

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

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FOR THE YEAR ENDED 31 MARCH 2021

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**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2021**

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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**

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**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

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**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

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## **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**

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**REFERENCE AND ADMINISTRATIVE DETAILS**

**Registered Company number**  
03717793 (England and Wales)

**Registered Charity number**  
1074801

**Registered office**  
5 Gelliwastad Road  
PONTYPRIDD  
CF37 2BP

<b>Trustees</b>	<b>Role</b>	<b>Date elected</b>	<b>Date resigned</b>
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

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**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

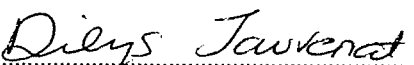
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the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

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**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](http://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**

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**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 £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	3	356	194,560	194,916	196,075
<b>Charitable activities</b>	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	-
<b>Total</b>		278,018	1,395,877	1,673,895	1,480,046
<b>EXPENDITURE ON</b>					
<b>Charitable activities</b>	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
<b>Total</b>		323,843	1,374,306	1,698,149	1,465,137
<b>NET INCOME/(EXPENDITURE)</b>		(45,825)	21,571	(24,254)	14,909
<b>Transfers between funds</b>	18	(6,759)	6,759	-	-
<b>Net movement in funds</b>		(52,584)	28,330	(24,254)	14,909
<b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		434,774	12,018	446,792	431,883
<b>TOTAL FUNDS CARRIED FORWARD</b>		<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 £
<b>FIXED ASSETS</b>					
Tangible assets	14	29,791	-	29,791	29,330
<b>CURRENT ASSETS</b>					
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
<b>CREDITORS</b>					
Amounts falling due within one year	16	(239,900)	-	(239,900)	(103,798)
<b>NET CURRENT ASSETS</b>		<u>352,399</u>	<u>40,348</u>	<u>392,747</u>	<u>417,462</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>382,190</u>	<u>40,348</u>	<u>422,538</u>	<u>446,792</u>
<b>NET ASSETS</b>		<u>382,190</u>	<u>40,348</u>	<u>422,538</u>	<u>446,792</u>
<b>FUNDS</b>	18				
Unrestricted funds				382,190	434,774
Restricted funds				<u>40,348</u>	<u>12,018</u>
<b>TOTAL FUNDS</b>				<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 29.11.21 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 £
<b>Cash flows from operating activities</b>			
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>
<b>Cash flows from investing activities</b>			
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>
<b>Change in cash and cash equivalents in the reporting period</b>		(86,074)	78,163
<b>Cash and cash equivalents at the beginning of the reporting period</b>		<u>349,074</u>	<u>270,911</u>
<b>Cash and cash equivalents at the end of the reporting period</b>		<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

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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	<u>10,230</u>	<u>13,105</u>
Carried forward	137,424	633,919

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 £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	196,075	-	196,075
<b>Charitable activities</b>			
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
<b>Total</b>	462,559	1,017,487	1,480,046
<b>EXPENDITURE ON</b>			
<b>Charitable activities</b>			
Generalist	123,788	511,191	634,979
Specialist	301,550	480,338	781,888
Training	(13,741)	62,011	48,270
<b>Total</b>	411,597	1,053,540	1,465,137
<b>NET INCOME/(EXPENDITURE)</b>	50,962	(36,053)	14,909
<b>Transfers between funds</b>	(34,137)	34,137	-
<b>Net movement in funds</b>	16,825	(1,916)	14,909
<b>RECONCILIATION OF FUNDS</b>			
<b>Total funds brought forward</b>	417,949	13,934	431,883
<b>TOTAL FUNDS CARRIED FORWARD</b>	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 £
<b>COST</b>				
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>
<b>DEPRECIATION</b>				
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>
<b>NET BOOK VALUE</b>				
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

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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 £
<b>Unrestricted funds</b>				
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
<b>Restricted funds</b>				
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>
<b>TOTAL FUNDS</b>	<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 £
<b>Unrestricted funds</b>			
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)
<b>Restricted funds</b>			
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>
<b>TOTAL FUNDS</b>	<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 £
<b>Unrestricted funds</b>				
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
<b>Restricted funds</b>				
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>
<b>TOTAL FUNDS</b>	<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 £
<b>Unrestricted funds</b>			
General fund	462,559	(395,512)	67,047
Designated fund - Business Development Manager post	-	(16,085)	(16,085)
	462,559	(411,597)	50,962
<b>Restricted funds</b>			
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)
<b>TOTAL FUNDS</b>	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

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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

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**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.