

**CITIZENS ADVICE
CAERPHILLY BLAENAU GWENT**

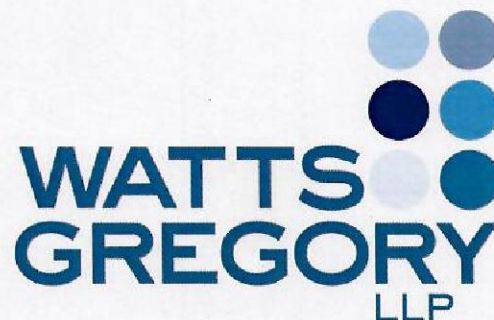
FINANCIAL STATEMENTS

FOR THE YEAR ENDED

31 MARCH 2021

COMPANY NO: 04041962

CHARITY NO: 1084045



CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

**CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

	Page
Report of the Trustees	1 to 12
Report of the Independent Auditors	13 to 15
Statement of Financial Activities	16
Balance Sheet	17
Cash Flow Statement	18
Notes to the Cash Flow Statement	19
Notes to the Financial Statements	20 to 36
Detailed Statement of Financial Activities	37 to 38

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

This has been an important year as we have demonstrated our agility and our innovation, providing our services when faced with a global pandemic that has impacted upon us all. The trustees of Citizens Advice Caerphilly Blaenau Gwent present our annual financial accounts for this difficult financial year ending 31 March 2021.

In accordance with the Companies Act 2006 the trustees act as directors of the charity, providing financial oversight so that we can produce this report in line with the provisions contained within the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to all UK Charities presenting accounts as specified by the FRS102 Financial Reporting Standard (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objects

The trustees are pleased to report that we have made every effort to deliver a consistent service remotely during the 2020 / 21 financial year. Moreover, we have also improved and developed our services so that we can realise our objectives from the long term business plan in order to serve our communities across Caerphilly and Blaenau Gwent boroughs by:

- i.) Providing an expert advisory service that focusses upon the advancement of education
- ii.) Relieving poverty, sickness, and distress across diverse groups
- iii.) Develop knowledge and focus arising from health matters.

Aims, objectives, strategies and activities for the year

Citizens Advice Caerphilly Blaenau Gwent aims to provide free, confidential, impartial and independent advice and information for the benefit of the local community. We also aim to exercise a responsible influence on the development of social policies to advance services that ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

Public benefit

The organisations trustees can confirm that they have had due regard to Public Benefit guidance published by the Charity Commission. Significant plans and activities that we undertook during the year that demonstrate public benefit are set out under the Achievements and Performance section.

The Business Plan covering 2018-21 identifies 6 key objectives:

- 1. We want to be a leading provider of information and advice;
- 2. We want to be sustainable in the long term;
- 3. We want to achieve measurable, long-term improvements in peoples' lives;
- 4. We want to increase our focus on local and national research and campaigning work;
- 5. We want to be an excellent and effective organisation;
- 6. We want to improve how we communicate with our beneficiaries, stakeholders and the wider world;

The principal activity of Citizens Advice Caerphilly Blaenau Gwent remained the provision of free, confidential, independent and impartial advice, information and support for members of the public. This is provided through 3 offices in Bargoed, Brynmawr and Risca and the telephone contact centre in Caerphilly. In addition to generalist advice the following specialist advisory services were provided:

- i) Specialist advice in Welfare Benefit and Debt;
- ii) Advice in health care settings;
- iii) The provision of debt advice and financial capability advice to families with diverse and specific issues;
- iv) Welfare benefit advice, with specific support for families that have children with disabilities;
- v) Pension guidance to people over 50 years of age with defined contribution pensions;
- vi) Financial Advice to those at risk of the consequences of poor financial decision making;
- vii) Support to witnesses in the criminal justice system;
- viii) Specialist telephone advice on consumer issues; and
- ix) General advice and signposting to services as part of our Advicelink programme.

We are proud to say that we can professionally offer services across a wide matrix of channels that may include face-to-face work, telephone, digital interactions or at other outreach services across various hubs in either Caerphilly or Blaenau Gwent.

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

OBJECTIVES AND ACTIVITIES

Criteria or measures to assess success

A key-element of the Citizens Advice Membership Scheme is the requirement of every member to undertake an annual Leadership Self-Assessment (LSA) covering the following nine areas:

Governance;
Strategic business planning;
Risk management;
Financial management;
People management;
Operational performance management;
Partnership working;
Research and campaigning;
Equality leadership

The assessment is approved by the National Citizens Advice service and any development outcomes are agreed in partnership with its members.

The LSA aligns with external standards, compliance also indicates compliance with the minimum requirements of the Advice Quality Standard (AQS), Money Advice Service (MAS) debt quality framework and the Information and advice quality framework for Wales (IAQFW).

Contribution of Volunteers

Volunteers are the vital the backbone of our organisation as they help to meet our charitable aim to reach as many people in our community as possible. Volunteering can take several forms in our charity, including administration, advice, and advocacy. As trustees we also help, support, and share essential knowledge that helps Citizens Advice Caerphilly Blaenau Gwent to exceed its charitable objectives.

In 2020/21 we estimated that there were over 2,488 hours of volunteer time spent with the charity, that in-turn helped us to service over 988 clients. Our volunteer programme allowed us to offer specific, individual support in surrounding areas that would otherwise be hard to reach, so that we can continue to support individuals in isolated areas, where access to information may be limited.

We have dedicated support and supervision plans in place to fully support our volunteers that takes the form of specific supervision, training plans and policies. Citizens Advice Caerphilly Blaenau Gwent is also a member of the Investing in Volunteers scheme and charter mark since 2019.

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

ACHIEVEMENT AND PERFORMANCE

Charitable activities

As in previous years, we continued to play a significant role in the development of the national Citizens Advice service. The Chief Executive is a member of a number of committees and working groups led by National Citizens Advice and Citizens Advice Cymru. Our trustees and staff sit on a number of national committees and forums.

We continue to support and contribute to a wide range of local meetings concerned with social inclusion and community development.

We regard as it an important part of our role to use these fora to share information arising from the problems faced by the communities we serve, so that local decision makers can develop new policies that are evidence led. Regional and local involvement is critical to our success and matches the Social Policy aim and objective of the National Citizens Advice service.

Key achievements during 2020/21

7,700 clients assisted by local service and projects
25,700 issues raised by local service and project clients
82,000 contacts by the Adviceline / Advicelink Contract Centre via telephone and web chat
14,300 contacts by the Debt Advice contact centre via telephone and web chat
134,500 contacts by the Consumer Service Contact Centre via telephone and webchat
7,350 referrals to the Witness Service National Contact Centre
Our advisors gained £4,265,000 for clients
Our advisors assisted clients with £32,600,000 of problem debt
Our advisors had £2,671,000 of problem debt written off by creditors
43% of local clients (and 24% of all clients) were people with disabilities or long-term health conditions

The provision of our services was offered at each of our sites, across a range of channels including some limited face-to-face work, webchat or by telephone.

In 2020/21 we delivered several new and existing projects designed to meet our charitable aims, as summarised below:

We continued to work with the Welsh Government Single Advice Fund, delivering the Advicelink Cymru project that covers a range of initiatives including debt, welfare benefits and generalist advice locally. As in previous years, we delivered Energy Best Deal advice; helping residents of Caerphilly and Blaenau Gwent make the most of their energy usage.

We continue to work in partnership with Citizens Advice Cardiff & the Vale and Ynys Mon to deliver the Pension Wise offering pensions guidance to people aged 50+

We continue to deliver Aneurin Bevan Health Board funded advice service for mental health service users in partnership with the Citizens Advice offices in Torfaen and Newport.

The contact centre delivers five main services:

- Adviceline is the national Citizens Advice helpline providing information to the public and, when necessary, making appointments for them to be seen at local Citizens Advice offices.
- Advicelink Cymru is the Wales-wide telephone advice service providing debt, welfare benefits and generalist advice. The service is delivered in partnership with Citizens Advice Cardiff and Vale.
- The Money and Pension Service funds us to deliver specialist debt advice by telephone, webchat, and email to clients across England and Wales.
- The Witness Service Hub takes referrals from the CPS, Witness Care Units, police forces and other prosecuting authorities in England and Wales and contacting people who are required to appear to give evidence criminal cases. Our staff can talk them through the process, arrange pre-trial visits to the court and can request special measures for vulnerable witnesses.
- The Consumer Service Contact Centre works in partnership with six other Citizens Advice offices across England and Wales to provide advice and support to members of the public with consumer issues.

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

ACHIEVEMENT AND PERFORMANCE

Investment policy

As required in its Memorandum paragraph 4.17, in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law. We have exercised this clause in the later part of the 2020/21 financial year as a mechanism to manage the pensions deficit payments.

Within the financial year we have moved £100,000 to a low risk investment fund and have seen a 5% return on our investment. Our aim in subsequent financial years is to increase our annual income from investments from £1,000 per annum to circa, £20,000 per year.

Key performance indicators

Each year the bureau confirms its performance by undertaking a Leadership Self-Assessment, as part of the membership with the wider Citizens Advice National organisation. In previous financial years we have scored 'green' across all key indicators and the 2020/21 financial year is no exception.

Furthermore, Citizens Advice Caerphilly Blaenau Gwent works to a wide range of KPIs agreed with its various funders and appropriate to the services funded. In 2020/21 we met or exceeded the great majority of our funder KPIs; the only occasions on which we did not meet agreed KPIs were in circumstances that were agreed and sanctioned by the funder or were given flexibility as we had started to move into the Covid19 lock down.

FINANCIAL REVIEW

Financial position

In summary we would like to present the headlines from our financial accounts, where further detail can be found in the Statement of Financial Activity on page 13. This has been another successful year for the charity financially where we have increased our revenue and exercised effective controls to ensure that all funded programs realised their financial cost. We are also pleased to continue to increase our reserves and manage them effectively via some new designated provisions in the accounts.

The headlines from the financial accounts are as follows:

- Income has increase to £4,468,711 compared to £3,760,967 in the previous financial year.
- Of the total income £4,029,071 was restricted funds and a further £439,640 was unrestricted
- Unrestricted reserves have increased by £353,627 since the previous financial year.
- We have now assigned two Designated Funds in total: i.) £250,000 has been Designated for Organisational Development to allow for future growth and any potential restructure of the charity; and ii.) a further £100,000 has been Designated to maintain our infrastructure including our property at Church Place.
- In the year we secured £266,628 of additional funding for our Consumer Service to enhance the service that we provide. This included income for specific support with clients that have concerns regarding their energy supplies.
- In the year we also received £233,600 additional funding for the Advice Line service and have doubled the team of agents that offer support with this scheme.
- We also secured additional income to provide fuel vouchers as part of the Energy Redress Scheme where we were able to support 169 households with 304 vouchers.

Our expenses profile is carefully monitored via our budget management systems with 92% of all costs devoted to front line service delivery. We have seen a modest surplus arising from our Unrestricted Funds due partly to the revaluation of our Pension Liability that has been specifically moved into Designated Funds.

Other headlines relating to our costs are as follows:

- We have paid a further £99,000 in the year towards our Defined Benefit Pension scheme to manage the deficit based on Actuarial calculations. This repayment amount has been agreed for the next 3 financial years and can be managed as part of overall financial and budget management practices.
- Staff costs remains one of our biggest expenses accounting for just over 85% of our total profile of costs. This includes pension costs and other supplementary costs of staffing and management.
- 13% of our other costs arise from contracts that have been agreed and approved with strict oversight and in line with our scheme of delegation.
- There were no impairment costs in the year.

In total the charity had access to £1.5 million cash funds at the end of the financial year which means that we have approximately £2 cash for every £1 liabilities (excluding the pension deficit)

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

FINANCIAL REVIEW

Reserves policy

In accordance with good corporate governance and Charity Commission guidelines, the charity has always maintained a minimum level of free reserves.

Charity Commission guidelines stress that there is "no single level, or even a range of, reserves that is right for all charities". Any target set for the level of reserves to be held, should reflect the organisations particular circumstances.

CACBG wishes to move away from a simplistic approach based upon three six months of operating costs towards a target reserve level bespoke to our exposure and risk as an organisation. The charity holds reserves for a number of reasons.

- They help provide short-term cash flow to allow expenditure to be incurred ahead of income being received.
- They can provide contingency to help mitigate the impact of unexpected/unforeseen expenditures; they assist budget management, by allowing pressures to be dealt with, or investment in services made, whilst a longer-term solution is found; and they can help commitments to be met in the event of a cessation of funding.

The charity recognises that strategic and financial planning informs the development of our reserves policy. Effective risk management is key to this entire process. Alongside a review of our internal financial management, the Board has recently re-evaluated its existing reserves policy having considered, in particular, the following:

- The level of reserves is appropriate for the current size and complexity of the organisation given our significant growth over recent years.
- The increasing level of reserves required to cash flow our projects on a quarterly basis to ensure the continuance of service delivery. We need scope to manage short term budgetary issues on a day to day basis, especially given the extent of our funding that is received in arrears.
- Protection needed against the immediate impact of funding changes.
- To cover unforeseen or unavoidable costs that are inherent to any organisation.
- To take advantage of opportunities as and when presented to aid development of the organisation.
- Reserves that are needed to cover planned IT and equipment-based investment.
- Fulfilment of our current commitments should the organisation cease to operate. This would include contractual commitments and exposure to dilapidation and associated costs.
- Own reserves required to cover project costs should be we in a position where full cost recovery is not possible.

The recent experience with the Covid 19 pandemic demonstrates how the external landscape can significantly impact upon a charity and highlights the need for a robust reserves policy. Our balance of reserves will ensure that we are able to appropriately respond to external challenges and changes to the political landscape. Our Reserves balance works in tandem with our plans to mitigate risk and to help us manage through this economic turbulence should funding for our services become scarce or should fluctuations in the stock markets further impact the valuation of our pension liability.

Principal funding sources

- The Welsh Government in support of the following projects

Advicelink Cymru - Generalist Advice

Advicelink Cymru - Specialist Advice

Advicelink Cymru - Advice Link Contract Centre

- National Citizens Advice in support of the following projects

Advice Line

Big Energy Savings Network

Consumer Service

The Debt Advice Service

Pension Wise

Witness Services

- Caerphilly council in support of the following projects

Core services in the locality

Confident with cash

- Blaenau Gwent council in support of local outreach and services

- The Aneurin Bevan Health Board advice for mental health service users

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

FINANCIAL REVIEW

Funds in deficit

No funds were in significant deficit at the balance sheet date.

FUTURE PLANS

Our new Business and Development Plan contains the following key themes:

1. **We want to be a leading provider of information and advice:**
2. **We want to be sustainable in the long term:**
3. **We want to achieve measurable, long-term improvements in peoples' lives:**
4. **We want to increase our focus on local and national research and campaigning work:**
5. **We want to be an excellent and effective organisation:**
6. **We want to improve how we communicate with our beneficiaries, stakeholders and the wider world:**

Objective 1: We want to be a leading provider of information and advice

Rationale: Citizens Advice Caerphilly Blaenau Gwent will deliver specialist advice in debt and welfare benefits and generalist advice across the full range of social welfare law. Our advice services will be client focused, responsive to changing needs and will adopt a multi-channel approach to maximise accessibility. We will:

Maintain and improve the range of advice services that we offer.

Ensure that equality is at the heart of everything that we do.

Endeavour to resolve as many enquiries as possible at the first point of contact, regardless of which channel the client chooses to use.

We will ensure that self-help is an effective route for clients who choose it.

Short term targets for this objective include:

Our current range of services has been maintained or extended Quarterly self-assessment results in 70%+ classified and verified by national CA as 'good'.

Delivery includes face-to-face, telephone, web chat and email

We will identify the most important equality policy issues nationally and locally and use this to inform our campaigns.

60% of enquiries dealt with at first point of contact.

90% of clients satisfied with the service

70% of self-help clients surveyed reporting needs as met.

60% of clients surveyed reporting increased confidence.

Longer term targets for this objective include:

Delivery includes Skype and video conferencing

65% of enquiries dealt with at first point of contact.

80% of self-help clients surveyed reporting needs as met.

70% of clients surveyed reporting increased confidence.

Objective 2: We want to be sustainable in the long term:

Rationale: Over the last ten years Citizens Advice Caerphilly Blaenau Gwent has developed a diverse funding base, a strong management team and a skilled and well supported staff and volunteer team. We will put in place the funding, premises and development strategies which will allow us to maintain and build on that strong base and meet the challenges of changing needs and new ways of working. We will:

Develop a long-term funding strategy.

Become an indispensable partner.

Develop a long-term premises strategy to include office and public space and clear policies on the use of outreach premises.

Ensure that the Business & Development Plan and operational plans are updated and widely communicated.

Short term targets for this objective include:

220,000 new unrestricted income generated.

1 new service developed and submitted to funders

Use Impact Assessment Toolkit to assess impact of our work and share with funders.

Plans are signed off, reviewed by Trustee Board and are made meaningful and realistic through the PDR process.

Longer term targets for this objective include:

£40,000 new unrestricted income generated.

2 new services developed and submitted to funders

Develop Blaenau Gwent premises into multi agency hub

Develop new Bargodded premises into multi agency hub

FUTURE PLANS

Objective 3: We want to achieve measurable, long-term improvements in peoples' lives

Rationale: Increasingly funders are placing great emphasis on the outcomes of the programmes they fund, not simply on the activities that precede the outcomes. Consequently we need to be better able to evidence the short, medium and long-term benefits that our services achieve for clients and the community. We will:

We will trial improved procedures for tracking client outcomes and inviting client feedback.
We will introduce new methods of identifying and tracking all our contributions to the local economy.
Offer a range of accredited debt and financial capability training courses to the public and agencies.
We will introduce new methods of identifying and tracking the benefits of volunteering.

Short term targets for this objective include:

Outcome tool developed, installed and implemented.
Annual impact report produced.

Longer term targets for this objective include:

Outcome tool finalised, evaluated and in use in enhanced impact reporting.

Objective 4: We want to increase our focus on local and national research and campaigning work

Rationale: We need to be clearer about the impacts of our campaigning work. We will improve and share with partners our data-gathering. The information gathered from clients' experiences will be used to campaign locally, regionally, and nationally. We will:

Achieve improvements in people's lives through R&C work.

We will identify an R&C lead in the SMT and ensure that they have the resources to deliver.

We will ensure that we provide a bilingual service appropriate to the area.

We will ensure that our clients' voices and our R&C data are available to local and national decision makers through inclusion in regular publications.

Short term targets for this objective include:

Participation in 2 national campaigns; 1 local SP report produced.

Research & Campaigning Development Plan signed off by Trustee Board.

We will translate the non-dynamic areas of our website.

Quarterly and annual statistical reports produced.

Longer term targets for this objective include:

Participation in 3 national campaigns; 2 local SP reports produced.

Research & Campaigning Development Plan in effective operation.

Sufficient Welsh speaking staff to meet local demand.

Objective 5: We want to be an excellent and effective organisation

Rationale: We want to be an organisation that embeds excellence at its heart. To deliver the best services in the best way and to be the best partner that we can, we need to attract and retain excellent staff by being an excellent employer. We want to be an organisation that people are proud to be associated with as volunteers, employees, or partners.

Prioritise continuous improvement in all that we do.

Invest in the development of our people and plan for succession.

Ensure that staff and volunteers are valued and continue to be integral to the running of the service at all levels.

We will value diversity as an employer and a voluntary sector agency.

Short term targets for this objective include:

Change management process in place and changes documented.

Bi-annual report made to Trustee Board on feedback, complaints and praise and our responses.

TNA completed and Organisational Training Plan in place.

Staff Representatives in place and involved in a range of TB and consultation activities.

Longer term targets for this objective include:

TNA and Organisational Training Plan updated

Investing in Volunteers award successfully renewed.

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

FUTURE PLANS

Objective 6: We want to improve how we communicate with our beneficiaries, stakeholders and the wider world

Rationale: We want to make sure that our aims, objectives, principles and values are widely known and understood. Raising our profile will encourage a higher level of interaction with stakeholders and help identify where the service may be improved. We will:

Develop a communications and marketing plan.

We will ensure that the outcomes of our services are rigorously evaluated and publicised.
We will seek the views of partners and stakeholders about our activities and impact.

Short term targets for this objective include:

Communications strategy signed off by Trustee Board
New website up and running and social media engagement plan in place
Annual advice trends and impacts reports produced for each of our core counties
Stakeholder survey developed and 85% positive responses received

Longer term targets for this objective include:

More in-depth impact reporting established.
Communications strategy reviewed and updated.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Citizens Advice Caerphilly Blaenau Gwent is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to one pound. The organisation is governed by its Memorandum and Articles of Association as amended in July 2012.

Citizens Advice Caerphilly Blaenau Gwent was incorporated as a company limited by guarantee on 27 July 2000.

The operating name Citizens Advice Caerphilly Blaenau Gwent has been in use since 2016.

Recruitment and appointment of new trustees

Trustees, who are also directors of the company, are individuals who have an interest in furthering the work of the charity and are mainly drawn from the local area. A separate process agreed by the Trustee Board is followed for the election of the Chair.

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

Citizens Advice Caerphilly Blaenau Gwent has a Trustee Board of up to 15 members who meet quarterly and are responsible for the strategic direction and policy of the charity. At present the Board has 10 members who bring a range of skills to the organisation.

Mostyn Davies	Acting Chair
Angela Jones	Chair (to 17 September 2021)
Gordon Pankhurst	Deputy Chair
Tudor Davies	Elected
Glyn Jones	Elected/Treasurer
Colin Mann	Elected
Julia Rose	Elected
Steve Skivens	Elected
Jackie Dix	Elected
Jan Channing	Co-Opted
Lili Thompson	Elected
Edward Evans	Elected

The role of Company Secretary is filled by the Chief Executive who attends Board meetings, but has no voting rights. A schedule of delegation is in place and day to day responsibility for the organisation rests with the Chief Executive supported by a management team.

The Chief Executive is responsible for ensuring that the terms of contracts and other funding agreements are adhered to and that all key performance indicators are met. The members of the Senior Management Team have responsibility for the day to day operational management of all services and line management of staff.

Overall responsibility for the management of Citizens Advice Caerphilly Blaenau Gwent rests with the Trustee Board which is responsible for setting the strategic direction of the organisation and the policies of the charity. Board members are charity trustees and company directors. The trustees carry the ultimate responsibility for the conduct of Citizens Advice Caerphilly Blaenau Gwent 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 senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office, and is available to the public.

Summary of Responsibilities

- Operational responsibility for the service lies with the Chief Executive who is based in the Bargoed office. - Financial and resource management is provided by the Resources Manager and Finance Manager, who are also based in Bargoed.
- Day-to-day line management of the service is the responsibility of the Operations Managers.
- There are three main offices operating in Bargoed, Brynmawr and Risca and a multi-channel contact centre in Caerphilly.
- Citizens Advice Caerphilly Blaenau Gwent offers a range of service delivery methods including, open door in our main
- Offices and at outreach venues, appointments, telephone, letter, email and webchat advice. We offer home visits for
- Specific projects and client groups. There are approximately 50 volunteers, excluding trustees. Funding for the core service comes predominantly from Caerphilly and Blaenau Gwent local authorities.
- Arrangements for setting pay and remuneration
- The Chief Executive's salary is reviewed periodically and is set by the Finance and Personnel Committee of the Trustee Board.
- Salaries of other senior managers are reviewed periodically and are set by the Finance and Personnel Committee of the Trustee Board in consultation with the Chief Executive.

In setting salaries, the committee has regard to comparable third-sector salaries and advertised local Citizens Advice salaries in particular.

Induction and training of new trustees

Newly appointed trustees are provided with a comprehensive induction to Citizens Advice Caerphilly Blaenau Gwent through the provision of written induction materials, training courses and mentoring by established trustees.

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Related parties

Citizens Advice Caerphilly Blaenau Gwent is a member of Citizens Advice, 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 Caerphilly Blaenau Gwent in order to fulfil its charitable objects and comply with the national membership requirements.

Risk management

Risk management has been a key focus for the organisation and compliments the overall strategic plan and our aims for Business Development. As an organisation we evaluate risk using a specifically designed register that is part of our overall performance management framework (the framework also includes our Business Continuity plan). The risk register is reviewed at least quarterly at both senior management and board level. Assessment of internal and external risks are evaluated as part of the risk management framework. Using feedback from key stakeholders we are able to score the potential impact and likelihood of the risk; whilst ensuring that suitable mitigation measures are in place.

Currently there are three main focus areas within our risk register that we are closely monitoring:

1. We continue to diversify our portfolio of investment to ensure the continuity of services and the overall charity.
2. Ensuring good governance remains in place by having a robust Business Strategy for the charity whilst ensuring that we have diversity of skills and experience across our board.
3. Ensuring that we have appropriate Business Continuity measures in place to respond to major changes in the external environment such as pandemics.

Covid19 and the associated lockdown

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

Within the first week all services were available to our clients on a remote, 'arms length' basis. We achieved this by shifting our contact centre and local team members to home working and provided the suitable Information technology for them to interact with clients in need. Managers and supervisor conducted daily performance and support meetings across our teams to ensure that all members of the organisation were supported. As a result, we have been able to ensure a continuation of service that meets the needs and expectations of our funders.

From the 23rd March onwards, we have also ensured good governance of the charity by holding regular meetings with the trustees either via telephone or by using other digital meeting platforms. The trustees are pleased to report that all board meetings and sub committees have still taken place to ensure appropriate oversight and support during these unusual times.

Finally, we have been able to successfully move all support functions such as Finance, HR and IT to remote working platforms to ensure the continuation of front-line services. The Covid19 lockdown was a test of our continuity planning and risk management framework that was successfully managed.

Early indications are that we will not be impacted financial and expect funds and projects to continue. We have been in close contact with our funding providers and have confidence that we can still meet our performance objects to provide ongoing services in our community. Going into the 2020/21 financial year we have already agreed 92% of all income in the budget with funders and have also agreed 'in principle' 48% of the expected funding in the next financial year.

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

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

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
04041962 (Not specified/Other)

Registered Charity number
1084045

Registered office
1-2 Church Place
BARGOED
CF81 8RP

Trustees

The following people were directors/trustees of the charity during the year:

Directors/Trustees	Role	Status	Date became director	Date of resignation
Angela Jones	Chair	Elected	11/02/2010	17/09/2021
Glyn Jones	Treasurer	Elected	27/10/2011	
Gordon Pankhurst	Vice Chair		29/04/2004	
Mostyn Davies	Personnel Chair	Elected	03/09/2001	
Tudor Davies		Elected	18/12/2001	
Steven Skivens		Elected	12/10/2003	
Colin Mann		Elected	26/07/2012	
Julia Rose		Elected	25/07/2013	
Jackie Dix		Elected	08/02/2018	
Jan Channing		Co-Opted	06/12/2018	16/09/2021
Lili Thompson		Elected	17/09/2020	
Edward Evans		Elected	18/03/2021	
Chief Executive:	Simon Ellington			

Senior Management Team:
Jane Waters (Resources Manager)
Lisa McLain (Operations Manager)
Ann Matthews (Operations Manager)
Sean Duggan (Finance Manager)

Company Secretary: Simon Ellington

Auditors

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

Bankers

Unity Trust Bank PLC
Nine Brindleyplace
BIRMINGHAM
B1 2HB

Barclays PLC
14 Commercial Street
NEWPORT
NP20 1HE

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

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

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Citizens Advice Caerphilly Blaenau Gwent 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 operation;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.

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

In so far as the trustees are aware:

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

Approved by order of the Board of Trustees on 2/12/2021 and signed on its behalf by:


.....
Simon Ellington - Company secretary

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

Opinion

We have audited the financial statements of Citizens Advice Caerphilly Blaenau Gwent (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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 CAERPHILLY BLAENAU GWENT

Responsibilities of trustees

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

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

Our responsibilities for the audit of the financial statements

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

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

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

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

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

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

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CITIZENS ADVICE CAERPHILLY BLAENAU GWENT**

Use of our report

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

Watts Gregory LLP

Julia Mortimer (Senior Statutory Auditor)
for and on behalf of Watts Gregory LLP
Chartered Accountants & Statutory Auditors
Elfed House
Oak Tree Court
Cardiff Gate Business Park
CARDIFF
County of Cardiff
CF23 8RS

20 December 2021

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	166,744	-	166,744	198,167
Charitable activities	5				
Generalist advice		272,427	3,984,442	4,256,869	3,355,189
Specialist advice		-	44,629	44,629	206,218
Investment income	4	469	-	469	1,393
Total		439,640	4,029,071	4,468,711	3,760,967
EXPENDITURE ON					
Charitable activities	6				
Generalist advice		105,593	3,904,807	4,010,400	3,236,758
Specialist advice		30,970	-	30,790	223,560
Other	9	-	-	-	(5,411)
Total		136,383	3,916,087	4,041,190	3,454,907
Net gains on investments		25,779	-	25,779	75,000
NET INCOME		329,036	124,264	453,300	381,060
Transfers between funds	24	24,591	(24,591)	-	-
Net movement in funds		353,627	99,673	453,300	381,060
RECONCILIATION OF FUNDS					
Total funds brought forward		1,529,200	24,586	1,553,786	1,172,726
TOTAL FUNDS CARRIED FORWARD		<u>1,882,827</u>	<u>124,259</u>	<u>2,007,086</u>	<u>1,553,786</u>

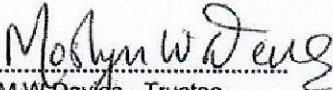
CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

**BALANCE SHEET
31 MARCH 2021**

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
FIXED ASSETS					
Tangible assets	14	390,607	-	390,607	403,323
Investments	15	<u>103,279</u>	<u>-</u>	<u>103,279</u>	<u>-</u>
		493,886	-	493,886	403,323
CURRENT ASSETS					
Debtors	16	173,924	269,688	443,612	75,066
Cash at bank		<u>1,579,397</u>	<u>(145,429)</u>	<u>1,433,968</u>	<u>1,554,289</u>
		1,753,321	124,259	1,877,580	1,629,355
CREDITORS					
Amounts falling due within one year	17	<u>(207,803)</u>	<u>-</u>	<u>(207,803)</u>	<u>(200,003)</u>
NET CURRENT ASSETS		<u>1,545,518</u>	<u>124,259</u>	<u>1,669,777</u>	<u>1,429,352</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		2,039,404	124,259	2,163,663	1,832,675
CREDITORS					
Amounts falling due after more than one year	18	<u>(47,577)</u>	<u>-</u>	<u>(47,577)</u>	<u>(52,889)</u>
PROVISIONS FOR LIABILITIES	23	<u>(109,000)</u>	<u>-</u>	<u>(109,000)</u>	<u>(226,000)</u>
NET ASSETS		<u>1,882,827</u>	<u>124,259</u>	<u>2,007,086</u>	<u>1,553,786</u>
FUNDS	24				
Unrestricted funds				1,882,827	1,529,200
Restricted funds				<u>124,259</u>	<u>24,586</u>
TOTAL FUNDS				<u>2,007,086</u>	<u>1,553,786</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 and authorised for issue by the Board of Trustees and authorised for issue on 01-12-2021 and were signed on its behalf by:


M W Davies - Trustee


G T Jones - Trustee

The notes form part of these financial statements

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	2021 £	2020 £
Cash flows from operating activities			
Cash generated from operations	1	<u>29,439</u>	<u>236,166</u>
Net cash provided by operating activities		<u>29,439</u>	<u>236,166</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(42,610)	(42,249)
Purchase of fixed asset investments		(100,500)	-
Interest received		<u>469</u>	<u>1,393</u>
Net cash used in investing activities		<u>(142,641)</u>	<u>(40,856)</u>
Cash flows from financing activities			
Loan repayments in year		<u>(7,119)</u>	<u>(4,673)</u>
Net cash used in financing activities		<u>(7,119)</u>	<u>(4,673)</u>
Change in cash and cash equivalents in the reporting period		(120,321)	190,637
Cash and cash equivalents at the beginning of the reporting period		<u>1,554,289</u>	<u>1,363,652</u>
Cash and cash equivalents at the end of the reporting period		<u><u>1,433,968</u></u>	<u><u>1,554,289</u></u>

The notes form part of these financial statements

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

**NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021**

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

	2021 £	2020 £
Net income for the reporting period (as per the Statement of Financial Activities)	453,300	381,060
Adjustments for:		
Depreciation charges	55,326	53,701
Losses on investments	(2,779)	-
Interest received	(469)	(1,393)
Mortgage interest paid	2,182	(145,000)
Increase/(decrease) in provisions	(117,000)	-
(Increase)/decrease in debtors	(368,545)	81,592
Increase/(decrease) in creditors	7,424	(133,794)
Net cash provided by operations	<u>29,439</u>	<u>236,166</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/20 £	Cash flow £	At 31/3/21 £
Net cash			
Cash at bank	<u>1,554,289</u>	<u>(120,321)</u>	<u>1,433,968</u>
	<u>1,554,289</u>	<u>(120,321)</u>	<u>1,433,968</u>
Debt			
Debts falling due within 1 year	(4,673)	(375)	(5,048)
Debts falling due after 1 year	<u>(52,889)</u>	<u>5,312</u>	<u>(47,577)</u>
	<u>(57,562)</u>	<u>4,937</u>	<u>(52,625)</u>
Total	<u>1,496,727</u>	<u>(115,384)</u>	<u>1,381,343</u>

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

1. STATUTORY INFORMATION

Citizens Advice Caerphilly Blaenau Gwent 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 company is incorporated in Wales in the United Kingdom and its registered office is 1-2 Church Place, Bargoed, Caerphilly, CF81 8RP.

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, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

There have been no material departures from the standard.

Going concern

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.

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 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 includes income received under contract or where entitlement to grant funding is subject to specific performance conditions. This income is recognised where there is entitlement, when the receipt is probable, and the amount can be measured reliably. 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 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 delivery of the service or event to which it relates.

Investment income is recognised on a receivable basis.

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 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 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.

Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates.

Allocation and apportionment of costs

All costs are allocated between the 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 over its estimated useful life.

Freehold property	- 2% on cost
Improvements to leasehold property	- in accordance with the lease
Fixtures and fittings	- straight line over 15 years
Computer equipment	- straight line 33.33%

Depreciation on the freehold property commenced on 1 October 2018 once the repairs had been completed. Fixed assets are initially recorded at cost. Only assets which cost £500 or more are capitalised.

Investments

Investments are included at market value at the balance sheet date. Realised and unrealised gains or losses on investments are shown separately on the face of the statement of financial activities.

Investment income is recognised on a receivable basis.

Taxation

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

Pension costs and other post-retirement benefits

The charity is part of a multi-employer defined benefit pension scheme. Rates are set by the scheme actuary. This scheme is being accounted for under FRS102, with the annually calculated notional surplus or deficit on the funding of the scheme shown in the accounts as part of unrestricted funds. The trustees note that the calculated notional deficit or surplus calculated under FRS102 can vary greatly from year to year depending on the assumptions made at the valuation date, but with normally little or no effect upon short term cashflows. This scheme was closed to new entrants during 2007/08.

The charity contributes to the personal pension schemes of some of its employees. Contributions payable to the schemes are charged to the profit and loss account in the period to which they relate.

Operating lease agreements

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.

The benefits of lease incentives are recognised in the statement of financial activities over the lease period.

2. ACCOUNTING POLICIES - continued**Basis of recognition of liabilities**

Liabilities are recognised as soon as there is a legal or constructive obligation which commits the charity to the expenditure.

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.

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.

Debtors with no stated interest rate and receivable within one year are recorded at transaction price. An losses arising from impairment are recognised in expenditure. Prepayments are valued at the amount prepaid net of any trade discounts due.

Creditors and provisions 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 and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Significant accounting judgements and estimates

Estimates and judgements are continually evaluated and are based on historical experience and other relevant factors, including expectations of future events that are believed to be reasonable under the circumstances.

The preparation of the financial statements requires management to make estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, be likely to differ from the related actual results. No estimates or assumptions have been identified that have significant risk of causing material adjustment to the carrying amounts of assets and liabilities within the next financial year.

3. DONATIONS AND LEGACIES

	2021	2020
	£	£
Grants	166,714	196,714
Sundry donations	30	1,453
	<u>166,744</u>	<u>198,167</u>

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

	2021	2020
	£	£
Caerphilly County Borough Council - core funding	136,714	136,714
Blaenau Gwent County Borough Council - core funding	30,000	60,000
	<u>166,714</u>	<u>196,714</u>

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

4. INVESTMENT INCOME

	2021 £	2020 £
Bank interest receivable	<u>469</u>	<u>1,393</u>

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2021 £	2020 £
Grants and contract funding	Generalist advice	3,968,538	3,355,189
Grants and contract funding	Specialist advice	<u>332,960</u>	<u>206,218</u>
		<u>4,301,498</u>	<u>3,561,407</u>

Further analysis of grants and contract funding:

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Aneurin Bevan	69,715	-	69,715	-
Citizens Advice - Better Advice : Better Lives	-	15,616	15,616	143,651
Citizens Advice - Energy Best Deal Extra	-	21,198	21,198	17,640
Citizens Advice - Equipment Grant	-	5,810	5,810	-
Citizens Advice - Communities First Shared Outcomes	-	-	-	172,500
Citizens Advice - Phone Strategy Implementation	-	613,600	613,600	380,000
Citizens Advice - Brexit Fund	-	-	-	150,000
Citizens Advice - Pension Wise	-	120,209	120,209	118,028
Citizens Advice - Witness Service	-	337,571	337,571	330,371
Citizens Advice - Consumer Service	-	900,236	900,236	667,358
Citizens Advice - Consumer Service (Development funds)	-	-	-	52,047
Citizens Advice - Consumer Service (Scams Awareness)	-	30,167	30,167	22,626
Citizens Advice - Help to Claim: Pilot support service	-	158,108	158,108	153,634
Citizens Advice - Help to Claim: Pilot service set up costs	-	12,688	12,688	22,053
Citizens Advice - Big Energy Saving Week	-	-	-	9,000
Caerphilly County Council - Confident with Cash Community FO	174,435	-	174,435	163,368
Foundation Wales - COVID-19 Resilience Fund	-	15,000	15,000	-
Energy Redress Fund	-	16,399	16,399	-
MASDAP F2F Wales	-	10,001	10,001	155,946
MASDAP contact centre	-	733,167	733,167	689,950
Moondance Foundation	-	26,359	26,359	-
Caerphilly County Council - Debt Relief Order Intermediary service	27,916	-	27,916	27,916
Test & Learn	-	28,665	28,665	-
Welsh Government - Advice Link Cymru (Remote fund)	-	432,497	432,497	126,382
Welsh Government - Advice Link Cymru (Generalist fund)	-	325,244	325,244	80,004
Welsh Government - Advice Link Cymru (Debt fund)	-	169,908	169,908	8,515
Welsh Government - Advice Link Cymru (Specialist fund)	-	34,628	34,628	41,757
Welsh Government - Voluntary Service Recovery Fund	-	22,000	22,000	-
Other	<u>361</u>	-	<u>361</u>	<u>28,661</u>
	<u>272,427</u>	<u>4,029,071</u>	<u>4,301,498</u>	<u>3,561,407</u>

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 7) £	Support costs (see note 8) £	Totals £
Generalist advice	3,643,551	366,849	4,010,400
Specialist advice	14	30,776	30,790
	<u>3,643,565</u>	<u>397,625</u>	<u>4,041,190</u>

7. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2021 £	2020 £
Staff costs	3,284,372	2,760,218
Rent, rates & service charge	38,326	49,043
Light & heat	6,840	21,137
Insurance	12,602	8,989
Repairs & maintenance (including cleaning)	38,226	56,033
Staff & volunteer travel expenses	1,313	25,069
Printing & stationery	13,120	11,289
Telephone & postage	73,888	69,403
Funding clawbacks	-	34,861
Reference materials & subscriptions	12,160	22,829
Other staff related costs	123,664	6,553
Depreciation	39,054	40,949
	<u>3,643,565</u>	<u>3,106,373</u>

8. SUPPORT COSTS

	Staff costs £	Depreciation £	Other costs £	Governance costs £	Totals £
Generalist advice	229,599	15,013	117,569	4,668	366,849
Specialist advice	19,262	1,259	9,863	392	30,776
	<u>248,861</u>	<u>16,272</u>	<u>127,432</u>	<u>5,060</u>	<u>397,625</u>

The charity allocates its support costs as shown in the table and then further apportions those costs between the charitable activities undertaken. Support costs are allocated on a basis consistent with the use of resources based on the number of employee hours spent in each area.

9. OTHER

	2021 £	2020 £
Impairment losses	-	(5,411)

A professional valuation of 1-2 Church Place was completed in June 2018. This valuation resulted in a property impairment expense of £817,778.

The property, which was acquired in December 2014, is a substantial building which previously operated as Bargoed Social Club. It was however, in need of extensive refurbishment and required conversion to a three storey quality office base in order to meet the needs of the organisation.

The building marks a significant milestone for the organisation, being the first owned property and also representing a commitment to a permanent home and presence in Bargoed town centre with easy access and transport links for the local community.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**10. NET INCOME/(EXPENDITURE)**

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

	2021	2020
	£	£
Auditors' remuneration	3,450	3,450
Auditors' remuneration for non-audit work	1,610	-
Depreciation - owned assets	55,326	53,700
Staff pension contributions	176,224	184,256
Auditors' remuneration - other financial services	-	3,434
	<u>-</u>	<u>3,434</u>

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 or for the year ended 31 March 2020.

Trustees' expenses

During the year no expenses were paid to trustees. (2020: £Nil)

12. STAFF COSTS

	2021	2020
	£	£
Wages and salaries	3,107,377	2,607,950
Social security costs	249,632	202,915
Other pension costs	176,224	184,256
	<u>3,533,233</u>	<u>2,995,121</u>

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

	2021	2020
Number of administrative staff	6	9
Number of management staff	9	8
Number of caseworker/advisors	142	114
Number of training & recruitment	1	1
Number of other staff	3	1
	<u>161</u>	<u>133</u>

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

	2021	2020
£60,001 - £70,000	<u>1</u>	<u>1</u>

The number of full time equivalent employees during the year was 127 (2020 - 105).

The total key management personnel remuneration benefits during the year was £297,860 (2020 - £275,406).

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	198,167	-	198,167
Charitable activities			
Generalist advice	219,945	3,135,244	3,355,189
Specialist advice	-	206,218	206,218
Investment income	1,393	-	1,393
Total	419,505	3,341,462	3,760,967
EXPENDITURE ON			
Charitable activities			
Generalist advice	102,061	3,134,697	3,236,758
Specialist advice	16,712	206,848	223,560
Other	(5,411)	-	(5,411)
Total	113,362	3,341,545	3,454,907
Net gains on investments	75,000	-	75,000
NET INCOME/(EXPENDITURE)	381,143	(83)	381,060
Transfers between funds	16,002	(16,002)	-
Net movement in funds	397,145	(16,085)	381,060
RECONCILIATION OF FUNDS			
Total funds brought forward	1,132,055	40,671	1,172,726
TOTAL FUNDS CARRIED FORWARD	<u>1,529,200</u>	<u>24,586</u>	<u>1,553,786</u>

14. TANGIBLE FIXED ASSETS

	Freehold property £	Improvements to leasehold property £	Fixtures and fittings £	Computer equipment £	Totals £
COST					
At 1 April 2020	1,190,526	39,282	64,041	138,796	1,432,645
Additions	-	-	4,930	37,680	42,610
At 31 March 2021	<u>1,190,526</u>	<u>39,282</u>	<u>68,971</u>	<u>176,476</u>	<u>1,475,255</u>
DEPRECIATION					
At 1 April 2020	875,276	34,262	33,202	86,582	1,029,322
Charge for year	7,856	5,020	10,703	31,747	55,326
At 31 March 2021	<u>883,132</u>	<u>39,282</u>	<u>43,905</u>	<u>118,329</u>	<u>1,084,648</u>
NET BOOK VALUE					
At 31 March 2021	<u>307,394</u>	<u>-</u>	<u>25,066</u>	<u>58,147</u>	<u>390,607</u>
At 31 March 2020	<u>315,250</u>	<u>5,020</u>	<u>30,839</u>	<u>52,214</u>	<u>403,323</u>

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

14. TANGIBLE FIXED ASSETS - continued

A professional valuation of 1-2 Church Place was completed in June 2018. This valuation resulted in a property impairment expense of £817,778 in 2018 and an additional impairment of £47,748 in 2019. See note 9 for further details.

15. FIXED ASSET INVESTMENTS

	Listed investments £
MARKET VALUE	
Additions	100,500
Revaluations	<u>2,779</u>
At 31 March 2021	<u>103,279</u>
NET BOOK VALUE	
At 31 March 2021	<u>103,279</u>
At 31 March 2020	<u>-</u>

There were no investment assets outside the UK.

Cost or valuation at 31 March 2021 is represented by:

	Listed investments £
Valuation in 2021	2,779
Cost	<u>100,500</u>
	<u>103,279</u>

16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Prepayments and accrued income	<u>443,612</u>	<u>75,066</u>

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Bank loans and overdrafts (see note 19)	5,048	4,673
Trade creditors	6,750	-
Social security and other taxes	17,872	-
VAT	21,916	16,740
Other creditors	7,019	62,553
Accruals and deferred income	<u>149,198</u>	<u>116,037</u>
	<u>207,803</u>	<u>200,003</u>

Included within Accruals and deferred income above is the following deferred income:

	2021 £	2020 £
Access to Justice Funding	32,650	-
Supporting Justice Consultation - Witness	-	25,022
Additional computer equipment for ALC	-	<u>4,850</u>
	<u>32,650</u>	<u>29,872</u>

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR – continued

The deferred income relates to income received in advance of entitlement

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

	2021 £	2020 £
Bank loans (see note 19)	<u>47,577</u>	<u>52,889</u>

19. LOANS

An analysis of the maturity of loans is given below:

	2021 £	2020 £
Amounts falling due within one year on demand: Mortgage loan	<u>5,048</u>	<u>4,673</u>
Amounts falling due between two and five years: Mortgage loan	<u>20,192</u>	<u>18,692</u>
Amounts falling due in more than five years: Repayable by instalments: Mortgage loan	27,385	34,197

20. LEASING AGREEMENTS

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

	2021 £	2020 £
Within one year	7,214	31,522
Between one and five years	<u>4,676</u>	<u>11,891</u>
	11,890	43,413

21. FINANCIAL INSTRUMENTS

Financial assets	2021 £	2020 £
Financial assets that are debt instruments measured at amortised cost	1,848,067	1,616,119
Financial assets measured at fair value	<u>103,279</u>	<u>-</u>
Financial liabilities	2021 £	2020 £
Financial liabilities measured at amortised cost	215,592	236,152
Financial liabilities measured at fair value	<u>-</u>	<u>-</u>

Financial assets measured at amortised cost comprise cash at bank and accrued income. Financial assets measured at fair value comprise fixed asset investments.

Financial liabilities measured at amortised cost comprise trade creditors, other creditors, deferred income and accruals.

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

22. SECURED DEBTS

The following secured debts are included within creditors:

	2021 £	2020 £
Bank loans	<u>52,625</u>	<u>57,562</u>

The bank loan is secured by a first and only legal charge over the freehold property.

23. PROVISIONS FOR LIABILITIES

	2021 £	2020 £
Pension scheme funding deficit	<u>109,000</u>	<u>226,000</u>
Provision brought forward	226,000	371,000
Contributions paid	(162,000)	(167,000)
Actuarial gain	(23,000)	(75,000)
Current service cost	64,000	89,000
Finance costs	<u>4,000</u>	<u>8,000</u>
Provision carried forward	<u>109,000</u>	<u>226,000</u>

Further details regarding pension commitments are given in note 23.

24. MOVEMENT IN FUNDS

	At 1/4/20 £	Net movement in funds £	Transfers between funds £	At 31/3/21 £
Unrestricted funds				
General fund	1,529,200	329,036	24,591	1,882,827
Restricted funds				
MASDAP F2F Wales	(630)	630	-	-
Phone Strategy Implementation	-	9,859	(7,859)	2,000
MASDAP Contact Centre	(8,534)	19,068	(278)	10,256
Witness Service	-	15,205	-	15,205
Consumer Service	33,750	23,815	-	57,565
Help to Claim - Pilot project	-	1,713	(1,713)	-
Welsh Government - Advice Link Cymru (Remote Fund)	-	13,148	(274)	12,874
Welsh Government - Advice Link Cymru (Generalist Fund)	-	445	(445)	-
Welsh Government - Advice Link Cymru (Specialist Fund)	-	208	(208)	-
Citizens Advice - Equipment Grant	-	12,614	(12,614)	-
Community Foundation Wales - COVID-19 Resilience Fund	-	1,200	(1,200)	-
The Moondance Foundation	-	<u>26,359</u>	-	<u>26,359</u>
	<u>24,586</u>	<u>124,264</u>	<u>(24,591)</u>	<u>124,259</u>
TOTAL FUNDS	<u>1,553,786</u>	<u>453,300</u>	<u>-</u>	<u>2,007,086</u>

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

24. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	439,640	(136,383)	25,779	329,036
Restricted funds				
Better Advice : Better Lives	15,616	(15,616)	-	-
Energy Best Deal - EXTRA	21,198	(21,198)	-	-
Pensionwise	120,209	(120,209)	-	-
MASDAP F2F Wales	10,631	(10,001)	-	630
Phone Strategy Implementation	613,600	(603,741)	-	9,859
MASDAP Contact Centre	732,537	(713,469)	-	19,068
Witness Service	337,571	(322,366)	-	15,205
Consumer Service	900,236	(876,421)	-	23,815
Help to Claim - Pilot set up costs	12,688	(12,688)	-	-
Help to Claim - Pilot project	158,108	(156,395)	-	1,713
Welsh Government - Advice Link Cymru (Remote Fund)	432,497	(419,349)	-	13,148
Welsh Government - Advice Link Cymru (Generalist Fund)	325,244	(324,799)	-	445
Welsh Government - Advice Link Cymru (Specialist Fund)	169,908	(169,700)	-	208
Citizens Advice - Consumer Service (Scams Awareness)	30,167	(30,167)	-	-
Welsh Government - Advice Link Cymru (Debt Fund)	34,628	(34,628)	-	-
Citizens Advice - Equipment Grant	5,810	6,804	-	12,614
Community Foundation Wales - COVID-19 Resilience Fund	15,000	(13,800)	-	1,200
Energy Redress Fund	16,399	(16,399)	-	-
Test & Learn	28,665	(28,665)	-	-
Welsh Government - Voluntary Service Recovery Fund	22,000	(22,000)	-	-
The Moondance Foundation	26,359	-	-	26,359
	<u>4,029,071</u>	<u>(3,904,807)</u>	<u>-</u>	<u>124,264</u>
TOTAL FUNDS	<u>4,468,711</u>	<u>(4,041,190)</u>	<u>25,779</u>	<u>453,300</u>

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

24. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/19 £	Net movement in funds £	Transfers between funds £	At 31/3/20 £
Unrestricted funds				
General fund	1,132,055	381,143	(333,998)	1,179,200
Designated fund - Organisational development	-	-	250,000	250,000
Designated fund - Asset management and development	-	-	100,000	100,000
	<u>1,132,055</u>	<u>381,143</u>	<u>16,002</u>	<u>1,529,200</u>
Restricted funds				
MASDAP F2F Wales	-	(630)	-	(630)
Phone Strategy Implementation	-	2,025	(2,025)	-
MASDAP Contact Centre	-	(7,115)	(1,419)	(8,534)
Witness Service	21,832	(15,928)	(5,904)	-
Consumer Service	-	33,750	-	33,750
Help to Claim - Full service set up costs	18,839	(18,839)	-	-
Welsh Government - Advice Link Cymru (Remote Fund)	-	6,654	(6,654)	-
	<u>40,671</u>	<u>(83)</u>	<u>(16,002)</u>	<u>24,586</u>
TOTAL FUNDS	<u>1,172,726</u>	<u>381,060</u>	<u>-</u>	<u>1,553,786</u>

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

24. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	419,505	(113,362)	75,000	381,143
Restricted funds				
Better Advice : Better Lives	143,651	(143,651)	-	-
Communities First Shared Outcomes	172,500	(172,500)	-	-
Big Energy Savings week	9,000	(9,000)	-	-
Pensionwise	118,028	(118,028)	-	-
MASDAP F2F Wales	155,946	(156,576)	-	(630)
Phone Strategy Implementation	380,000	(377,975)	-	2,025
Energy Best Deal Extra	17,640	(17,640)	-	-
MASDAP Contact Centre	689,950	(697,065)	-	(7,115)
Witness Service	330,371	(346,299)	-	(15,928)
Consumer Service	667,358	(633,608)	-	33,750
Help to Claim - Pilot set up costs	22,053	(22,053)	-	-
Help to Claim - Pilot project	153,634	(153,634)	-	-
Help to Claim - Full service set up costs	-	(18,839)	-	(18,839)
Welsh Government - Advice Link Cymru (Remote Fund)	126,382	(119,728)	-	6,654
Welsh Government - Advice Link Cymru (Generalist Fund)	80,004	(80,004)	-	-
Welsh Government - Advice Link Cymru (Specialist Fund)	50,272	(50,272)	-	-
Citizens Advice - Brexit Fund (Advice Line)	150,000	(150,000)	-	-
Citizens Advice - Consumer Service (Development Funds)	52,047	(52,047)	-	-
Citizens Advice - Consumer Service (Scams Awareness)	22,626	(22,626)	-	-
	<u>3,341,462</u>	<u>(3,341,545)</u>	-	<u>(83)</u>
TOTAL FUNDS	<u>3,760,967</u>	<u>(3,454,907)</u>	<u>75,000</u>	<u>381,060</u>

Designated Funds

Organisational Development

We have made provision for the ongoing Organisational Development of the organisation that could be used to meet our charitable objectives. This provision can be used where there is a business need to commission a project or new role that will help us reach out to a wider community of service users. Alternatively, this fund can be used to reshape the organisation as the funding landscape shifts so that we can redistribute resources of all nature and demonstrate agility.

Infrastructure Fund

We have a number of physical assets that we will develop as we continue to meet our aims and objectives. The Designated Fund for Infrastructure has been placed into the accounts to manage upcoming developments to our systems, premises or other platforms that allow for the growth of our services.

Restricted funds

Energy Redress Fund

The recent pandemic and lockdown has restricted people's ability to access work and financial support with their daily living. The Energy Redress Scheme was a six month grant that connected our service users with Energy vouchers so that they could heat and light their homes. In the six months we were able to offer 304 vouchers to 169 households.

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

24. MOVEMENT IN FUNDS - continued

Citizens Advice - Equipment Grant

In the financial year we have received some additional income for the Consumer service to renew or purchase IT Equipment that would support remote working practices.

Test & Learn

During 2020/21 Welsh Government made additional funding available as part of the Single Advice Fund programme. Their intention was that recipients would adopt a 'test and learn' approach to working with one priority area or group of people within their delivery area. The Citizens Advice offices working in partnership in Gwent decided to prioritise work with people with learning difficulties or autism and developed a new working relationship with Mencap Cymru to facilitate this.

Welsh Government - Voluntary Service Recovery Fund

This project reaches out to potential volunteers who will be trained and supported to provide advice regarding debt, employment and access to Universal Credit. The overall scheme employs two Development Officers who work at both the Caerphilly and Torfaen sites. As part of their role the Development Officers will link volunteers to employers, or coordinate access to the volunteer scheme.

Community Foundation Wales - COVID-19 Resilience Fund

A grant offered to organisations so that they could purchase supplies that were necessary to manage social distancing and other Covid19 restrictions in the workplace. Receipt of this funding meant that the charity was able to purchase temperature scanners, plastic screens and signage that helped to make the office a safe environment.

Moondance Foundation

The Moondance Foundation fund provides charities with an opportunity to work on projects that drive transformational change across Wales and our local community.

Restricted funds relating to the prior year

Better Advice : Better Lives (incorporating Adviceline Cymru)

Designed to address poverty issues, the BA:BL project has three strands; the first provides a welfare rights and generalist CAB service in GP surgeries and other primary health care settings across Caerphilly and Blaenau Gwent in order to target the link between poverty and ill-health, the second aims to maximise the income of families that include children with disabilities, the third strand promotes the take-up of council tax and housing benefits. Funded by the Welsh Government, the service runs across the counties of Caerphilly, Blaenau Gwent and Monmouthshire.

Adviceline Cymru - We have a contract with Citizens Advice Cymru to deliver bilingual national Adviceline team leader support to paid assessors in LCA across Wales with the aim of improving the quality of their telephone advice services. This funding ended 31 March 2018.

Energy Best Deal extra

This project is to make consumers aware of the savings that can be made by switching fuel providers or negotiating with providers and to inform consumers about how they might be able to save money. Funded by Citizens Advice.

Communities First Shared Outcomes

This project is funded by Welsh Government via Citizens Advice. Communities First is a community focussed tackling poverty programme. The purpose of the project is to deliver outreach advice and financial capability sessions in those Community First clusters in Wales which currently lack dedicated provision.

Pensionwise

On 6 April 2015 new pension reforms came into effect which included new freedoms giving people the opportunity to decide what they do with their pension pot. Pension Wise is a government service set up to help people understand the pension options available to them. It offers guidance to help empower people to make informed decisions about their pension which are best for their personal circumstances. We are working in partnership with Citizens Advice Cardiff & Vale (Lead partner) and Citizens Advice Ynys Mon.

MASDAP F2F Wales

This project provides face-to-face debt advice aiming to increase capacity of the provision of debt advice within defined geographical areas of high financial exclusion. We currently deliver this project in Caerphilly and Blaenau Gwent.

24. MOVEMENT IN FUNDS - continued**Phone Strategy Implementation (PSI)**

Funded by Citizens Advice, for the provision of tier one phone services of an Adviceline Specialist Provider.

MASDAP Contact Centre

This is a Money Advice Service funded Debt Advice Project in partnership with Citizens Advice. This project funds a team of 11.5 full time equivalent employees, based at our Caerphilly call centre, who provide initial advice to callers to the national Adviceline helpline.

Witness Service

This project is funded by the Ministry of Justice via Citizens Advice. The project provides free and independent support for both prosecution and defence witnesses. Serviced from our Caerphilly contact centre, our team provide practical information about the process, as well as emotional support to help witnesses feel more confident when giving evidence.

Consumer Service

Following a stringent tendering process, we were successful in securing funding to establish and deliver one of five Consumer Service contact centres. Our team take calls on a dedicated consumer helpline number and provide information advice and support to members of the public with consumer issues. We work closely with Trading Standards and many callers are referred through to their local trading standard officers.

Energy best deal

Citizens Advice has been working in partnership with the energy regulator Ofgem on this public awareness campaign to inform mainly low income consumers about how they could save on their energy costs and the help available to pay their bills. The current campaign is funded by EDF Energy and EON.

Help to Claim (Pilot project/set up costs)

Funded by The Department for Work and Pensions (DWP), via Citizens Advice the provision of Help to Claim. This project is aimed to support clients in the early stages of a Universal Credit claim, from the application through to first payment. Help to Claim delivered across multi-channels to increase accessibility and meet support need. This includes face to face support and phone/webchat that is delivered through a single national queue with a national Help to Claim dedicated phone line.

Following a successful application, we were chosen to be on the two Welsh pilots for the new service. Delivery commenced at the beginning of January 2019 and the pilot phase ran until March 2019 before moving into full service delivery. The pilot phase attracted funding of £52,978 plus set up costs of £13,730. Full service delivery commenced 1 April 2019. This attracted further set up costs of £18,839.

Transfers between funds

The majority of transfers relate to restricted funds used to purchase fixed assets. Provided the expending of the fund meets the restrictions placed by the funders a transfer is made from the restricted fund to the general fund.

Transfers are also made from the general fund to a restricted fund if there is an overspend on any particular project.

An analysis of the transfers is provided below:

	Fixed assets purchased £	Overspend/ (Underspend) £	Total transfer £
Citizens Advice – Equipment Grant	(12,614)	-	(12,614)
Citizens Advice – Universal Support: Pilot Support Service	(1,713)	-	(1,713)
Community Foundation Wales – COVID-19	(1,200)	-	(1,200)
MASDAP Contact Centre	(278)	-	(278)
Phone Strategy Implementation – Advice Line	(7,859)	-	(7,859)
Welsh Government – Advice Link Cymru (Remote Fund)	(274)	-	(274)
Welsh Government – Advice Link Cymru (Generalist Fund)	(445)	-	(445)
Welsh Government – Advice Link Cymru (Specialist Fund)	(208)	-	(208)
	(24,591)	-	(24,591)

25. EMPLOYEE BENEFIT OBLIGATIONS

The Charity is part of a multi-employer, funded, defined benefits scheme. The scheme is part of the Greater Gwent (Torfaen) Pension Fund. The charge for the year, against which employer contributions were paid over to the scheme, amounted to £162,000 (2020 - £167,000), together with the actuarial gain on the scheme for the year of £23,000, (2020 - £75,000) are recognised in the Statement of Financial Activities in accordance with FRS102.

A full valuation of the Greater Gwent (Torfaen) Pension Fund was carried out as at 31 March 2020, updated to 31 March 2021. The major assumptions used in the valuation were:

	2021	2020
Rate of increase in salaries	3.2%	2.2%
Rate of increase in pensions	2.9%	1.9%
Discount rate	2.0%	2.3%

The split of assets between investment categories is:

	2021		2020	
	£	%	£	%
Equities	2,204,820	81	1,435,910	73
Bonds	462,740	17	452,410	23
Property	54,440	2	59,010	3
Cash	-		19,670	1

	2021	2020
	£	£
Fair value of plan assets	2,722,000	1,967,000
Present value of scheme liabilities	(2,831,000)	(2,193,000)
Deficit in the scheme	(109,000)	(226,000)

Amounts included within the income and expenditure account for the year are:

	2021	2020
	£	£
Current service cost	<u>64,000</u>	<u>89,000</u>

Finance (income)/costs for the year are:

	2021	2020
	£	£
Expected return on assets	(47,000)	(49,000)
Interest on pension liabilities	51,000	57,000

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021****25. EMPLOYEE BENEFIT OBLIGATIONS - continued**

Finance cost recognised in the Statement of Financial Activities	<u>4,000</u>	<u>8,000</u>
Statement of recognised gains/(losses);		
	2021	2020
	£	£
Return on assets	(574,000)	(179,000)
Change in financial assumptions	533,000	198,000
Change in demographic assumption	33,000	111,000
Other	<u>(15,000)</u>	<u>(55,000)</u>
Actuarial net gain/(loss)	<u>(23,000)</u>	<u>75,000</u>

The charity made contributions of £112,312 (2020 - £92,561) to the pension plans of employees during the year. At the year end there were contributions of £17,873 outstanding (2020 - £Nil).

26. CONTINGENT LIABILITIES

During the year to 31 March 2017, the charity received a capital grant of £500,000 under the Welsh Government Community Facilities Programme. Under the terms and conditions, part, or all, of the grant would become repayable if the property was disposed of, or the charity ceased to operate within 5 years from completion of the funding purpose.

During the year to 31 March 2017, Caerphilly County Borough Council submitted an application on behalf of the Bureau to the Welsh Government as part of their Vibrant and Viable Places ("VVP") programme. The application was successful and capital grant funding of £111,122 was claimed under the programme. A condition of the grant is that a legal charge and restriction in favour of the council shall be registered against the associated freehold property. Should the property be sold with there being insufficient equity for the Council to be repaid from any proceeds of sale then it is agreed that the Council shall be entitled to reduce the amount of any core funding it awards annually to the bureau each year until the grant monies which have been paid by the Council have been fully recovered.

27. RELATED PARTY DISCLOSURES

During the year, the aggregate value of donations made by trustees was £Nil (2020 - £Nil).

During the year, the Aneurin Bevan University Local Health Board provided an unrestricted grant of £69,715 (2020 £Nil). Glyn Jones is a trustee of Citizens Advice Caerphilly Blaenau Gwent, as well as being an executive director and deputy chief executive of the Aneurin Bevan University Local Health Board. As at 31 March 2021 £41,829 had been received, and £27,886 had been included within accrued income.

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021**

	2021 £	2020 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Grants	166,714	196,714
Sundry donations	<u>30</u>	<u>1,453</u>
	166,744	198,167
Investment income		
Bank interest receivable	469	1,393
Charitable activities		
Grants and contract funding	<u>4,301,498</u>	<u>3,561,407</u>
Total incoming resources	4,468,711	3,760,967
EXPENDITURE		
Charitable activities		
Wages	2,915,431	2,428,112
Social security	230,079	186,346
Other pension costs	138,862	145,760
Rent, rates & service charge	38,326	49,043
Light & heat	6,840	21,137
Insurance	12,602	8,989
Repairs & maintenance (including cleaning)	38,226	56,033
Staff & volunteer travel expenses	1,313	25,069
Printing & stationery	13,120	11,289
Telephone & postage	73,888	69,403
Funding clawbacks	-	34,861
Reference materials & subscriptions	12,160	22,829
Other staff related costs	123,664	6,553
Depreciation charges	<u>39,054</u>	<u>40,949</u>
	3,643,565	3,106,373
Other		
Impairment losses for tangible fixed assets	-	(5,411)
Support costs		
Staff costs		
Wages	191,946	179,838
Social security	19,553	16,569
Other pension costs	<u>37,362</u>	<u>38,496</u>
	248,861	234,903
Depreciation		
Depreciation	16,272	12,752
Other costs		
Rent, rates & service charge	3,331	4,265
Light & heat	595	1,838
Insurance	1,096	782
Carried forward	5,022	6,885

This page does not form part of the statutory financial statements

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021**

	2021 £	2020 £
Other costs		
Brought forward	5,022	6,885
Repairs & maintenance (including cleaning)	3,311	4,872
Staff & volunteer travel expenses	114	2,180
Printing & stationery	1,141	982
Telephone & postage	6,426	6,035
Staff & volunteer training	18,473	16,376
Sundry costs (including external storage)	9,766	7,798
Recruitment	425	2,591
Bank charges	1,221	1,506
Other charges	533	1,190
Mortgage Interest	2,182	2,520
Other staff related costs	9,383	562
Reference materials & subscriptions	1,057	1,985
Health & safety costs	626	389
Payroll fees, HR & finance software	27,177	23,172
Irrecoverable VAT	36,575	11,528
Finance costs of defined benefit pension scheme	-	8,000
Interest on pension scheme liabilities	4,000	-
	<u>127,432</u>	<u>98,571</u>
Governance costs		
Auditors' remuneration	3,450	3,450
Auditors' remuneration for non-audit work	1,610	-
Costs of trustees' meetings	-	4,269
	<u>5,060</u>	<u>7,719</u>
Total resources expended	<u>4,041,190</u>	<u>3,454,907</u>
Net income before gains and losses	427,521	306,060
Realised recognised gains and losses		
Realised gains/(losses) on fixed asset investments	2,779	-
Actuarial profit/(loss) on defined benefit pension schemes	<u>23,000</u>	<u>75,000</u>
Net income	<u>453,300</u>	<u>381,060</u>