

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

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

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

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FOR THE YEAR ENDED 31 MARCH 2023

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

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objects

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

Aims, objectives, strategies and activities for the year

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

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

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

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

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

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

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

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

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

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

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

OBJECTIVES AND ACTIVITIES

Significant activities

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

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

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

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

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

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

Volunteers

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

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

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

ACHIEVEMENT AND PERFORMANCE

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

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

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

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

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

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

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

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

FINANCIAL REVIEW

Principal funding sources

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

Donations

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

Investment policy and objectives

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

FINANCIAL REVIEW

Financial position

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

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

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

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

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

Financial Performance

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

Salary and Pay

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

Reserves policy

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

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

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

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

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

FUTURE PLANS

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

- 1 Advice -We will improve the experience people have when they come to us for help, so everyone leaves with the knowledge and confidence they need to find a way forward.
- 2 Research and Campaigns / Advocacy - We will be a stronger voice on the issues that matter most to the people who come to us for help.
- 3 Sustainability - We will secure our future as a service through a more collaborative, proactive, and competitive approach to fundraising, reducing our impact on the environment wherever possible. Whilst ensuring the safety and wellbeing of our staff, volunteers, and clients.

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

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

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

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

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

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

Recruitment and appointment of new trustees

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

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

Organisational structure

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

Induction and training of new trustees

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

Related parties

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

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

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

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

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

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

Public benefit

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

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

03717793 (England and Wales)

Registered Charity number

1074801

Registered office

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

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

Chief Executive / Company Secretary

Ashley Comley

Senior Statutory Auditor

Julia Mortimer

Auditors

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

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

REFERENCE AND ADMINISTRATIVE DETAILS

Solicitors

Eversheds Sutherland
1 Callaghan Square
Cardiff
CF10 5BT
United Kingdom

Bankers during the year

Lloyds Bank Plc
Commercial Banking
PO Box 1000
BX1 1LT

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

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

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

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

In so far as the trustees are aware:

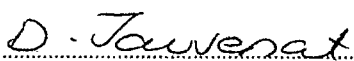
- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

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

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

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


D Jouvenat - Trustee

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

Opinion

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

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

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

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

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

Responsibilities of trustees

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

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

Our responsibilities for the audit of the financial statements

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

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

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

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

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

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

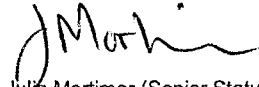
Because of the inherent limitations of an audit there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. The risk increases the more that compliance with a law or regulation is removed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

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

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

Use of our report

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



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

Date: 13 December 2023

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

CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED

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

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

The notes form part of these financial statements

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**BALANCE SHEET
31 MARCH 2023**

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

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

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

D. Jouvenat
D Jouvenat - Trustee

The notes form part of these financial statements

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

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

The notes form part of these financial statements

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

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

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

2. ANALYSIS OF CHANGES IN NET FUNDS

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

The notes form part of these financial statements

1. STATUTORY INFORMATION

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

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

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

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

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

Going concern

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

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

Income

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

This includes capital grants.

Donations and legacies income

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

Income from charitable activities

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

Other trading activities income

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

Investment income

Investment income is recognised on a receivable basis.

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

2. ACCOUNTING POLICIES - continued

Expenditure

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

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

Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

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

Allocation and apportionment of costs

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

Tangible fixed assets

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

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

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

Taxation

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

Financial instruments

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

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

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

Pension costs and other post-retirement benefits

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

2. ACCOUNTING POLICIES - continued

Operating lease commitments

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

Funds structure

Unrestricted funds

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

Designated funds

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

Restricted funds

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

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

3. DONATIONS AND LEGACIES

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

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

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

4. OTHER TRADING ACTIVITIES

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

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

5. INCOME FROM CHARITABLE ACTIVITIES

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

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

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

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

5. INCOME FROM CHARITABLE ACTIVITIES - continued

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

6. CHARITABLE ACTIVITIES COSTS

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

7. DIRECT COSTS OF CHARITABLE ACTIVITIES

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

8. SUPPORT COSTS

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

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

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

9. NET INCOME/(EXPENDITURE)

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

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

10. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

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

11. STAFF COSTS

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

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

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

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

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

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

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

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

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

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

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

13. TANGIBLE FIXED ASSETS

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

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

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

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

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

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

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

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

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

17. LOANS

An analysis of the maturity of loans is given below:

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

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

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

18. LEASING AGREEMENTS

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

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

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

19. SECURED DEBTS

The following secured debts are included within creditors:

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

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

20. MOVEMENT IN FUNDS

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

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

20. MOVEMENT IN FUNDS - continued

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

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

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

20. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

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

**CITIZENS ADVICE
RHONDDA CYNON TAF LIMITED**

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

20. MOVEMENT IN FUNDS - continued

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

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

Prescribing Advice: Tier 2 fund

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

Money Advice Service - Debt Advice Project

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

Homelessness prevention

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

British Gas Energy Trust

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

20. MOVEMENT IN FUNDS - continued

Help to Claim - Face to face & telephone

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

Information Advice Service - Core Funding

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

Trussell Trust - Foodbank Helpline

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

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

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

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

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

Community Foundation Wales - Coronavirus Resilience Fund

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

Advicelink Cymru - Claim What's Yours

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

Smart Energy

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

Access to Justice Foundation - HALS

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

Help through Hardship

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

Moondance Foundation - Wales Energy Service

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

Moondance Foundation - COVID-19 Relief Fund

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

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

20. MOVEMENT IN FUNDS - continued

Shared Prosperity Fund

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

Trussell Trust - Foodbank Project

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

Current year designated funds:

Designated fund - Taff Street Development

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

Prior year restricted funds:

Gambling Support Service

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

Community Foundation Wales - Nationwide grant

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

ICP - Improving Access to Remote Advice

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

Volunteering Wales Fund

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

Access to Justice Foundation - LIPSS

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

Prior year designated funds:

Designated fund - Redundancy provision

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

Designated fund - Business Development Manager

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

Transfers between funds

During the year the following transfers were made:

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

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

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

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

21. EMPLOYEE BENEFIT OBLIGATIONS

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

22. CAPITAL COMMITMENTS

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

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

23. RELATED PARTY DISCLOSURES

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