position

Incoming resources in the year were £2,199,266 (2021: £1,673,895). Of this £1,864,175 (2021: £1,395,877) related to restricted activities.

At 31 March 2022 total funds amounted to £578,309, of which £68,811 are considered to be restricted. After taking into account designated funds of £120,430 and unrestricted tangible assets of £42,733, the charity's free reserves stand at £319,803

The cash at bank at 31 March 2022 was £432,150 (2021: £263,000).

The coming year is amongst the most financially stable in recent memory, our success in the Welsh Government Single Advice Fund commissioning process coupled with other innovative income streams provides some much-needed certainty to our funded programmes.

We are committed to working with both local and national organisations towards a more sustainable position in relation to several of our income streams over the course of the year and are targeting new funding applications where we have identified gaps following community and partner engagement.

Financial performance

During the year we reviewed the affordability and efficiency of a number of our service agreements and are working towards a model that ensures maximum benefit for every pound invested in our supply contracts.

Salary and pay

Remuneration of all paid staff is considered on an annual basis by the trustees. Consideration is given to changes in local authority NJC scales and comparable roles across the sector. A cost of living increase was agreed by the board in February 2022 and taking effect as of March 2022. We are proud to be a living wage employer.

Reserves policy

Citizens Advice Rhondda Cynon Taff is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. We maintain a projection of income looking 3 years ahead and aim to maintain a mixed income approach. Trustees will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present such a serious challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, the trustees have determined that "free" reserves should be maintained equal to between 3 and 6 months operating expenditure, with a stated preference for the lower end of this banding, this equates to between £510,000 and £1,020,000.

Reserves will be required to cover future premises needs, IT costs and inherent uncertainty due to rolling contracts. With an increasing tendency for towards payment in arrears we must ensure that there is sufficient cash available to meet our regular liabilities. This is particularly relevant given the high proportion of restricted funding we receive.

We have sought to maintain a policy that new projects must operate on a basis of full cost recovery in order to ensure that reserves are not depleted, though in reality this can be very difficult to achieve. We therefore take an increasingly pragmatic approach considering affordability and organisational benefit as well as the benefit to potential service users. This has only been made possible through long term prudent financial management which has created these reserves.

Commercial contracts offering unrestricted funding will continue to afford us the best opportunities to add to our reserves in the future.

FUTURE PLANS

Citizens Advice Rhondda Cynon Taff has identified the following strategic priorities for the period 2022 - 2025:

- 1 Advice - We'll 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 Research and Campaigns / Advocacy - We'll be a stronger voice on the issues that matter most to the people who come to us for help.
- 3 Technology - We'll use technology to enable a better 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'll secure our future as a service through a more collaborative, proactive, and competitive approach to fundraising. Whilst ensuring the safety and wellbeing of our staff, volunteers and clients.
- 5 Culture - We'll be a safe, collaborative, inventive and high-performing service that promotes diversity and equality, and challenges discrimination.

In 2022-23 we will focus on strengthening our partnership work across the region, seeking to identify funding opportunities that respond to evidence of local need and working with staff, volunteers and trustees to develop and embed organisational culture and values making us a place which people actively want to join and stay with.

Additionally, we will finalise our long-term ambition of moving our Pontypridd Office.

We recognise that cuts in public sector funding mean that in terms of value for money we must continue to be competitive and must be able to demonstrate the difference and impact that our contribution makes.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Citizens Advice Rhondda Cynon Taff is the trading name of Rhondda Cynon Taff Citizens Advice Bureau which is registered charity and a company limited by guarantee. The maximum liability of each member is limited to one pound. At 31 March 2022 the company had 7 members. The charity is governed by its Memorandum and Articles of Association.

The organisation was incorporated as a company limited by guarantee on 23 February 1999 and registered as a charity on 23 March 1999. The charity commenced operations on 1 April 1999 at which date the assets and liabilities of its predecessor an unincorporated charity were acquired.

Recruitment and appointment of new trustees

Trustees, who are also directors of the company, are elected from the local community and two thirds of its members must either reside or work in Rhondda Cynon Taf.

Under the Articles one third of the members of the Trustee Board must resign and are eligible for re-election at each AGM. The members due to resign are those who have served the longest period since they last stood for election.

Organisational structure

Citizens Advice Rhondda Cynon Taff is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The trustees carry the ultimate responsibility for the conduct of Citizens Advice Rhondda Cynon Taff and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to the Chief Executive. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Induction and training of new trustees

Newly appointed trustees are provided with a comprehensive induction to Rhondda Cynon Taff Citizens Advice Bureau through the provision of written induction materials, training courses and mentoring by established trustees and opportunities to shadow members of the staff and volunteer team.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Related parties

Citizens Advice Rhondda Cynon Taff is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Citizens Advice Rhondda Cynon Taff in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with other advice services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

Risk management

We confirm the major risks have been reviewed and systems or procedures have been established to manage those risks.

Citizens Advice Rhondda Cynon Taff recognises that risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end, Rhondda Cynon Taff Citizens Advice Bureau is continually monitoring and managing its risk through use of a risk register, reviewing the risks identified in the business plan and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

COVID-19 and the associated lockdown

On the 23 March 2020 the United Kingdom officially went into lock down where almost all face-to-face interactions were halted, unless they were deemed critical. This was an incredibly concerning time for us as an organisation and the trustees are pleased to report that we were able to rise to the challenge.

Throughout 2021/2022 managers conducted daily performance and support meetings across our teams to ensure that all members of the organisation were supported. As a result, we have been able to ensure a continuation of service that meets the needs and expectations of our funders.

We have ensured good governance of the charity by holding regular meetings with the trustees through the use of digital platforms. The trustees are pleased to report that all board meetings and sub committees have still taken place to ensure appropriate oversight and support during these unusual times. The COVID-19 lockdowns were a test of our continuity planning and risk management framework that was successfully managed.

Public benefit

The organisation's trustees can confirm that they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to public benefit guidance by the Commission.

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

03717793 (England and Wales)

Registered Charity number

1074801

Registered office

Former Library
Knight Street
MOUNTAIN ASH
CF45 3EY

Trustees	Role	Date elected	Date resigned
Dilys Jouvenat	Chair	01.06.15	
Kelvin Jones	Treasurer	04.01.17	
Nicola Williams	Vice Chair	05.06.17	
Lewis Brencher		01.06.15	
Michael Bryan		27.07.15	
Stephen Barlow		27.07.15	
Christopher Binding		02.08.18	

Chief Executive / Company Secretary

Ashley Comley

Senior Statutory Auditor

Julia Mortimer

Auditors

Watts Gregory LLP
Chartered Accountants & Statutory Auditors
Elfed House
Oak Tree Court
Cardiff Gate Business Park
CARDIFF
County of Cardiff
CF23 8RS

Solicitors

Eversheds Sutherland
1 Callaghan Square
Cardiff
CF10 5BT
United Kingdom

Bankers during the year

Lloyds Bank Plc
Commercial Banking
PO Box 1000
BX1 1LT

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Citizens Advice Rhondda Cynon Taff Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

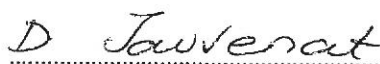
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Approved by order of the Board of Trustees on 22 November 2022 and signed on its behalf by:


.....
D Jouvenat - Trustee

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

Opinion

We have audited the financial statements of Citizens Advice Rhondda Cynon Taff Limited (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue. However, because not all future events or conditions can be predicted, this statement is not a guarantee as to the charity's ability to continue as a going concern in exceptional or unforeseen circumstances.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements which result from such irregularities. Based on our understanding of both the company and industry, we identified the principal risks of non-compliance with laws and regulations and considered the extent to which any non-compliance might have on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and ensured that all those involved in the audit undergo regular update training, including on how to identify or recognise fraud and non-compliance with laws and regulations.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risk related to posting inaccurate journals. We addressed this risk by carrying out specifically targeted procedures, which included:

- discussions with management, including consideration of any known or suspected instances of non-compliance with laws and regulations and/or fraud;
- reading minutes of meetings of those charged with governance;
- considering the appropriateness of journal entries and other adjustments;
- evaluating the reasons for any large or unusual transactions;
- reviewing disclosures in the financial statements to underlying supporting documentation.

As outlined above, reasonable assurance is a high level of assurance, but is not a guarantee that a material misstatement may always be detected. The extent to which our procedures are capable of detecting material misstatements or irregularities, including fraud, is therefore subject to the inherent limitations of an audit. There is therefore, an unavoidable risk that a material misstatement may not come to light, in particular, where non-compliance with laws and regulations are remote from events and transactions reflected in the financial statements or where fraud or errors arise due to intentional misrepresentation, forgery, concealment, management override and/or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Watts Gregory LLP

Julia Mortimer (Senior Statutory Auditor)
for and on behalf of Watts Gregory LLP
Chartered Accountants & Statutory Auditors
Elfed House
Oak Tree Court
Cardiff Gate Business Park
CARDIFF
County of Cardiff
CF23 8RS

Date: *8 December 2022*

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	62,332	194,100	256,432	194,916
Charitable activities	5				
Generalist		88,259	1,303,054	1,391,313	866,746
Specialist		176,488	335,839	512,327	527,652
Training		-	31,182	31,182	55,419
Other trading activities	4	8,012	-	8,012	14,269
Other income		-	-	-	14,893
Total		335,091	1,864,175	2,199,266	1,673,895
EXPENDITURE ON					
Charitable activities	6				
Generalist		409	1,466,907	1,467,316	1,037,755
Specialist		212,997	330,764	543,761	577,984
Training		-	32,418	32,418	82,410
Total		213,406	1,830,089	2,043,495	1,698,149
NET INCOME/(EXPENDITURE)		121,685	34,086	155,771	(24,254)
Transfers between funds	17	5,623	(5,623)	-	-
Net movement in funds		127,308	28,463	155,771	(24,254)
RECONCILIATION OF FUNDS					
Total funds brought forward		382,190	40,348	422,538	446,792
TOTAL FUNDS CARRIED FORWARD		509,498	68,811	578,309	422,538

The notes form part of these financial statements

CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED

BALANCE SHEET
31 MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
FIXED ASSETS					
Tangible assets	13	42,773	-	42,773	29,791
CURRENT ASSETS					
Debtors	14	167,119	-	167,119	369,647
Cash at bank and in hand		<u>363,339</u>	<u>68,811</u>	<u>432,150</u>	<u>263,000</u>
		530,458	68,811	599,269	632,647
CREDITORS					
Amounts falling due within one year	15	(63,733)	-	(63,733)	(239,900)
NET CURRENT ASSETS		<u>466,725</u>	<u>68,811</u>	<u>535,536</u>	<u>392,747</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>509,498</u>	<u>68,811</u>	<u>578,309</u>	<u>422,538</u>
NET ASSETS		<u>509,498</u>	<u>68,811</u>	<u>578,309</u>	<u>422,538</u>
FUNDS	17				
Unrestricted funds				509,498	382,190
Restricted funds				<u>68,811</u>	<u>40,348</u>
TOTAL FUNDS				<u>578,309</u>	<u>422,538</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 28 November 2022 and were signed on its behalf by:

D. Jouvenat
D Jouvenat - Trustee

The notes form part of these financial statements

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	<u>200,419</u>	<u>(69,464)</u>
Net cash provided by/(used in) operating activities		<u>200,419</u>	<u>(69,464)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(31,269)	(17,010)
Sale of tangible fixed assets		<u>-</u>	<u>400</u>
Net cash used in investing activities		<u>(31,269)</u>	<u>(16,610)</u>
Change in cash and cash equivalents in the reporting period		169,150	(86,074)
Cash and cash equivalents at the beginning of the reporting period		<u>263,000</u>	<u>349,074</u>
Cash and cash equivalents at the end of the reporting period		<u>432,150</u>	<u>263,000</u>

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2022 £	2021 £
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	155,771	(24,254)
Adjustments for:		
Depreciation charges	18,287	16,549
Profit on disposal of fixed assets	-	(400)
Decrease/(increase) in debtors	202,528	(197,461)
(Decrease)/increase in creditors	(176,167)	136,102
Net cash provided by/(used in) operations	<u>200,419</u>	<u>(69,464)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/21 £	Cash flow £	At 31/3/22 £
Net cash			
Cash at bank and in hand	<u>263,000</u>	<u>169,150</u>	<u>432,150</u>
	<u>263,000</u>	<u>169,150</u>	<u>432,150</u>
Total	<u>263,000</u>	<u>169,150</u>	<u>432,150</u>

1. STATUTORY INFORMATION

Rhondda Cynon Taff Citizens Advice Bureau is a registered charity and private company limited by guarantee having no share capital. Members have agreed to contribute £1 in the event of a winding up. The charitable company is incorporated in Wales in the United Kingdom. The registered office is Former Library, Knight Street, Mountain Ash, CF45 3EY. The nature of the company's operations and principal activities is disclosed within the Report of the Trustees.

The financial statements are presented in Sterling (£), the company's functional currency, and rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

There have been no material departures from Financial Reporting Standard 102.

Going concern

The financial statements have been prepared on a going concern basis, with it being noted that a significant portion of the organisations project funding is due to renewal on 31 March 2023. There is however a reasonable expectation for Welsh Government funding to continue through to at least March 2024.

However, given the significant cash balance and unrestricted reserves held by the charity, the trustees are confident that Citizens Advice Rhondda Cynon Taff will be able to tailor service provision in line with the funding available and will look to obtain additional funding from other sources if necessary. As a result the trustees consider it appropriate for the financial statements to be prepared on a going concern basis.

Income

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

This includes capital grants.

Donations and legacies income

Donations and legacies income includes donations, gifts and grants that provide core funding or are of a general nature are recognised where there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Such income is only deferred when the donor specifies it must be used in future accounting periods or the donor has imposed conditions which must be met before the charity has unconditional entitlement.

Income from charitable activities

Income from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific performance conditions. This income is recognised as the related services are provided and there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Income is deferred when the amounts received are in advance of the performance of the service or event to which they relate.

Other trading activities income

Income from other trading activities includes income received under contract. This income is recognised as the related services are provided and there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Income is deferred when the amounts received are in advance of the performance of the service or event to which they relate.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

2. ACCOUNTING POLICIES - continued

Investment income

Investment income is recognised on a receivable basis.

It is not the policy of the charity to show incoming resources net of expenditure.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Expenditure on costs of raising funds include costs fundraising, advertising, marketing and direct mail materials as well as a proportion of salaries based on an approximation of time spent in this area.

Expenditure on charitable activities 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 are those costs that, whilst necessary to deliver an activity, do not themselves produce or constitute the output of the charitable activity. This includes governance costs which are those costs associated with meeting the constitutional and statutory requirements of the charity and include the accountancy fees and costs linked to the strategic management of the charity as well as a proportion of salaries based on an approximation of time spent in this area.

Allocation and apportionment of costs

All costs are allocated between expenditure categories on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on an appropriate basis.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset (less expected residual value) over its estimated useful life.

Short leasehold property	- 12.5% straight line
Fixtures and equipment	- 33% straight line
Portacabin	- 20% straight line

Fixed assets are initially recorded at cost. Only assets which cost £1,000 or more are capitalised.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Financial instruments

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

Trade debtors and other debtors are recognised at the settlement amount due and prepayments are valued at the amount prepaid.

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme for some of its employees. The assets of the scheme are held separately from those of the charity. The annual contributions payable are charged to the statement of financial activities incorporating the income and expenditure account.

2. ACCOUNTING POLICIES - continued

Operating lease commitments

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

Funds structure

Unrestricted funds

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

Designated funds

Designated funds are unrestricted funds earmarked by the board for particular purposes.

Restricted funds

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure, which meets these criteria, is charged to the fund, together with a fair allocation of support and governance costs.

Transfers are made from restricted to unrestricted funds relating to the purchase of fixed assets from restricted income where such expenditure fulfils the terms of the restriction.

3. DONATIONS AND LEGACIES

	2022	2021
	£	£
Gifts and donations	62,332	356
Grants	<u>194,100</u>	<u>194,560</u>
	<u>256,432</u>	<u>194,916</u>

Grants received, included in the above, are as follows:

	2022	2021
	£	£
Rhondda Cynon Taf County Borough Council	<u>194,100</u>	<u>194,560</u>

4. OTHER TRADING ACTIVITIES

	2022	2021
	£	£
Consultancy services and other income	<u>8,012</u>	<u>14,269</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2022 £	2021 £
Grants	Generalist	542,206	150,157
Families First	Generalist	34,500	30,000
Welfare Rights service	Generalist	25,500	25,500
Help to Claim - Face to Face	Generalist	287,142	284,708
Employment Capacity	Generalist	9,833	9,833
DV Income Maximisation -			
Test & Learn	Generalist	90,000	90,000
Advicelink Cymru - F2F	Generalist	243,573	254,548
Advicelink Cymru - Debt			
Advice Capacity	Generalist	-	22,000
Advicelink Cymru - Public			
Health Wales Project	Generalist	27,000	-
Advicelink Cymru - Claim			
What's Yours	Generalist	90,000	-
Advicelink Cymru - DAF			
Enhanced	Generalist	41,559	-
Grants	Specialist	125,893	136,619
Families First	Specialist	80,500	70,000
Welfare Rights service	Specialist	59,500	59,500
Rhondda Cynon Taf -			
Prescribing Advice	Specialist	34,500	34,500
Cwm Taf Health Board -			
Prescribing Advice	Specialist	17,850	17,500
Nationwide Community Grant	Specialist	7,986	23,838
Advicelink Cymru - Debt			
Specialist	Specialist	144,343	143,939
Advicelink Cymru - Benefits			
Specialist	Specialist	41,755	41,756
Grants	Training	27,249	43,500
Nationwide Community Grant	Training	3,933	11,919
		<u>1,934,822</u>	<u>1,449,817</u>

Grants received, included in the above, are as follows:

	2022 £	2021 £
Welsh Water	-	22,500
Homelessness Prevention	67,267	33,000
Warm Wales	20,034	15,219
Gambling support service	7,250	43,500
REL - Energy best	15,138	12,975
EAP - Energy best	12,000	10,230
BEIS Equipment	-	4,870
ICP - Improving Access to Remote Advice	10,843	25,157
Trussell Trust - Foodbank Helpline	470,454	61,161
Welsh Government - Foundational Economy Challenge Fund	-	46,862
Smart Energy GB - Regional Partner Contract	-	18,092
Energy Saving Trust - Energy Redress Scheme COVID-19 Crisis Fund	19,954	20,210
Community Foundation Wales - Coronavirus Resilience Fund	-	15,000
Interlink CVC	-	1,500
BESN - Big Energy Saving Network	3,500	-
Access to Justice Foundation - Litigants in Person Support Strategy	32,650	-
Volunteering Wales Fund	19,999	-
Mind - Mental Health Recovery Grant	6,259	-
Citizens Advice Torfaen - Collaborative Project	10,000	-
	<u>695,348</u>	<u>330,276</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 7) £	Support costs (see note 8) £	Totals £
Generalist	1,280,749	186,567	1,467,316
Specialist	474,626	69,135	543,761
Training	28,297	4,121	32,418
	<u>1,783,672</u>	<u>259,823</u>	<u>2,043,495</u>

7. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2022 £	2021 £
Staff costs	1,474,057	1,170,136
Travel costs	20,442	12,653
Premises costs	61,367	67,500
Office costs	141,836	115,454
Recruitment and training	12,300	5,991
Sundry costs	1,555	2,011
Energy voucher payments	-	17,500
Partner payments	56,000	40,769
Dilapidations costs	-	32,270
Depreciation	16,115	14,571
	<u>1,783,672</u>	<u>1,478,855</u>

8. SUPPORT COSTS

	Staff costs £	Depreciation £	Other costs £	Governance costs £	Totals £
Generalist	143,354	1,560	22,980	18,673	186,567
Specialist	53,122	578	8,516	6,919	69,135
Training	3,167	34	507	413	4,121
	<u>199,643</u>	<u>2,172</u>	<u>32,003</u>	<u>26,005</u>	<u>259,823</u>

All costs are allocated between expenditure categories on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on an appropriate basis.

9. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2022 £	2021 £
Auditors' remuneration	5,040	5,382
Depreciation - owned assets	18,287	16,549
Surplus on disposal of fixed assets	-	(400)

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 or for the year ended 31 March 2021.

Trustees' expenses

Travelling expenses of £Nil (2021: £293) were paid by the charity in regards to trustees (2021: 1) during the year. There were no balances outstanding at the year end (2021: £Nil).

11. STAFF COSTS

	2022	2021
	£	£
Wages and salaries	1,517,001	1,209,929
Social security costs	116,589	92,642
Other pension costs	47,639	32,260
	<u>1,681,229</u>	<u>1,334,831</u>

The average monthly number of employees during the year was as follows:

	2022	2021
Chief Executive	1	1
Senior managers	2	2
Operations managers	7	5
Administration and support	8	8
Advice and information	58	42
	<u>76</u>	<u>58</u>

No employees received emoluments in excess of £60,000.

Total remuneration benefits paid to key management personnel in the year was £128,387 (2021: £121,489).

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	356	194,560	194,916
Charitable activities			
Generalist	79,000	787,746	866,746
Specialist	169,500	358,152	527,652
Training	-	55,419	55,419
Other trading activities	14,269	-	14,269
Other income	<u>14,893</u>	<u>-</u>	<u>14,893</u>
Total	278,018	1,395,877	1,673,895
EXPENDITURE ON			
Charitable activities			
Generalist	190,681	847,074	1,037,755
Specialist	92,815	485,169	577,984
Training	<u>40,347</u>	<u>42,063</u>	<u>82,410</u>
Total	323,843	1,374,306	1,698,149

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
NET INCOME/(EXPENDITURE)	(45,825)	21,571	(24,254)
Transfers between funds	(6,759)	6,759	-
Net movement in funds	(52,584)	28,330	(24,254)
RECONCILIATION OF FUNDS			
Total funds brought forward	434,774	12,018	446,792
TOTAL FUNDS CARRIED FORWARD	<u>382,190</u>	<u>40,348</u>	<u>422,538</u>

13. TANGIBLE FIXED ASSETS

	Short leasehold property £	Fixtures & equipment £	Totals £
COST			
At 1 April 2021	36,126	132,160	168,286
Additions	-	31,269	31,269
At 31 March 2022	<u>36,126</u>	<u>163,429</u>	<u>199,555</u>
DEPRECIATION			
At 1 April 2021	32,033	106,462	138,495
Charge for year	<u>2,548</u>	<u>15,739</u>	<u>18,287</u>
At 31 March 2022	<u>34,581</u>	<u>122,201</u>	<u>156,782</u>
NET BOOK VALUE			
At 31 March 2022	<u>1,545</u>	<u>41,228</u>	<u>42,773</u>
At 31 March 2021	<u>4,093</u>	<u>25,698</u>	<u>29,791</u>

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Other debtors and prepayments	31,038	22,978
Accrued income	<u>136,081</u>	<u>346,669</u>
	<u>167,119</u>	<u>369,647</u>

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Social security and other taxes	29,447	24,229
Other creditors	129	-
Accruals and deferred income	<u>34,157</u>	<u>215,671</u>
	<u>63,733</u>	<u>239,900</u>
	2022	2021
	£	£
Deferred income brought forward	106,662	48,626
Released to SOFA	(106,662)	(48,626)
Additional income deferred in the year	<u>5,000</u>	<u>106,662</u>
	<u>5,000</u>	<u>106,662</u>

16. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2022	2021
	£	£
Within one year	68,384	93,535
Between one and five years	309,280	261,955
In more than five years	<u>172,312</u>	<u>131,771</u>
	<u>549,976</u>	<u>487,261</u>

The total lease payments recognised as an expense in the year amounted to £79,913 (2021: £78,145).

CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

17. MOVEMENT IN FUNDS

	At 1/4/21 £	Net movement in funds £	Transfers between funds £	At 31/3/22 £
Unrestricted funds				
General fund	261,760	121,685	5,623	389,068
Designated fund - Redundancy provision	83,000	-	(83,000)	-
Designated fund - Business Development Manager post	37,430	-	(37,430)	-
Designated - Taff Street Refurbishment	-	-	120,430	120,430
	382,190	121,685	(7,643)	509,498
Restricted funds				
Prescribing Advice: Tier 2 fund	-	(48)	48	-
Money Advice Service - Debt Advice Project	8,511	-	-	8,511
Homelessness prevention	-	(769)	769	-
Warm Wales	-	(659)	659	-
Gambling support service	(2)	550	(548)	-
Help to Claim - Face to face	-	5,281	-	5,281
Community Foundation Wales - Nationwide Grant	13,327	(61)	(13,266)	-
Information Advice Service - Core Funding	-	(534)	534	-
ICP - Improving Access to Remote Advice	-	(2,515)	2,515	-
Trussell Trust - Foodbank Helpline	-	1,023	-	1,023
Employment Capacity	-	(2,014)	2,014	-
DV Income Maximisation - Test & Learn	3,512	3,619	36,865	43,996
Advicelink Cymru - F2F	-	(897)	897	-
Advicelink Cymru - Debt Specialist	-	7,321	(7,321)	-
Advicelink Cymru - Benefits Specialist	-	1,463	(1,463)	-
Energy Saving Trust - Energy Redress Scheme COVID-19 Crisis Fund	-	(692)	692	-
Community Foundation Wales - Coronavirus Resilience Fund	15,000	(5,000)	-	10,000
Advicelink Cymru - PHW Project	-	9,560	(9,560)	-
Advicelink Cymru - Claim What's Yours	-	15,565	(15,565)	-
Advicelink Cymru - DAF Enhanced	-	5,867	(5,867)	-
Access to Justice Foundation - LIPSS	-	294	(294)	-
Volunteering Wales Fund	-	(3,268)	3,268	-
	40,348	34,086	(5,623)	68,811
TOTAL FUNDS	<u>422,538</u>	<u>155,771</u>	<u>-</u>	<u>578,309</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

17. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	335,091	(213,406)	121,685
Restricted funds			
Prescribing Advice: Tier 2 fund	34,500	(34,548)	(48)
Homelessness prevention	67,267	(68,036)	(769)
Warm Wales	20,034	(20,693)	(659)
Gambling support service	7,250	(6,700)	550
Help to Claim - Face to face	287,142	(281,861)	5,281
Community Foundation Wales - Nationwide Grant	11,919	(11,980)	(61)
Information Advice Service - Core Funding	194,100	(194,634)	(534)
ICP - Improving Access to Remote Advice	10,843	(13,358)	(2,515)
Trussell Trust - Foodbank Helpline	470,454	(469,431)	1,023
Employment Capacity	9,833	(11,847)	(2,014)
DV Income Maximisation - Test & Learn	90,000	(86,381)	3,619
Advicelink Cymru - F2F	243,573	(244,470)	(897)
Advicelink Cymru - Debt Specialist	144,343	(137,022)	7,321
Advicelink Cymru - Benefits Specialist	41,755	(40,292)	1,463
Energy Saving Trust - Energy Redress Scheme COVID-19 Crisis Fund	19,954	(20,646)	(692)
Community Foundation Wales - Coronavirus Resilience Fund	-	(5,000)	(5,000)
Advicelink Cymru - PHW Project	27,000	(17,440)	9,560
Advicelink Cymru - Claim What's Yours	90,000	(74,435)	15,565
Advicelink Cymru - DAF Enhanced	41,559	(35,692)	5,867
Access to Justice Foundation - LIPSS	32,650	(32,356)	294
Volunteering Wales Fund	19,999	(23,267)	(3,268)
	<u>1,864,175</u>	<u>(1,830,089)</u>	<u>34,086</u>
TOTAL FUNDS	<u>2,199,266</u>	<u>(2,043,495)</u>	<u>155,771</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

17. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/20 £	Net movement in funds £	Transfers between funds £	At 31/3/21 £
Unrestricted funds				
General fund	291,641	(23,122)	(6,759)	261,760
Designated fund - Redundancy provision	83,000	-	-	83,000
Designated fund - Repairs to no. 5	20,430	(20,430)	-	-
Designated fund - Business Development Manager post	39,703	(2,273)	-	37,430
	434,774	(45,825)	(6,759)	382,190
Restricted funds				
Prescribing Advice: Tier 2 fund	1,225	512	(1,737)	-
Front line advice service - Debt/Welfare Benefits Advice fund	840	-	(840)	-
Money Advice Service - Debt Advice Project	8,511	-	-	8,511
Homelessness prevention	-	(623)	623	-
Warm Wales	-	(5,240)	5,240	-
Gambling support service	971	1,437	(2,410)	(2)
Help to Claim - Face to face	-	(6,177)	6,177	-
Advicelink Cymru - Community focussed	128	-	(128)	-
Advicelink Cymru - Specialist advice	343	-	(343)	-
Energy best - REL	-	(1,790)	1,790	-
Energy best - EAP	-	(711)	711	-
Community Foundation Wales - Nationwide Grant	-	13,327	-	13,327
Information Advice Service - Core Funding	-	(4,120)	4,120	-
BEIS Equipment	-	4,710	(4,710)	-
Trussell Trust - Foodbank Helpline	-	267	(267)	-
Welsh Government - Foundational Economy Challenge Fund	-	(2,706)	2,706	-
Employment Capacity	-	9,833	(9,833)	-
DV Income Maximisation - Test & Learn	-	7,600	(4,088)	3,512
Advicelink Cymru - F2F	-	(8,413)	8,413	-
Advicelink Cymru - Debt Specialist	-	(2,656)	2,656	-
Advicelink Cymru - Benefits Specialist	-	(146)	146	-
Smart Energy GB - Regional Partner Contract	-	804	(804)	-
Energy Saving Trust - Energy Redress Scheme COVID-19 Crisis Fund	-	663	(663)	-
Community Foundation Wales - Coronavirus Resilience Fund	-	15,000	-	15,000
	12,018	21,571	6,759	40,348
TOTAL FUNDS	446,792	(24,254)	-	422,538

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

17. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	278,018	(301,140)	(23,122)
Designated fund - Repairs to no. 5	-	(20,430)	(20,430)
Designated fund - Business Development Manager post	-	(2,273)	(2,273)
	278,018	(323,843)	(45,825)
Restricted funds			
Prescribing Advice: Tier 2 fund	34,500	(33,988)	512
Homelessness prevention	33,000	(33,623)	(623)
Warm Wales	15,219	(20,459)	(5,240)
Gambling support service	43,500	(42,063)	1,437
Help to Claim - Face to face	284,708	(290,885)	(6,177)
Energy best - REL	12,975	(14,765)	(1,790)
Energy best - EAP	10,230	(10,941)	(711)
Community Foundation Wales - Nationwide Grant	35,757	(22,430)	13,327
Information Advice Service - Core Funding	194,560	(198,680)	(4,120)
BEIS Equipment	4,870	(160)	4,710
ICP - Improving Access to Remote Advice	25,157	(25,157)	-
Trussell Trust - Foodbank Helpline	61,161	(60,894)	267
Welsh Government - Foundational Economy Challenge Fund	46,862	(49,568)	(2,706)
Employment Capacity	9,833	-	9,833
DV Income Maximisation - Test & Learn	90,000	(82,400)	7,600
Advicelink Cymru - F2F	254,548	(262,961)	(8,413)
Advicelink Cymru - Debt Specialist	143,939	(146,595)	(2,656)
Advicelink Cymru - Benefits Specialist	41,756	(41,902)	(146)
Smart Energy GB - Regional Partner Contract	18,092	(17,288)	804
Energy Saving Trust - Energy Redress Scheme COVID-19 Crisis Fund	20,210	(19,547)	663
Community Foundation Wales - Coronavirus Resilience Fund	15,000	-	15,000
	1,395,877	(1,374,306)	21,571
TOTAL FUNDS	1,673,895	(1,698,149)	(24,254)

Prescribing Advice: Tier 2 fund

This project is funded by Rhondda Cynon Taf County Borough Council to provide welfare benefit and debt advice services to people with mental health and substance misuse issues with their carers.

Money Advice Service - Debt Advice Project

This project is funded by Money Advice Services through Citizens Advice to provide specialist debt advice across Rhondda Cynon Taf.

Homelessness prevention

This grant was awarded to provide good quality focused financial advice and assistance to ensure that all necessary steps and actions are undertaken to help people remain in their own homes and have the financial resources to access suitable accommodation.

17. MOVEMENT IN FUNDS - continued

Warm Wales

Project is funded by the British Gas Energy Trust. The purpose of the funding is to provide advice and assistance to beneficiaries aimed at enabling them to manage their debtors and budgets going forwards, maximise their income and ability to afford to pay their bills enabling people to have warm homes through improving energy efficiency and improving their health and wellbeing.

Gambling Support Service

A nationally funded service providing training to frontline workers and organisations to raise awareness of problem gambling, its causes and where to turn for help.

Help to Claim - Face to face & telephone

The project is funded by The Department for Work & Pensions to provide assistance through numerous channels ensuring that Universal Credit is the right benefit for the client, assessing their individual needs and support to start making a Universal Credit claim.

Community Foundation Wales - Nationwide grant

The project, funded by Nationwide, delivered training sessions to landlords to understand their rights and responsibilities whilst also delivering advice on housing issues to tenants in private rented accommodation.

Information Advice Service - Core Funding

The Information and Advice service delivers open access advice and support to those who approach our service for help. It also supports the recruitment and development of our volunteers, without whom our service would be unable to function.

ICP - Improving Access to Remote Advice

A partnership of Local Citizens Advice Offices funded by UK Government to establish best practice and innovation in the provision of Advice to marginalised and vulnerable client groups.

Trussell Trust - Foodbank Helpline

An innovative national telephone line established to provide advice and support to those who are accessing foodbank services across England and Wales.

Advicelink - F2F / Debt & Benefits Advice / Employment Capacity / DV Income Maximisation / PHW Project / DAF Enhanced

Funded via the Welsh Government Advicelink service, the project provides specialist debt advice, welfare benefit advice to varying clients.

Energy Saving Trust - Energy Redress Scheme COVID-19 Crisis Fund

The project, funded by the Energy Saving Trust, allowed us to provide support to clients using prepayment meters in the form of fuel vouchers. A critical form of support during the winter months of lockdown.

Community Foundation Wales - Coronavirus Resilience Fund

The fund provided financial support to cover the costs of additional equipment and work to make our offices accessible in line with covid guidance. Allowing face to face services to be delivered to those clients in greatest need.

Advicelink Cymru - Claim What's Yours

A national programme funded by Welsh Government as part of the Advicelink / Single Advice Fund. Claim What's Yours provides a dedicated telephone line for the public to receive income maximisation.

Access to Justice Foundation - LIPSS

The Litigant In Person Support Strategy (LIPSS) was funded the Access To Justice Foundation to improve outcomes for those accessing the legal system without the resources to pay for a solicitor or barrister.

Volunteering Wales Fund

The WCVA funded a volunteer development role within CARCT providing the capacity to develop our volunteering offer alongside recruiting and developing new volunteers.

17. **MOVEMENT IN FUNDS - continued**

Current year designated funds:

Designated fund - Redundancy provision

The redundancy fund represented the estimated maximum potential liability for future redundancy payments if there were to be a significant decrease in future funding. However, this is now to be shown in general funds.

Designated fund - Business Development Manager

The fund has been set up to fund a new Business Development Manager post for an initial term of two years.

Designated fund – Taff Street Development

The fund has been set up to fund refurbishment costs for the new office in Taff Street, Pontypridd.

Prior year restricted funds:

Front Line Advice Service - Debt/Welfare Benefits Advice fund

This project is funded by Welsh Government through Citizens Advice to provide a flexible specialist debt and welfare benefit advice service to client across Bridgend and Rhondda Cynon Taf working with local delivery partners.

Energy Best - REL

Funded by OFGEM the Regional Energy Lead (REL), supports local front line organisations across South Wales to engage in energy related activities with their service users.

Energy Best - EAP

Funded by OFGEM, the Energy Advice Programme (EAP), provides 1-1 advice on energy related matters, including meter issues, switching provider and complaints with suppliers.

BEIS Equipment

A one off grant payment from UK Government to support the costs of additional hardware costs in the opening months of the pandemic.

Smart Energy GB - Regional Partner Contract

Funded by Smart Energy UK, the project sought to improve awareness of smart meters amongst clients in the 60+ age range as well as promoting their potential benefits.

Advicelink Cymru - Community focussed & Specialist advice services

The purpose of the funding is to provide free to client social welfare rights-based information and/or adviser services that will meet the key aims of the funder, Advicelink Cymru.

Welsh Government - Foundational Economy Challenge Fund

Funded via the Welsh Government, Foundational Economy Challenge Fund. The project provides group sessions to 16-24 year olds focussing on improving financial and money confidence.

Prior year designated funds:

Designated fund - Repairs to no. 5

The Board has designated funding to be used to repair the flat roof at the rear of the Pontypridd office and future dilapidation costs. The roof and other repairs were undertaken in the year, and the remaining balance is being held for future dilapidation costs.

Transfers between funds

During the year the following transfers were made:

A transfer of £7,643 was made from the general fund to cover the overspend on restricted funds.

There were transfers between the Advicelink (Face to Face, Debt, Benefits), Employment Capacity, DV Income Maximisation, Public Health Wales Pilot, Claim What's Yours and DAF Enhanced funds, all of which are funded via Advicelink. These transfers net to £nil.

18. EMPLOYEE BENEFIT OBLIGATIONS

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in independently administered funds. The pension cost charge represents contributions paid by the charity to the fund and amounted to £47,639 (2021: £32,260). Contributions outstanding at the year end amounted to £129 (2021: £Nil).

19. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022 that require disclosure.

**CITIZENS ADVICE
RHONDDA CYNON TAF LIMITED**

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022**

	2022 £	2021 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Gifts and donations	62,332	356
Grants	194,100	194,560
	256,432	194,916
Other trading activities		
Consultancy services and other income	8,012	14,269
Charitable activities		
Grants		
Families First	695,348	330,276
Welfare Rights service	115,000	100,000
Rhondda Cynon Taf - Prescribing Advice	85,000	85,000
Cwm Taf Health Board - Prescribing Advice	34,500	34,500
Help to Claim - Face to Face	17,850	17,500
Nationwide Community Grant	287,142	284,708
Employment Capacity	11,919	35,757
DV Income Maximisation - Test & Learn	9,833	9,833
Advicelink Cymru - F2F	90,000	90,000
Advicelink Cymru - Debt Specialist	243,573	254,548
Advicelink Cymru - Benefits Specialist	144,343	143,939
Advicelink Cymru - Debt Advice Capacity	41,755	41,756
Advicelink Cymru - Public Health Wales Project	-	22,000
Advicelink Cymru - Claim What's Yours	27,000	-
Advicelink Cymru - DAF Enhanced	90,000	-
	41,559	-
	1,934,822	1,449,817
Other income		
Gain on sale of tangible fixed assets	-	400
Other income	-	14,493
	-	14,893
Total incoming resources	2,199,266	1,673,895
EXPENDITURE		
Charitable activities		
Wages	1,330,066	1,064,484
Social security	102,222	77,995
Pensions	41,769	27,657
Travel costs	20,442	12,653
Premises costs	61,367	67,500
Office costs	141,836	115,454
Recruitment and training	12,300	5,991
Sundry costs	1,555	2,011
Energy voucher payments	-	17,500
Partner payments	56,000	40,769
Dilapidations costs	-	32,270
Carried forward	1,767,557	1,464,284

This page does not form part of the statutory financial statements

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022**

	2022 £	2021 £
Charitable activities		
Brought forward	1,767,557	1,464,284
Depreciation of tangible fixed assets	<u>16,115</u>	<u>14,571</u>
	1,783,672	1,478,855
Support costs		
Staff costs		
Wages	180,141	140,439
Social security	13,845	14,114
Pensions	<u>5,657</u>	<u>4,436</u>
	199,643	158,989
Depreciation		
Depreciation of tangible fixed assets	2,172	1,978
Other costs		
Travel costs	2,755	1,718
Premises costs	8,269	9,161
Office costs	19,112	15,674
Recruitment and training	1,657	812
Sundry costs	210	272
Membership fees	<u>-</u>	<u>11,463</u>
	32,003	39,100
Governance costs		
Wages	6,794	5,006
Social security	522	533
Pensions	213	167
Auditors' remuneration	5,040	5,382
Legal and professional fees	<u>13,436</u>	<u>8,139</u>
	<u>26,005</u>	<u>19,227</u>
Total resources expended	<u>2,043,495</u>	<u>1,698,149</u>
Net income/(expenditure)	<u>155,771</u>	<u>(24,254)</u>

This page does not form part of the statutory financial statements

Accounts

REGISTERED COMPANY NUMBER: 03717793 (England and Wales)
REGISTERED CHARITY NUMBER: 1074801

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021
FOR
CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

Watts Gregory LLP
Chartered Accountants & Statutory Auditors
Elfed House
Oak Tree Court
Cardiff Gate Business Park
CARDIFF
County of Cardiff
CF23 8RS

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

	Page
Report of the Trustees	1 to 9
Report of the Independent Auditors	10 to 12
Statement of Financial Activities	13
Balance Sheet	14
Cash Flow Statement	15
Notes to the Cash Flow Statement	16
Notes to the Financial Statements	17 to 32

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of 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 2019).

OBJECTIVES AND ACTIVITIES

Objects

The organisations objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Rhondda Cynon Taff County Borough and surrounding areas (UK).

Aims, objectives, strategies and activities for the year

Citizens Advice Rhondda Cynon Taff (CARCT) aims to provide free, confidential, impartial and independent advice and information for the benefit of the local community, to give people a voice and the opportunity to improve the quality of their lives. We achieve this with the help of our dedicated staff and volunteers who strive to provide the best possible service to our clients.

In addition to the continuing provision of high quality advisory services to the local community the primary objectives for the year were responding to the ever changing needs of our clients in response to the COVID-19 pandemic and securing continuing funding for significant income streams and seeking new opportunities to continue to meet the escalating demand for quality advice services from local people.

Like all other organisations and individuals, we had to rise to the challenge of the COVID-19 pandemic. Over the space of three days we overhauled our service delivery, closing our doors to clients and moving our staff team to remote working. Our clients equally had to adjust to a new reality. Our face to face services became limited and the majority of advice was delivered via telephone and video chat platforms.

Many of our staff and volunteers delivered services from home, as well as providing the essential equipment for our colleagues we also invested in new IT and Telephony platforms to support and enable homeworking. Providing as effective a customer journey as possible for our clients.

In June we commenced delivery of an exciting new partnership project, The Help Through Hardship Project, delivered remotely across England and Wales by a network of Local Citizens Advice; the project aims to provide advice and support to those seeking Food Parcels from Trussel Trust Food Banks.

Following the theme of partnership we also began closer working with Mind, Age Connects Morgannwg and Valleys Steps to as part of a remote, single point of access Mental Health Hub, providing those experiencing mental health issues as result of the pandemic, wrap around support from a range of partners to address their needs.

We continued delivery of a financial appraisal service as part of RCTCBC's innovative Resilient Families Programme, a service that provides the opportunity to deliver swift, effective and bespoke support to families. The Service has been designed to identify the right families in need of support at the right time, to provide swift resilience focused assessments, to remove practical barriers to positive change and to provide timely, appropriate and effective interventions.

We continued to be part of the national DWP funded Help to Claim service, providing help and support for people claiming Universal Credit. The Help to Claim service supports clients to prepare for and make their application for Universal Credit and provides additional advice up to the point of first payment. The service complements our existing advice services and provides much needed capacity to meet the significant advice needs of those seeking to make their first claim for Universal Credit.

During the year our Utility Champion, funded by Welsh Water, delivered specialist level energy advice and complex casework to individuals experiencing fuel and water related issues. Our champion provided a point of contact and support for other advisers across RCT on utilities issues and related matters, achieved some fantastic outcomes for clients and built strong relationships with a wide range of utility providers, efficiency schemes. In addition to this we expanded the range of Energy services we offered to clients. In August we launched our first Fuel Voucher scheme, to ensure those reliant on Prepayment Meters had access to additional emergency credit in the face of potential self-disconnection due to lack of funds.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

OBJECTIVES AND ACTIVITIES

CARCT continued to deliver the oversubscribed advice service for Mental Health & Substance Misuse Service Users and their carers which began operating in June 2011 throughout Rhondda Cynon Taff for tier 2 service users and across Cwm Taf Morgannwg University Health Board area including Merthyr Tydfil for tier 1 service users with support from RCTCBC and Cwm Taff UHB. This project helps some of our most vulnerable clients in addressing their practical problems allowing them and those supporting them to focus on other aspects of their health and wellbeing. Feedback from clients, professional support workers and clinical staff is unequivocal in its recognition of the value of this service.

CARCT continued to broaden its social media presence seeing a significantly increased reach on both Twitter and Facebook and increasing bi-lingual output through a series of targeted campaigns. Trustees also continued to endorse a Welsh language progress plan which demonstrates our commitment to developing our Welsh language provision.

We have continued to participate in the "ASK RE" programme ensuring that, where it is safe to do so, face-to-face clients with debt or welfare benefit enquiries are asked a routine question about whether they are experiencing gender violence or abuse (GVA) including domestic, financial, mental and emotional abuse; it also asks whether the client has experienced GVA in the past.

In January 2021 we started an exciting partnership with Citizens Advice Offices in Bridgend and Merthyr Tydfil. Advicelink Cymru, a service funded by Welsh Government and combining five historic funding streams, aims to deliver targeted advice and casework to clients who don't traditionally access advice services.

During the latter part of the year our organisation responded to two significant events in our community. The first, Storm Dennis, caused unprecedented flooding affecting huge sections of our community. Working in partnership with organisations including the local authority we delivered advice into the heart of these communities, moving street to street with the mobile library service.

OBJECTIVES AND ACTIVITIES

Significant activities

The principal activity of Citizens Advice Rhondda Cynon Taff remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. This is provided through the main bureau in Pontypridd, Mountain Ash and various outreach services at community centres throughout Rhondda Cynon Taff and some services in Merthyr Tydfil, Neath & Port Talbot. In addition to generalist advice, the following specialist advisory services were provided:

- Advicelink Cymru; a Welsh Government funded service that delivers targeted generalist and specialist advice in community settings.
- Help to Claim; available face to face in Job Centres and over the phone through a national advice line, the service provides advice and support through to when a Universal Credit claimant receives their first payment.
- Specialist employment and discrimination advice provided at our Pontypridd office by Newport Citizens Advice.
- A weekly solicitors rota delivered in partnership with Law Works Cymru and staffed on a pro bono basis by the following local firms; Marchant Harris; Spicketts Battrick, and Full Stop Law.
- Resilient Families Service - targeted, bespoke casework service for clients referred by the RCT CBC Resilient Families Team.
- Specialist debt and welfare benefits advice for Mental Health & Substance Misuse Service Users and Carers funded by Rhondda Cynon Taff County Borough Council and the Cwm Taf Morgannwg University Health Board.
- Specialist utility advice delivered by a qualified Utility Champion funded by Welsh Water.
- Weekly specialist housing advice delivered through our Pontypridd and Mountain Ash offices by Shelter.
- Gambling Support Service - A nationally funded service providing training to frontline workers and organisations to raise awareness of problem gambling, its causes and where to turn for help.
- A home visiting service for those whose health issues or caring commitments meant they could not otherwise access face to face advice services.
- Pan-Wales discrimination awareness training provision delivered to frontline service providers funded as part of the Frontline Advice Service by Welsh Government.
- Advice and information services were provided through face-to-face consultations, telephone advice lines and e-mail. The bureau contributed to Adviceline Cymru, the national single telephone number for advice in Wales, so our community can now access telephone advice 5 days a week between 10am and 4pm on 03444 772020.

Advice and information service were provided through face to face consultations, telephone advice lines, online video chat, email and web-chat.

CARCT continues to deliver specialist training in Welfare Benefits, debt and financial capability and has delivered training to frontline workers and to members of the local community. We have been involved in measuring and preventing fuel poverty with work undertaken and supported through our Energy Advice Programme funding.

Staff and volunteers worked to ensure that our clients' stories were communicated to the policy makers to ensure that the systems, legislation and procedure they create benefit work for as many people as possible. We are realistic in understanding that policy and law may sometimes adversely affect our clients but clear that their experiences are shared by many other people who would similarly benefit from policy change. Both volume and quality of evidence are factors in influencing responsibly and CARCT continues to punch well above its weight in terms of its public profile for the work that we do.

The trustees can confirm that they have complied with the duty in Section 11 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission.

OBJECTIVES AND ACTIVITIES

Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity. The professionalism of our volunteer team, regardless of their role or function, is critical to our ability to provide a seamless and reliable service to our clients. Our volunteers have many and varied reasons for choosing to volunteer with CARCT - our expectations in terms of volunteer commitment, training, quality standards and principles can seem daunting but we know that, with support and encouragement, our volunteer team consistently deliver what is asked for them embracing new and varied opportunities to help others. We acknowledge and appreciate them without reservation.

Volunteering opportunities were severely limited during the lockdowns and restrictions of the pandemic. Our volunteers contributed in excess of 100 hours of work per week during the latter part of the year. Their contribution represents almost 10% of the organisation's overall capacity.

We have focused this year on updating our training processes and available roles for volunteers. Including supporting volunteers to contribute remotely where possible. This has ensured Volunteers are able to contribute to service delivery as quickly as possible which has maximised their contribution to our clients and increased volunteer satisfaction with their training. This is a continuing priority for the coming year.

ACHIEVEMENT AND PERFORMANCE

CARCT continues to engage in the governance issues which are determining the strategic direction of our service and the wider voluntary sector and was represented throughout the year on the Citizens Advice Cymru Advisory Committee, Help to Claim Project Advisory Committee and the England/Wales Chief Officers Reference Group.

Rhondda Cynon Taff Citizens Advice Bureau helped over 9,500 clients during the year. Our clients' problems are complex and these enquiries raised over 78,000 separate issues with an average of more than 8.2 issues per person (up from 6.9 in the previous year).

Some of our clients have significantly complex problems which take time and expertise first to identify and then to resolve. Our advice model means that clients are quickly assessed and supported according to needs ensuring our limited resources are targeted most effectively.

During the year we successfully helped our clients to write off and manage almost £1.5 million worth of client debt.

Welfare Benefits work continues to be the majority of our demand. It is testament to the expertise of our advisers that they were able to achieve an increase in financial gains worth almost eleven million pounds. This is lower than previous years due to the impact of the pandemic, which significantly reduced Welfare Benefit Tribunals, which usually account for a significant portion of the financial gains we support clients to achieve.

The return on our funders' investment, in terms of our clients improved wellbeing, is often difficult to quantify though many express it in the forms of thank you cards and letters. In purely financial terms though, we are clear that for every £1 invested in our services we return £14.76 (down from £23.38 in the previous year) directly to members of our local community through the gains achieved.

Demand for our services continues to outstrip supply. We work to maintain existing sources of income wherever possible and to diversify into new areas such as the short term pilot to provide advice for those who experienced domestic or financial abuse.

We regularly review our service delivery model to ensure that our services are relevant and accessible and create new partnerships to help reach clients who may not otherwise have received the help which enabled them to move forward. For our funders who are interested in outcomes for clients we have been able to provide robust evidence of the difference we make ensuring Citizens Advice Rhondda Cynon Taff remains a trusted partner recognised for delivering against both quantitative and qualitative targets in flexible and responsive ways.

FINANCIAL REVIEW

Principal funding sources

The trustees extend their gratitude to Rhondda Cynon Taff County Borough Council, the Money Advice Service, Cwm Taf Morgannwg University Health Board, Welsh Government and the Department of Work and Pensions.

Donations

Thank you also to those amongst our clients who sometimes offer small sums as acknowledgement of the help our team has provided - we know that this is simply not financially possible for so many of our clients but their very many thank you cards and kind words are also highly valued by the staff and volunteer team.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

FINANCIAL REVIEW

Investment policy and objectives

The Trustee Board has considered the most appropriate policy for investing funds and keeps this under regular review.

Financial position

Incoming resources in the year were £1,673,895 (2020: £1,480,046). Of this £1,395,877 (2020: £1,017,487) related to restricted activities.

At 31 September 2021 total funds amounted to £422,538, of which £40,348 are considered to be restricted. After taking into account designated funds of £120,430 and unrestricted tangible assets of £29,791, the charity's free reserves stand at £231,969.

The cash at bank at 31 September 2021 was £263,000 (2020: £349,074).

The coming year is amongst the most financially stable in recent memory, our success in the Welsh Government Single Advice Fund commissioning process coupled with other innovative income streams provides some much-needed certainty to our funded programmes.

We are committed to working with both local and national organisations towards a more sustainable position in relation to several of our income streams over the course of the year and are targeting new funding applications where we have identified gaps following community and partner engagement.

Financial performance

During the year we reviewed the affordability and efficiency of a number of our service agreements and are working towards a model that ensures maximum benefit for every pound invested in our supply contracts.

Salary and pay

Remuneration of all paid staff is considered on an annual basis by the trustees. Consideration is given to changes in local authority NJC scales and comparable roles across the sector. A cost of living increase was agreed by the board in February 2021 and taking effect as of April 2021. We are proud to be a living wage employer.

Reserves policy

Citizens Advice Rhondda Cynon Taff is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. We maintain a projection of income looking 3 years ahead and aim to maintain a mixed income approach. Trustees will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present such a serious challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, the trustees have determined that "free" reserves should be maintained equal to between 3 and 6 months operating expenditure, with a stated preference for the lower end of this banding, this equates to between £413,000 and £825,000.

Reserves will be required to cover future premises needs, IT costs and inherent uncertainty due to rolling contracts. With an increasing tendency for towards payment in arrears we must ensure that there is sufficient cash available to meet our regular liabilities. This is particularly relevant given the high proportion of restricted funding we receive.

We have sought to maintain a policy that new projects must operate on a basis of full cost recovery in order to ensure that reserves are not depleted, though in reality this can be very difficult to achieve. We therefore take an increasingly pragmatic approach considering affordability and organisational benefit as well as the benefit to potential service users. This has only been made possible through long term prudent financial management which has created these reserves.

Commercial contracts offering unrestricted funding will continue to afford us the best opportunities to add to our reserves in the future.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

FUTURE PLANS

Citizens Advice Rhondda Cynon Taff has identified the following strategic priorities for the period 2021 - 2024:

- 1 Advice - We'll 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 Research and Campaigns / Advocacy - We'll be a stronger voice on the issues that matter most to the people who come to us for help.
- 3 Technology - We'll use technology to enable a better 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'll secure our future as a service through a more collaborative, proactive, and competitive approach to fundraising. Whilst ensuring the safety and wellbeing of our staff, volunteers and clients.
- 5 Culture - We'll be a safe, collaborative, inventive and high-performing service that promotes diversity and equality, and challenges discrimination.

In 2021-22 we will focus on strengthening our partnership work across the region, seeking to identify funding opportunities that respond to evidence of local need and working with staff, volunteers and trustees to develop and embed organisational culture and values making us a place which people actively want to join and stay with.

Additionally, we will finalise our long term ambition of moving our Pontypridd Office.

We recognise that cuts in public sector funding mean that in terms of value for money we must continue to be competitive and must be able to demonstrate the difference and impact that our contribution makes.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Citizens Advice Rhondda Cynon Taff is the trading name of Rhondda Cynon Taff Citizens Advice Bureau which is registered charity and a company limited by guarantee. The maximum liability of each member is limited to one pound. At 31 March 2021 the company had 7 members. The charity is governed by its Memorandum and Articles of Association.

The organisation was incorporated as a company limited by guarantee on 23 February 1999 and registered as a charity on 23 March 1999. The charity commenced operations on 1 April 1999 at which date the assets and liabilities of its predecessor an unincorporated charity were acquired.

Recruitment and appointment of new trustees

Trustees, who are also directors of the company, are elected from the local community and two thirds of its members must either reside or work in Rhondda Cynon Taf.

Under the Articles one third of the members of the Trustee Board must resign and are eligible for re-election at each AGM. The members due to resign are those who have served the longest period since they last stood for election.

Organisational structure

Citizens Advice Rhondda Cynon Taff is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The trustees carry the ultimate responsibility for the conduct of Citizens Advice Rhondda Cynon Taff and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to the Chief Executive. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Induction and training of new trustees

Newly appointed trustees are provided with a comprehensive induction to Rhondda Cynon Taff Citizens Advice Bureau through the provision of written induction materials, training courses and mentoring by established trustees and opportunities to shadow members of the staff and volunteer team.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Related parties

Citizens Advice Rhondda Cynon Taff is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Citizens Advice Rhondda Cynon Taff in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with other advice services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

Risk management

We confirm the major risks have been reviewed and systems or procedures have been established to manage those risks.

Citizens Advice Rhondda Cynon Taff recognises that risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end, Rhondda Cynon Taff Citizens Advice Bureau is continually monitoring and managing its risk through use of a risk register, reviewing the risks identified in the business plan and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

Covid19 and the associated lockdown

On the 23 March 2020 the United Kingdom officially went into lock down where almost all face-to-face interactions were halted, unless they were deemed critical. This was an incredibly concerning time for us as an organisation and the trustees are pleased to report that we were able to rise to the challenge.

Within three days of the announcement all services were available to our clients on a remote, 'arms length' basis. We achieved this by closing our offices to all but essential personnel and supporting our team to work from home - providing equipment, IT and other support as appropriate to enable this.

Managers conducted daily performance and support meetings across our teams to ensure that all members of the organisation were supported. As a result, we have been able to ensure a continuation of service that meets the needs and expectations of our funders.

Throughout this process we have ensured good governance of the charity by holding regular meetings with the trustees through the use of digital platforms. The trustees are pleased to report that all board meetings and sub committees have still taken place to ensure appropriate oversight and support during these unusual times. Finally, we have been able to successfully move all support functions such as Finance, HR and IT to remote working platforms to ensure the continuation of front-line services. The Covid19 lockdown was a test of our continuity planning and risk management framework that was successfully managed.

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
03717793 (England and Wales)

Registered Charity number
1074801

Registered office
5 Gelliwastad Road
PONTYPRIDD
CF37 2BP

Trustees	Role	Date elected	Date resigned
Dilys Jouvenat	Chair	01.06.15	
Kelvin Jones	Treasurer	04.01.17	
Nicola Williams	Vice Chair	05.06.17	
Sali Davis		24.11.14	22.02.2021
Lewis Brencher		01.06.15	
Michael Bryan		27.07.15	
Stephen Barlow		27.07.15	
Christopher Binding		02.08.18	

Chief Executive
Ashley Comley

Company Secretary
Ashley Comley

Senior Management
Ann King - Senior Customer services manager
Karen Taylor - Senior Advice services manager

Auditors
Watts Gregory LLP
Chartered Accountants & Statutory Auditors
Elfed House
Oak Tree Court
Cardiff Gate Business Park
CARDIFF
County of Cardiff
CF23 8RS

Solicitors
Eversheds Sutherland
1 Callaghan Square
Cardiff
CF10 5BT
United Kingdom

Bankers during the year
Lloyds Bank Plc
Commercial Banking
PO Box 1000
BX1 1LT

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Citizens Advice Rhondda Cynon Taff Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

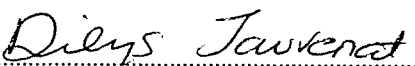
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Approved by order of the Board of Trustees on 29.11.21 and signed on its behalf by:


D Jouvenat - Trustee

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

Opinion

We have audited the financial statements of Citizens Advice Rhondda Cynon Taff Limited (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue. However, because not all future events or conditions can be predicted, this statement is not a guarantee as to the charity's ability to continue as a going concern in exceptional or unforeseen circumstances.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of both the company and industry, we identified the principal risks of non-compliance with laws and regulations, including those related to UK tax legislation and considered the extent to which any non-compliance might have on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and ensured that all those involved in the audit undergo regular update training, including on how to identify or recognise fraud and non-compliance with laws and regulations.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to posting inaccurate journals. We addressed these risks by carrying out specifically targeted procedures, which included:

- discussions with management, including consideration of any known or suspected instances of non-compliance with laws and regulations and/or fraud;
- reading minutes of meetings of those charged with governance;
- the appropriateness of journal entries and other adjustments;
- evaluating the reasons for any large or unusual transactions;
- reviewing disclosures in the financial statements to underlying supporting documentation

As outlined above, reasonable assurance is a high level of assurance, but is not a guarantee that a material misstatement may always be detected. The extent to which our procedures are capable of detecting material misstatements or irregularities, including fraud, is therefore subject to the inherent limitations of an audit. There is therefore, an unavoidable risk that a material misstatement may not come to light, in particular, where non-compliance with laws and regulations are remote from events and transactions reflected in the financial statements or where fraud or errors arise due to intentional misrepresentation, forgery, concealment, management override and/or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Julia Mortimer (Senior Statutory Auditor)
for and on behalf of Watts Gregory LLP
Chartered Accountants & Statutory Auditors
Elfed House
Oak Tree Court
Cardiff Gate Business Park
CARDIFF
County of Cardiff
CF23 8RS

15 December 2021

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	356	194,560	194,916	196,075
Charitable activities	5				
Generalist		79,000	787,746	866,746	607,787
Specialist		169,500	358,152	527,652	587,368
Training		-	55,419	55,419	62,982
Other trading activities	4	14,269	-	14,269	25,834
Other income	6	14,893	-	14,893	-
Total		278,018	1,395,877	1,673,895	1,480,046
EXPENDITURE ON					
Charitable activities	7				
Generalist		190,681	847,074	1,037,755	634,979
Specialist		92,815	485,169	577,984	781,888
Training		40,347	42,063	82,410	48,270
Total		323,843	1,374,306	1,698,149	1,465,137
NET INCOME/(EXPENDITURE)		(45,825)	21,571	(24,254)	14,909
Transfers between funds	18	(6,759)	6,759	-	-
Net movement in funds		(52,584)	28,330	(24,254)	14,909
RECONCILIATION OF FUNDS					
Total funds brought forward		434,774	12,018	446,792	431,883
TOTAL FUNDS CARRIED FORWARD		<u>382,190</u>	<u>40,348</u>	<u>422,538</u>	<u>446,792</u>

The notes form part of these financial statements

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**BALANCE SHEET
31 MARCH 2021**

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
FIXED ASSETS					
Tangible assets	14	29,791	-	29,791	29,330
CURRENT ASSETS					
Debtors	15	369,647	-	369,647	172,186
Cash at bank and in hand		<u>222,652</u>	<u>40,348</u>	<u>263,000</u>	<u>349,074</u>
		592,299	40,348	632,647	521,260
CREDITORS					
Amounts falling due within one year	16	(239,900)	-	(239,900)	(103,798)
NET CURRENT ASSETS		<u>352,399</u>	<u>40,348</u>	<u>392,747</u>	<u>417,462</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>382,190</u>	<u>40,348</u>	<u>422,538</u>	<u>446,792</u>
NET ASSETS		<u>382,190</u>	<u>40,348</u>	<u>422,538</u>	<u>446,792</u>
FUNDS	18				
Unrestricted funds				382,190	434,774
Restricted funds				<u>40,348</u>	<u>12,018</u>
TOTAL FUNDS				<u>422,538</u>	<u>446,792</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 29.1.21 and were signed on its behalf by:


D Jauvenat - Trustee

The notes form part of these financial statements

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	2021 £	2020 £
Cash flows from operating activities			
Cash generated from operations	1	<u>(69,464)</u>	<u>96,840</u>
Net cash (used in)/provided by operating activities		<u>(69,464)</u>	<u>96,840</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(17,010)	(18,677)
Sale of tangible fixed assets		<u>400</u>	<u>-</u>
Net cash used in investing activities		<u>(16,610)</u>	<u>(18,677)</u>
Change in cash and cash equivalents in the reporting period		(86,074)	78,163
Cash and cash equivalents at the beginning of the reporting period		<u>349,074</u>	<u>270,911</u>
Cash and cash equivalents at the end of the reporting period		<u><u>263,000</u></u>	<u><u>349,074</u></u>

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021

1. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021 £	2020 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(24,254)	14,909
Adjustments for:		
Depreciation charges	16,549	15,528
Profit on disposal of fixed assets	(400)	-
(Increase)/decrease in debtors	(197,461)	198
Increase in creditors	<u>136,102</u>	<u>66,205</u>
Net cash (used in)/provided by operations	<u>(69,464)</u>	<u>96,840</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/20 £	Cash flow £	At 31/3/21 £
Net cash			
Cash at bank and in hand	<u>349,074</u>	<u>(86,074)</u>	<u>263,000</u>
	<u>349,074</u>	<u>(86,074)</u>	<u>263,000</u>
Total	<u>349,074</u>	<u>(86,074)</u>	<u>263,000</u>

1. STATUTORY INFORMATION

Rhondda Cynon Taff Citizens Advice Bureau is a registered charity and private company limited by guarantee having no share capital. Members have agreed to contribute £1 in the event of a winding up. The charitable company is incorporated in Wales in the United Kingdom. The registered office is 5 Gelliwasted Road, Pontypridd, CF37 2BP. The nature of the company's operations and principal activities is disclosed within the Report of the Trustees.

The financial statements are presented in Sterling (£), the company's functional currency, and rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

There have been no material departures from Financial Reporting Standard 102.

Going concern

The financial statements have been prepared on a going concern basis, with it being noted that a significant portion of the organisations project funding is due to renewal on 31 March 2022. There is however a reasonable expectation for Welsh Government funding to continue through to at least March 2023.

However, given the significant cash balance and unrestricted reserves held by the charity, the trustees are confident that Citizens Advice Rhondda Cynon Taff will be able to tailor service provision in line with the funding available and will look to obtain additional funding from other sources if necessary. As a result, the trustees consider it appropriate for the financial statements to be prepared on a going concern basis.

As a result of coronavirus pandemic, the trustees have taken steps to minimise the effect on the charity and will continue to do so. As a result, the trustees remain satisfied that it is appropriate for these financial statements to be prepared on a going concern basis.

Income

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

This includes capital grants.

Donations and legacies income

Donations and legacies income includes donations, gifts and grants that provide core funding or are of a general nature are recognised where there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Such income is only deferred when the donor specifies it must be used in future accounting periods or the donor has imposed conditions which must be met before the charity has unconditional entitlement.

Income from charitable activities

Income from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific performance conditions. This income is recognised as the related services are provided and there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Income is deferred when the amounts received are in advance of the performance of the service or event to which they relate.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

2. ACCOUNTING POLICIES - continued

Income

Other trading activities income

Income from other trading activities includes income received under contract. This income is recognised as the related services are provided and there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Income is deferred when the amounts received are in advance of the performance of the service or event to which they relate.

Investment income

Investment income is recognised on a receivable basis.

It is not the policy of the charity to show incoming resources net of expenditure.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Expenditure on costs of raising funds include costs fundraising, advertising, marketing and direct mail materials as well as a proportion of salaries based on an approximation of time spent in this area.

Expenditure on charitable activities 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 are those costs that, whilst necessary to deliver an activity, do not themselves produce or constitute the output of the charitable activity. This includes governance costs which are those costs associated with meeting the constitutional and statutory requirements of the charity and include the accountancy fees and costs linked to the strategic management of the charity as well as a proportion of salaries based on an approximation of time spent in this area.

Allocation and apportionment of costs

All costs are allocated between expenditure categories on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on an appropriate basis.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset (less expected residual value) over its estimated useful life.

Short leasehold property	- 12.5% straight line
Fixtures and equipment	- 33% straight line
Portacabin	- 20% straight line

Fixed assets are initially recorded at cost. Only assets which cost £1,000 or more are capitalised.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Financial instruments

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

Trade debtors and other debtors are recognised at the settlement amount due and prepayments are valued at the amount prepaid.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

2. ACCOUNTING POLICIES - continued

Financial instruments

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme for some of its employees. The assets of the scheme are held separately from those of the charity. The annual contributions payable are charged to the statement of financial activities incorporating the income and expenditure account.

Operating lease commitments

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

Funds structure

Unrestricted funds

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

Designated funds

Designated funds are unrestricted funds earmarked by the board for particular purposes.

Restricted funds

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure, which meets these criteria, is charged to the fund, together with a fair allocation of support and governance costs.

Transfers are made from restricted to unrestricted funds relating to the purchase of fixed assets from restricted income where such expenditure fulfils the terms of the restriction.

3. DONATIONS AND LEGACIES

	2021	2020
	£	£
Gifts and donations	356	1,515
Grants	<u>194,560</u>	<u>194,560</u>
	<u>194,916</u>	<u>196,075</u>

Grants received, included in the above, are as follows:

	2021	2020
	£	£
Rhondda Cynon Taf County Borough Council	<u>194,560</u>	<u>194,560</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

4. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Consultancy services and other income	<u>14,269</u>	<u>25,834</u>

5. INCOME FROM CHARITABLE ACTIVITIES

		2021	2020
	Activity	£	£
Grants	Generalist	150,157	210,820
Families First	Generalist	30,000	30,000
Welfare Rights service	Generalist	25,500	25,500
Help to Claim - Face to Face	Generalist	284,708	210,622
Help to Claim - Telephone	Generalist	-	70,932
Advicelink Cymru -			
Community focussed	Generalist	-	59,913
Employment Capacity	Generalist	9,833	-
DV Income Maximisation -			
Test & Learn	Generalist	90,000	-
Advicelink Cymru - F2F	Generalist	254,548	-
Advicelink Cymru - Debt			
Advice Capacity	Generalist	22,000	-
Grants	Specialist	136,619	360,117
Families First	Specialist	70,000	70,000
Welfare Rights service	Specialist	59,500	59,500
Rhondda Cynon Taf -			
Prescribing Advice	Specialist	34,500	34,500
Cwm Taf Health Board -			
Prescribing Advice	Specialist	17,500	17,500
Advicelink Cymru - Specialist			
advice	Specialist	-	45,751
Nationwide Community Grant	Specialist	23,838	-
Advicelink Cymru - Debt			
Specialist	Specialist	143,939	-
Advicelink Cymru - Benefits			
Specialist	Specialist	41,756	-
Grants	Training	43,500	62,982
Nationwide Community Grant	Training	11,919	-
		<u>1,449,817</u>	<u>1,258,137</u>

Grants received, included in the above, are as follows:

	2021	2020
	£	£
Welsh Government - Tackling Poverty (BABL)	-	71,015
Welsh Government - Communities First Shared Outcomes	-	168,750
Welsh Government - Front line advice service Debt/Welfare benefits	-	72,495
Welsh Government - Front Line Advice discrimination awareness training	-	16,632
Money Advice Service - Debt Advice Project	-	108,212
WCVA - Active Inclusion	-	13,725
Energy Best Deal Extra	-	10,650
Welsh Water	22,500	45,000
Skills & Opportunities programme	-	8,559
Homelessness Prevention	33,000	33,000
Resolution & Resilience project	-	7,469
Warm Wales	15,219	19,707
Gambling support service	43,500	32,625
REL - Energy best	12,975	12,975
EAP - Energy best	10,230	13,105
	<u>137,424</u>	<u>633,919</u>
Carried forward		

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

5. INCOME FROM CHARITABLE ACTIVITIES - continued

	2021 £	2020 £
Brought forward	137,424	633,919
BEIS Equipment	4,870	-
ICP - Improving Access to Remote Advice	25,157	-
Trussell Trust - Foodbank Helpline	61,161	-
Welsh Government - Foundational Economy Challenge Fund	46,862	-
Smart Energy GB - Regional Partner Contract	18,092	-
Energy Saving Trust - Energy Redress Scheme COVID-19 Crisis Fund	20,210	-
Community Foundation Wales - Coronavirus Resilience Fund	15,000	-
Interlink CVC	1,500	-
	<u>330,276</u>	<u>633,919</u>

6. OTHER INCOME

	2021 £	2020 £
Coronavirus Job Retention Scheme Receipts	14,893	-
	<u>14,893</u>	<u>-</u>

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 8) £	Support costs (see note 9) £	Totals £
Generalist	901,144	136,611	1,037,755
Specialist	501,902	76,082	577,984
Training	75,809	6,601	82,410
	<u>1,478,855</u>	<u>219,294</u>	<u>1,698,149</u>

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2021 £	2020 £
Staff costs	1,170,136	1,084,862
Travel costs	12,653	12,799
Premises costs	67,500	54,388
Office costs	115,454	66,731
Recruitment and training	5,991	10,496
Sundry costs	2,011	1,744
Irrecoverable VAT	-	7,376
Energy voucher payments	17,500	-
Partner payments	40,769	-
Dilapidations costs	32,270	-
Depreciation	14,571	13,544
	<u>1,478,855</u>	<u>1,251,940</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

9. SUPPORT COSTS

	Staff costs £	Depreciation £	Other costs £	Governance costs £	Totals £
Generalist	99,042	1,232	24,360	11,977	136,611
Specialist	55,162	686	13,563	6,671	76,082
Training	4,785	60	1,177	579	6,601
	<u>158,989</u>	<u>1,978</u>	<u>39,100</u>	<u>19,227</u>	<u>219,294</u>

All costs are allocated between expenditure categories on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on an appropriate basis.

10. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2021 £	2020 £
Auditors' remuneration	5,382	5,382
Depreciation - owned assets	16,549	15,528
Surplus on disposal of fixed assets	<u>(400)</u>	<u>-</u>

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 or for the year ended 31 March 2020.

Trustees' expenses

Travelling expenses of £293 (2020: £163) were paid by the charity in regard to 1 trustee (2020: 2) during the year. There were no balances outstanding at the year end (2020: £Nil).

12. STAFF COSTS

	2021 £	2020 £
Wages and salaries	1,209,929	1,136,407
Social security costs	92,642	84,309
Other pension costs	<u>32,260</u>	<u>27,092</u>
	<u>1,334,831</u>	<u>1,247,808</u>

The average monthly number of employees during the year was as follows:

	2021	2020
Chief Executive	1	1
Senior managers	2	2
Operations managers	5	5
Administration and support	8	7
Advice and information	<u>42</u>	<u>42</u>
	<u>58</u>	<u>57</u>

No employees received emoluments in excess of £60,000.

Total remuneration benefits paid to key management personnel in the year was £121,489 (2020: £118,181). There were redundancy and termination payments made in the year totalling £Nil (2020: £6,000)

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	196,075	-	196,075
Charitable activities			
Generalist	52,425	555,362	607,787
Specialist	174,500	412,868	587,368
Training	13,725	49,257	62,982
Other trading activities	25,834	-	25,834
Total	462,559	1,017,487	1,480,046
EXPENDITURE ON			
Charitable activities			
Generalist	123,788	511,191	634,979
Specialist	301,550	480,338	781,888
Training	(13,741)	62,011	48,270
Total	411,597	1,053,540	1,465,137
NET INCOME/(EXPENDITURE)	50,962	(36,053)	14,909
Transfers between funds	(34,137)	34,137	-
Net movement in funds	16,825	(1,916)	14,909
RECONCILIATION OF FUNDS			
Total funds brought forward	417,949	13,934	431,883
TOTAL FUNDS CARRIED FORWARD	434,774	12,018	446,792

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

14. TANGIBLE FIXED ASSETS

	Short leasehold property £	Portacabin £	Fixtures & equipment £	Totals £
COST				
At 1 April 2020	36,126	19,622	117,102	172,850
Additions	-	-	17,010	17,010
Disposals	-	(19,622)	(1,952)	(21,574)
At 31 March 2021	<u>36,126</u>	<u>-</u>	<u>132,160</u>	<u>168,286</u>
DEPRECIATION				
At 1 April 2020	27,485	19,622	96,413	143,520
Charge for year	4,548	-	12,001	16,549
Eliminated on disposal	-	(19,622)	(1,952)	(21,574)
At 31 March 2021	<u>32,033</u>	<u>-</u>	<u>106,462</u>	<u>138,495</u>
NET BOOK VALUE				
At 31 March 2021	<u>4,093</u>	<u>-</u>	<u>25,698</u>	<u>29,791</u>
At 31 March 2020	<u>8,641</u>	<u>-</u>	<u>20,689</u>	<u>29,330</u>

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Other debtors and prepayments	22,978	23,073
Accrued income	<u>346,669</u>	<u>149,113</u>
	<u>369,647</u>	<u>172,186</u>

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Social security and other taxes	24,229	25,856
Accruals and deferred income	<u>215,671</u>	<u>77,942</u>
	<u>239,900</u>	<u>103,798</u>
	2021 £	2020 £
Deferred income brought forward	48,626	8,559
Released to SOFA	(48,626)	(8,559)
Additional income deferred in the year	<u>129,989</u>	<u>48,626</u>
	<u>129,989</u>	<u>48,626</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

17. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2021	2020
	£	£
Within one year	93,535	32,653
Between one and five years	261,955	81,182
In more than five years	<u>131,771</u>	<u>-</u>
	<u>487,261</u>	<u>113,835</u>

The total lease payments recognised as an expense in the year amounted to £78,145 (2020: £61,695).

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

18. MOVEMENT IN FUNDS

	At 1/4/20 £	Net movement in funds £	Transfers between funds £	At 31/3/21 £
Unrestricted funds				
General fund	291,641	(23,122)	(6,759)	261,760
Designated fund - Redundancy provision	83,000	-	-	83,000
Designated fund - Repairs to no. 5	20,430	(20,430)	-	-
Designated fund - Business Development Manager post	<u>39,703</u>	<u>(2,273)</u>	<u>-</u>	<u>37,430</u>
	434,774	(45,825)	(6,759)	382,190
Restricted funds				
Prescribing Advice: Tier 2 fund	1,225	512	(1,737)	-
Front line advice service - Debt/Welfare				
Benefits Advice fund	840	-	(840)	-
Money Advice Service - Debt Advice Project	8,511	-	-	8,511
Homelessness prevention	-	(623)	623	-
Warm Wales	-	(5,240)	5,240	-
Gambling support service	971	1,437	(2,410)	(2)
Help to Claim - Face to face	-	(6,177)	6,177	-
Advicelink Cymru - Community focussed	128	-	(128)	-
Advicelink Cymru - Specialist advice	343	-	(343)	-
Energy best - REL	-	(1,790)	1,790	-
Energy best - EAP	-	(711)	711	-
Community Foundation Wales - Nationwide Grant	-	13,327	-	13,327
Information Advice Service - Core Funding	-	(4,120)	4,120	-
BEIS Equipment	-	4,710	(4,710)	-
Trussell Trust - Foodbank Helpline	-	267	(267)	-
Welsh Government - Foundational Economy Challenge Fund	-	(2,706)	2,706	-
Employment Capacity	-	9,833	(9,833)	-
DV Income Maximisation - Test & Learn	-	7,600	(4,088)	3,512
Advicelink Cymru - F2F	-	(8,413)	8,413	-
Advicelink Cymru - Debt Specialist	-	(2,656)	2,656	-
Advicelink Cymru - Benefits Specialist	-	(146)	146	-
Smart Energy GB - Regional Partner Contract	-	804	(804)	-
Energy Saving Trust - Energy Redress Scheme COVID-19 Crisis Fund	-	663	(663)	-
Community Foundation Wales - Coronavirus Resilience Fund	<u>-</u>	<u>15,000</u>	<u>-</u>	<u>15,000</u>
	<u>12,018</u>	<u>21,571</u>	<u>6,759</u>	<u>40,348</u>
TOTAL FUNDS	<u>446,792</u>	<u>(24,254)</u>	<u>-</u>	<u>422,538</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

18. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	278,018	(301,140)	(23,122)
Designated fund - Repairs to no. 5	-	(20,430)	(20,430)
Designated fund - Business Development Manager post	-	(2,273)	(2,273)
	278,018	(323,843)	(45,825)
Restricted funds			
Prescribing Advice: Tier 2 fund	34,500	(33,988)	512
Homelessness prevention	33,000	(33,623)	(623)
Warm Wales	15,219	(20,459)	(5,240)
Gambling support service	43,500	(42,063)	1,437
Help to Claim - Face to face	284,708	(290,885)	(6,177)
Energy best - REL	12,975	(14,765)	(1,790)
Energy best - EAP	10,230	(10,941)	(711)
Community Foundation Wales - Nationwide Grant	35,757	(22,430)	13,327
Information Advice Service - Core Funding	194,560	(198,680)	(4,120)
BEIS Equipment	4,870	(160)	4,710
ICP - Improving Access to Remote Advice	25,157	(25,157)	-
Trussell Trust - Foodbank Helpline	61,161	(60,894)	267
Welsh Government - Foundational Economy Challenge Fund	46,862	(49,568)	(2,706)
Employment Capacity	9,833	-	9,833
DV Income Maximisation - Test & Learn	90,000	(82,400)	7,600
Advicelink Cymru - F2F	254,548	(262,961)	(8,413)
Advicelink Cymru - Debt Specialist	143,939	(146,595)	(2,656)
Advicelink Cymru - Benefits Specialist	41,756	(41,902)	(146)
Smart Energy GB - Regional Partner Contract	18,092	(17,288)	804
Energy Saving Trust - Energy Redress Scheme COVID-19 Crisis Fund	20,210	(19,547)	663
Community Foundation Wales - Coronavirus Resilience Fund	15,000	-	15,000
	<u>1,395,877</u>	<u>(1,374,306)</u>	<u>21,571</u>
TOTAL FUNDS	<u>1,673,895</u>	<u>(1,698,149)</u>	<u>(24,254)</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

18. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/19 £	Net movement in funds £	Transfers between funds £	At 31/3/20 £
Unrestricted funds				
General fund	258,731	67,047	(34,137)	291,641
Designated fund - Redundancy provision	83,000	-	-	83,000
Designated fund - Repairs to no. 5	20,430	-	-	20,430
Designated fund - Business Development Manager post	<u>55,788</u>	<u>(16,085)</u>	<u>-</u>	<u>39,703</u>
	417,949	50,962	(34,137)	434,774
Restricted funds				
Tackling Poverty fund (BABL)	1,884	(1,884)	-	-
Communities First Shared Outcomes fund	2,020	(2,020)	-	-
Prescribing Advice: Tier 1 fund	-	(901)	901	-
Prescribing Advice: Tier 2 fund	1,436	(211)	-	1,225
Front line advice service - Debt/Welfare				
Benefits Advice fund	2,951	(2,111)	-	840
Money Advice Service - Debt Advice Project	-	8,511	-	8,511
Help to Claim - Early mobilisation	5,537	(5,537)	-	-
Skills & opportunities programme	-	(807)	807	-
Homelessness prevention	-	(10,031)	10,031	-
Resolution & resilience project	-	(433)	433	-
Warm Wales	106	(1,658)	1,552	-
Gambling support service	-	971	-	971
Help to Claim - Face to face	-	(7,879)	7,879	-
Help to Claim - Telephone	-	(5,386)	5,386	-
Advicelink Cymru - Community focussed	-	128	-	128
Advicelink Cymru - Specialist advice	-	(99)	442	343
Energy best - REL	<u>-</u>	<u>(6,706)</u>	<u>6,706</u>	<u>-</u>
	<u>13,934</u>	<u>(36,053)</u>	<u>34,137</u>	<u>12,018</u>
TOTAL FUNDS	<u>431,883</u>	<u>14,909</u>	<u>-</u>	<u>446,792</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

18. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	462,559	(395,512)	67,047
Designated fund - Business Development Manager post	-	(16,085)	(16,085)
	462,559	(411,597)	50,962
Restricted funds			
Tackling Poverty fund (BABL)	71,015	(72,899)	(1,884)
Communities First Shared Outcomes fund	168,750	(170,770)	(2,020)
Front Line Advice Service - Discrimination Awareness training fund	16,632	(16,632)	-
Prescribing Advice: Tier 1 fund	17,500	(18,401)	(901)
Prescribing Advice: Tier 2 fund	34,500	(34,711)	(211)
Front line advice service - Debt/Welfare Benefits Advice fund	72,495	(74,606)	(2,111)
Money Advice Service - Debt Advice Project	108,212	(99,701)	8,511
WCVA Active Inclusion	13,725	(13,725)	-
Help to Claim - Early mobilisation	-	(5,537)	(5,537)
Skills & opportunities programme	8,559	(9,366)	(807)
Homelessness prevention	33,000	(43,031)	(10,031)
Resolution & resilience project	7,469	(7,902)	(433)
Warm Wales	19,707	(21,365)	(1,658)
Gambling support service	32,625	(31,654)	971
Help to Claim - Face to face	210,622	(218,501)	(7,879)
Help to Claim - Telephone	70,932	(76,318)	(5,386)
Advicelink Cymru - Community focussed	59,913	(59,785)	128
Advicelink Cymru - Specialist advice	45,751	(45,850)	(99)
Energy best - REL	12,975	(19,681)	(6,706)
Energy best - EAP	13,105	(13,105)	-
	1,017,487	(1,053,540)	(36,053)
TOTAL FUNDS	1,480,046	(1,465,137)	14,909

Prescribing Advice: Tier 2 fund

This project is funded by Rhondda Cynon Taf County Borough Council to provide welfare benefit and debt advice services to people with mental health and substance misuse issues with their carers.

Front Line Advice Service - Debt/Welfare Benefits Advice fund

This project is funded by Welsh Government through Citizens Advice to provide a flexible specialist debt and welfare benefit advice service to client across Bridgend and Rhondda Cynon Taf working with local delivery partners.

Money Advice Service - Debt Advice Project

This project is funded by Money Advice Services through Citizens Advice to provide specialist debt advice across Rhondda Cynon Taf.

Homelessness prevention

This grant was awarded to provide good quality focused financial advice and assistance to ensure that all necessary steps and actions are undertaken to help people remain in their own homes and have the financial resources to access suitable accommodation.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

18. MOVEMENT IN FUNDS - continued

Warm Wales

Project is funded by the British Gas Energy Trust. The purpose of the funding is to provide advice and assistance to beneficiaries aimed at enabling them to manage their debtors and budgets going forwards, maximise their income and ability to afford to pay their bills enabling people to have warm homes through improving energy efficiency and improving their health and wellbeing.

Gambling Support Service

A nationally funded service providing training to frontline workers and organisations to raise awareness of problem gambling, its causes and where to turn for help.

Help to Claim - Face to face & telephone

The project is funded by The Department for Work & Pensions to provide assistance through numerous channels ensuring that Universal Credit is the right benefit for the client, assessing their individual needs and support to start making a Universal Credit claim.

Advicelink Cymru - Community focussed & Specialist advice services

The purpose of the funding is to provide free to client social welfare rights-based information and/or adviser services that will meet the key aims of the funder, Advicelink Cymru.

Energy Best - REL

Funded by OFGEM the Regional Energy Lead (REL), supports local front line organisations across South Wales to engage in energy related activities with their service users.

Energy Best - EAP

Funded by OFGEM, the Energy Advice Programme (EAP), provides 1-1 advice on energy related matters, including meter issues, switching provider and complaints with suppliers.

Community Foundation Wales - Nationwide grant

The project, funded by Nationwide, delivered training sessions to landlords to understand their rights and responsibilities whilst also delivering advice on housing issues to tenants in private rented accommodation.

Information Advice Service - Core Funding

The Information and Advice service delivers open access advice and support to those who approach our service for help. It also supports the recruitment and development of our volunteers, without whom our service would be unable to function.

BEIS Equipment

A one off grant payment from UK Government to support the costs of additional hardware costs in the opening months of the pandemic.

ICP - Improving Access to Remote Advice

A partnership of Local Citizens Advice Offices funded by UK Government to establish best practice and innovation in the provision of Advice to marginalised and vulnerable client groups.

Trussell Trust - Foodbank Helpline

An innovative national telephone line established to provide advice and support to those who are accessing foodbank services across England and Wales.

Welsh Government - Foundational Economy Challenge Fund

Funded via the Welsh Government, Foundational Economy Challenge Fund. The project provides group sessions to 16-24 year olds focussing on improving financial and money confidence.

Advicelink - F2F / Debt & Benefits Advice / Employment Capacity / DV Income Maximisation

Funded via the Welsh Government Advicelink service, the project provides specialist debt advice, welfare benefit advice to varying clients.

Smart Energy GB - Regional Partner Contract

Funded by Smart Energy UK, the project sought to improve awareness of smart meters amongst clients in the 60+ age range as well as promoting their potential benefits.

18. MOVEMENT IN FUNDS - continued

Energy Saving Trust - Energy Redress Scheme COVID-19 Crisis Fund

The project, funded by the Energy Saving Trust, allowed us to provide support to clients using prepayment meters in the form of fuel vouchers. A critical form of support during the winter months of lockdown.

Community Foundation Wales - Coronavirus Resilience Fund

The fund provided financial support to cover the costs of additional equipment and work to make our offices accessible in line with covid guidance. Allowing face to face services to be delivered to those clients in greatest need.

Current year designated funds:

Designated fund - Redundancy provision

The redundancy fund represented the estimated maximum potential liability for future redundancy payments, if there were to be a significant decrease in future funding. However this is now to be shown in general funds.

Designated fund - Repairs to no. 5

The Board has designated funding to be used to repair the flat roof at the rear of the Pontypridd office and future dilapidation costs. The roof and other repairs were undertaken in the year, and the remaining balance is being held for future dilapidation costs.

Designated fund - Business Development Manager

The fund has been set up to fund a new Business Development Manager post for an initial term of two years.

Prior year restricted funds:

Tackling Poverty fund (BABL)

This project is funded through Welsh Government to assist with poverty support, through a service which includes benefits advice and services to families with disabled children.

Communities First Shared Outcomes fund

This project is funded by Welsh Government through Citizens Advice to provide a strategic advice service throughout the Rhondda Cynon Taf area. Outreach services are supported by specialist services in debt and welfare benefits. The project promotes financial inclusion.

Front Line Advice Service - Discrimination Awareness Training fund

This project is funded by Welsh Government through Citizens Advice to deliver a pan Wales discrimination awareness training service to front line advice organisations. This service aims to raise awareness of discrimination identifiers and local referral routes for advice.

Prescribing Advice: Tier 1 fund

This project is funded by Cwm Taf University Health Board to provide welfare benefit and debt advice services to patients of the primary care mental health team.

Help to Claim - Early mobilisation

The aim of this service is to provide the advice and support people need to make and complete their initial universal credit claim and be ready for when they receive their first payment.

Help to Claim - Set up costs

Funding was received via this sub-grant to set up and mobilise the Universal Support service for the local citizens advice. Purpose of the funding is to enable CARCT to be ready to deliver the service to 31 March 2020.

WCVA Active Inclusion

Funding has been received from the WCVA's Active Inclusion Scheme, to provide a service which offers training to those with work limiting health conditions, from jobless households, or over 54s who are economically inactive or long term unemployed.

Skills & opportunities programme

A grant awarded following a public vote, funded by Natwest the project provides advice and support around financial capability. Helping clients to manage their budgets through the provision of practical advice and support.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

18. MOVEMENT IN FUNDS - continued

Resolution & resilience project

The purpose of this funding is to enable the CARCT to engage with households in fuel debt/poverty who are making Emergency Assistance Payment applications to the Discretionary Assistance fund, and helping them to establish sustainable solutions and prevent the occurrence of future fuel debt and other social welfare problems.

Transfers between funds

During the year the following transfers were made:

A transfer of £6,760 was made from the general fund to cover the overspend on restricted funds.

There were transfers between the Advicelink (Face to Face, Debt, Benefits), Foundational Economy, Employment Capacity, DV Income Maximisation funds, all of which are funded via Advicelink. These transfers net to £nil.

19. EMPLOYEE BENEFIT OBLIGATIONS

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in independently administered funds. The pension cost charge represents contributions paid by the charity to the fund and amounted to £32,260 (2020: £27,092). Contributions outstanding at the year end amounted to £Nil (2020: £2,886).

20. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021 that require disclosure.