

**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**

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FOR THE YEAR ENDED 31 MARCH 2022**

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**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.

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.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

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).

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

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**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>

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