

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

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

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

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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FOR THE YEAR ENDED 31 MARCH 2025**

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**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

OBJECTIVES AND ACTIVITIES

Objects

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

Aims, objectives, strategies and activities for the year

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

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

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

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

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

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

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

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

OBJECTIVES AND ACTIVITIES

Significant activities

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

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

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

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

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

Volunteers

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

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

ACHIEVEMENT AND PERFORMANCE

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

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

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

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

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

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

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

FINANCIAL REVIEW

Principal funding sources

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

Donations

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

Investment policy and objectives

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

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

FINANCIAL REVIEW

Financial position

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

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

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

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

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

Financial performance

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

Salary and pay

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

Reserves policy

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

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

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

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

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

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

FUTURE PLANS

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

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

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

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

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

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

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

Recruitment and appointment of new trustees

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

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

Organisational structure

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

Induction and training of new trustees

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

Related parties

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

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

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

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

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

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

Public benefit

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

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

03717793 (England and Wales)

Registered Charity number

1074801

Registered office

Former Library
Knight Street
Mountain Ash
CF45 3EY

Trustees

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

Chief Executive / Company Secretary

Karen Taylor

Senior Statutory Auditor

Rachel Doyle ACA DCha

Auditors

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

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

REFERENCE AND ADMINISTRATIVE DETAILS

Solicitors

Eversheds Sutherland
1 Callaghan Square
Cardiff
CF10 5BT
United Kingdom

Bankers during the year

Lloyds Bank Plc
Commercial Banking
PO Box 1000
BX1 1LT

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

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

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

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

In so far as the trustees are aware:

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

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

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

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

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

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

In so far as the trustees are aware:

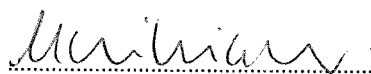
- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

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

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

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


.....
N R Williams - Trustee

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

Opinion

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

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

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

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

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

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

Our responsibilities for the audit of the financial statements

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

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

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

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

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

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

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

Use of our report

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



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

Date: 27/11/2025

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

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

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

The notes form part of these financial statements

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

**Balance Sheet
31 MARCH 2025**

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

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

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


N R Williams - Trustee

The notes form part of these financial statements

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

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

The notes form part of these financial statements

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

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

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

2. ANALYSIS OF CHANGES IN NET FUNDS

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

The notes form part of these financial statements

1. STATUTORY INFORMATION

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

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

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

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

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

GOING CONCERN

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

Income

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

This includes capital grants.

DONATIONS AND LEGACIES INCOME

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

INCOME FROM CHARITABLE ACTIVITIES

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

2. ACCOUNTING POLICIES - continued

Income

OTHER TRADING ACTIVITIES INCOME

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

INVESTMENT INCOME

Investment income is recognised on a receivable basis.

Expenditure

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

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

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

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

Allocation and apportionment of costs

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

Tangible fixed assets

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

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

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

Taxation

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

Financial instruments

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

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

2. ACCOUNTING POLICIES - continued

Financial instruments

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

Pension costs and other post-retirement benefits

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

Operating lease commitments

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

Funds structure

Unrestricted funds

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

Designated funds

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

Restricted funds

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

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

3. DONATIONS AND LEGACIES

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

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

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

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

4. OTHER TRADING ACTIVITIES

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

5. INCOME FROM CHARITABLE ACTIVITIES

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

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

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

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

5. INCOME FROM CHARITABLE ACTIVITIES - continued

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

6. CHARITABLE ACTIVITIES COSTS

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

7. DIRECT COSTS OF CHARITABLE ACTIVITIES

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

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

8. SUPPORT COSTS

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

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

9. NET INCOME/(EXPENDITURE)

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

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

10. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

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

11. STAFF COSTS

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

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

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

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

11. STAFF COSTS - continued

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

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

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

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

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

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

13. TANGIBLE FIXED ASSETS

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

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

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

15. CASH AT BANK AND IN HAND

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

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

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

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

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

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

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

18. LOANS

An analysis of the maturity of loans is given below:

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

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

19. LEASING AGREEMENTS

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

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

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

20. SECURED DEBTS

The following secured debts are included within creditors:

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

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

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

21. MOVEMENT IN FUNDS

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

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

21. MOVEMENT IN FUNDS - continued

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

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

CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED

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

21. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

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

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

21. MOVEMENT IN FUNDS - continued

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

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

Prescribing Advice: Tier 2 fund

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

Homelessness prevention

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

British Gas Energy Trust

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

Help to Claim - Face to face & telephone

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

21. **MOVEMENT IN FUNDS - continued**

Information Advice Service - Core Funding

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

Trussell Trust - Foodbank Helpline

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

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

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

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

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

Community Foundation Wales - Coronavirus Resilience Fund

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

Advicelink Cymru - Claim What's Yours

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

Help through Hardship

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

Volunteering Wales Fund

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

Moondance Foundation - Wales Energy Service

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

Shared Prosperity Fund

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

Trussell Trust - Foodbank Project

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

National Grid - Energy Caseworker

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

21. MOVEMENT IN FUNDS - continued

Carers Trust

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

Pen Y Cymoedd Wind Farm Community Fund

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

Prior year restricted funds:

Access to Justice Foundation - HALS

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

Welsh Churches Act - Taff Street Capital Fund

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

22. EMPLOYEE BENEFIT OBLIGATIONS

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

23. RELATED PARTY DISCLOSURES

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

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

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

This page does not form part of the statutory financial statements

**CITIZENS ADVICE
RHONDDA CYNON TAFF LIMITED**

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

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

This page does not form part of the statutory financial statements