

REGISTERED COMPANY NUMBER: 04041962
REGISTERED CHARITY NUMBER: 1084045

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022
FOR
CITIZENS ADVICE CAERPHILLY BLAENAU GWENT**

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

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CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and activities

Objects

The principal activities of the charity in the period under review were those of promoting any charitable purpose for the benefit of the whole community in Caerphilly and Blaenau Gwent County Boroughs and beyond by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

The aim of the 2021 / 22 financial year was to cement our objectives from the long-term business plan into our working practices so that we continue to serve our communities across Caerphilly and Blaenau Gwent boroughs by:

- i. Providing an expert advisory service that focuses 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 organisation's 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 2021-24 identifies 5 strategic goals:

1. Our advice goal: We will improve the experience people have when they come to us for help and aspire to everyone leaving with the knowledge and confidence they need to find a way forward.
2. Our advocacy goal: We will be a stronger voice on the issues that matter most to the people who come to us for help.
3. Our technology goal: We will use technology to enable a great experience for the people who come to us for help, while freeing up resources that will allow us to meet more demand.
4. Our sustainability goal: We will secure our future as a service through a more collaborative, proactive and competitive approach to fundraising.
5. Our culture goal: We will be a collaborative, innovative and high-performing service that promotes equality, diversity and inclusion and challenges discrimination.

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 multi-channel contact centre in Caerphilly. In addition to generalist advice the following specialist advice services were provided:

- Specialist advice in Welfare Benefit and Debt.
- Advice in mental health care settings.
- The provision of debt and financial capability advice to parties with diverse and specific issues
- Pension guidance to over 50 years of age with defined contribution pensions.
- Energy advice to those experiencing or at risk of the consequences fuel poverty.
- Support to witnesses in the criminal justice system.
- Specialist telephone advice on consumer issues; and
- 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 range of channels including face-to-face, telephone, digital interactions or at other outreach services across various venues in Caerphilly or Blaenau Gwent.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

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:

- i) Governance;
- ii) Strategic business planning;
- iii) Risk management;
- iv) Financial management;
- v) People management;
- vi) Operational performance management;
- vii) Partnership working;
- viii) Research and campaigning;
- ix) Equality leadership

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

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

In 2021/22, Citizens Advice Caerphilly Blaenau Gwent underwent an on-site confirmation audit and was rated 'green' in each of the nine LSA areas indicating excellent leadership.

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.

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. We are also proud that we have achieved and maintained the Investing in Volunteers quality mark as we have placed emphasis on their ongoing support and development.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

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 and fora concerned with social inclusion and community development, for example;

- Caerphilly Standing Conference
- Blaenau Gwent Welfare Reform Group
- South Wales Money Advice Forum
- South Wales Financial Capability Forum

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 2021/22

- 8,676 clients assisted by Local/Wales services and projects
- 33,007 issues raised by Local/Wales services and project clients
- 9,835 national clients provided with telephone debt advice
- 106,200 calls and web chats handled by the Adviceline Contact Centre
- 173,000 calls, web chats and emails handled by the Consumer Service Contact Centre
- 28,923 referrals to the Witness Service National Contact Centre
- Our advisors gained £5,142,575 for clients
- Our advisors assisted clients with £45,500,000 of problem debt
- Our advisors had £3,658,080 of problem debt written off by creditors
- 53% of local clients (and 31% 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 face-to-face work, webchat or by telephone.

In 2021/22 we delivered several new and existing projects designed to meet our charitable aims, as summarised below:

- We continued to work with the Welsh Government by delivering the Single Advice Fund funded Adviceline Cymru project which covers a range of initiatives including Debt Advice, Generalist & Specialist Advice both locally and Wales-wide through our contact centre.
- The Money and Pension Service (MaPS) funded face-to-face debt advice service across Caerphilly and Blaenau Gwent.
- 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 continued to work in partnership with Citizens Advice Cardiff & the Vale and Ynys Mon to deliver the MaPS funded Pension Wise offering pensions guidance to people aged 50+.
- We delivered the DWP funded Help to Claim service assisting people to make their first Universal Credit claim.
- The Aneurin Bevan University Health Board funded Mental Health Welfare Rights Service. This project provides the full range of social welfare law advice, but with a particular focus on welfare benefits to users of ABUHB mental health services.
- Litigants in Person Support Strategy (LiPSS) funded by the Access to Justice Foundation, the LiPSS project supports individuals faced with having to navigate the First Tier Appeal Tribunal system.
- The Warm Wales led Energy Advice Pilot funded by Welsh Government.

The contact centre delivers six main services:

- Citizens Advice fund an initial advice service to callers to the national Adviceline helpline.
 - The Money Advice Service fund specialist debt advice by telephone, web chat and email to clients from England and Wales.
 - Citizens Advice fund advice to clients calling the national Consumer Adviceline Service.
 - The Citizens Advice Witness Service Initial Contact Centre provides support to people giving evidence in the criminal justice system and links them up with volunteers based in their local court.
 - Welsh Government funds a generalist and specialist telephone advice service through the Single Advice Fund programme. This service is run in partnership with Citizens Advice Cardiff & Vale.
 - This year we began delivering the Trussell Trust funded Help Through Hardship service targeting people using or in need of food banks.
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REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

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.

Key performance indicators

Each year the service 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 2021/22 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 2021/22 we met or exceeded the great majority of our funder KPIs.

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 increased to **£5,166,114** compared to **£4,468,711** in the previous financial year.
- Of the total income **£4,723,220** was restricted funds and a further **£442,894** was unrestricted
- Unrestricted reserves have increased by **£548,308** since the previous financial year, of which £295,000 relates to an actuarial gain on the defined benefit pension scheme.
- We have two Designated Funds:
 - 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 **£227,250** of new restricted funding from the "Claim What's yours" project providing income maximisation and benefit take up and **£138,383** of new restricted funding from The Trussell Trust to run the "Help Through Hardship" campaign, aimed at tackling the root causes of poverty.

Our expenses profile is carefully monitored via our budget management systems with **92%** of all costs devoted to front line service delivery

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 was agreed for a 3 year term. Following the scheduled Actuarial Tri-annual review which will be carried out in 2022, we will be provided with an updated pension liability position, which will include any required secondary contribution rate for the period 2023 -2026.
- Staff costs remain one of our biggest expenses accounting for just over **91%** of our total profile of costs. This includes pension costs and other supplementary costs of staffing and management.

The balance sheet is reporting cash at bank of **£2,077,724**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

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 growing proportion of our funding that is received in arrears.
- Protection 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 Board previously set its target reserves at £700,000 but given the growth in the organisation, the uncertainty in the general economic climate and rapidly increasing costs the trustees are planning to undertake a review and increase this to a more suitable level.

Reserves position

After taking into account the pension reserve asset of £264,000, unrestricted funds stand at £2,167,135. Of this £493,886 is represented by fixed assets, and a further £350,000 of funds have been designated for specific purposes, this leaves £1,323,249 as the charities free reserves. The Board are satisfied with this level of reserves pending their next review.

Principal funding sources

The Welsh Government:

- Advicelink Cymru - Generalist & Specialist Advice
- Advicelink Cymru - Telephone services
- Better Advice Better Lives

National Citizens Advice:

- Advice Line
- Help Through Hardship
- Consumer Service
- The Money Advice Service
- Pension Wise
- Witness Service

Caerphilly CBC:

- Core services and outreach in the locality
- Confident With Cash

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

Principal funding sources - continued

Blaenau Gwent CBC:

- Core services

Aneurin Bevan University Health Board:

- Mental Health Welfare Rights Service

Access to Justice Foundation:

- Litigants in Person Support Service

Moondance Foundation:

- Volunteering Support Project

Warm Wales:

- Energy Advice Project

FINANCIAL REVIEW

Funds in deficit

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

FUTURE PLANS

In order to work towards our Vision, Aims and Values, we have identified five strategic goals which will underpin everything we do until 2023.

- **Our advice goal:** We will improve the experience people have when they come to us for help and aspire to everyone leaving with the knowledge and confidence they need to find a way forward.
- **Our advocacy goal:** We will be a stronger voice on the issues that matter most to the people who come to us for help.
- **Our technology goal:** We will use technology to enable a great experience for the people who come to us for help, while freeing up resources that will allow us to meet more demand.
- **Our sustainability goal:** We will secure our future as a service through a more collaborative, proactive and competitive approach to fundraising.
- **Our culture goal:** We will be a collaborative, innovative and high-performing service that promotes equality, diversity and inclusion and challenges discrimination.

The Strategic Plan is supported by an Operational Plan and a series of Action Plans that set out in detail the steps that we will take over the next three years. The Action Plans include:

- Service Delivery Team Plans
- Research and Campaigning Action Plan
- Communications Plan
- Workforce Development Plan

All the work that we do in moving towards achieving our five strategic goals will be underpinned by a number of supporting functions:

- Governance
- Quality assurance
- Performance management
- Compliance

Each of the supporting functions will be assigned a number of annual continuous improvement objectives, which will be monitored and reported to the Board.

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Citizens Advice Caerphilly Blaenau Gwent is a registered charity and a company limited by guarantee, incorporated on 27 July 2000. 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.

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.

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	Chair
Gordon Pankhurst	Deputy Chair
Glyn Jones	Treasurer
Colin Mann	Elected
Tudor Davies	Elected
Julia Rose	Elected
Steve Skivens	Elected
Jackie Dix	Elected
Jan Channing	Resigned 16 September 2021
Lili Thomson	Elected
Ed 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 Senior Finance Officer, 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. All offices were closed to the public during the year due to Covid.
- 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 10 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.

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

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.

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.

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
Mostyn Davies	Chair	Elected	03/09/2001	
Gordon Pankhurst	Vice Chair	Elected	29/04/2004	
Glyn Jones	Treasurer	Elected	27/10/2011	
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	22/08/2022
Edward Evans		Elected	18/03/2021	

Chief Executive: Simon Ellington

Senior Management Team: Jane Waters (Resources Manager)
Lisa McLain (Operations Manager)
Ceri Morgan (Operations 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

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

REFERENCE AND ADMINISTRATIVE DETAILS

Bankers

Unity Trust Bank PLC
Nine Brindleyplace
BIRMINGHAM
B1 2HB

Barclays PLC
14 Commercial Street
NEWPORT
NP20 1HE

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 business.

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

In so far as the trustees are aware:

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

Approved by order of the Board of Trustees on 29/09/2022 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 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the 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. However, because not all future events or conditions can be predicted, this statement is not a guarantee as to the company's ability to continue as a going concern in exceptional or unforeseen circumstances.

Other information

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

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

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

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

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 risk related to posting inaccurate journals and management bias in accounting estimates. We addressed this risk by carrying out specifically targeted procedures, which included:

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

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

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

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CITIZENS ADVICE 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.

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

Date: 11 October 2022

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	166,744	-	166,744	166,744
Charitable activities	5				
Generalist advice		275,826	4,367,613	4,643,439	3,968,536
Specialist advice		-	355,607	355,607	332,960
Investment income	4	<u>324</u>	<u>-</u>	<u>324</u>	<u>469</u>
Total		442,894	4,723,220	5,166,114	4,468,711
EXPENDITURE ON					
Charitable activities	6				
Generalist advice		283,829	4,193,235	4,477,064	4,010,400
Specialist advice		<u>21,823</u>	<u>322,418</u>	<u>344,241</u>	<u>30,790</u>
Total		305,652	4,515,653	4,821,305	4,041,190
Actuarial gains on pension		295,000	-	295,000	2,779
Net gains on investments		<u>7,941</u>	<u>-</u>	<u>7,941</u>	<u>23,000</u>
NET INCOME		440,183	207,567	647,750	453,300
Transfers between funds	23	<u>108,125</u>	<u>(108,125)</u>	<u>-</u>	<u>-</u>
Net movement in funds		548,308	99,442	647,750	453,300
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>1,882,827</u>	<u>124,259</u>	<u>2,007,086</u>	<u>1,553,786</u>
TOTAL FUNDS CARRIED FORWARD		<u>2,431,135</u>	<u>223,701</u>	<u>2,654,836</u>	<u>2,007,086</u>

The notes form part of these financial statements

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

BALANCE SHEET
31 MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
FIXED ASSETS					
Tangible assets	14	382,666	-	382,666	390,607
Investments	15	<u>111,220</u>	<u>-</u>	<u>111,220</u>	<u>103,279</u>
		493,886	-	493,886	493,886
CURRENT ASSETS					
Debtors	16	45,093	66,278	111,371	443,612
Cash at bank		<u>1,851,783</u>	<u>225,941</u>	<u>2,077,724</u>	<u>1,433,968</u>
		1,896,876	292,219	2,189,095	1,877,580
CREDITORS					
Amounts falling due within one year	17	(223,627)	(68,518)	(292,145)	(207,803)
NET CURRENT ASSETS					
		<u>1,673,249</u>	<u>223,701</u>	<u>1,896,950</u>	<u>1,669,777</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		2,167,135	223,701	2,390,836	2,163,663
CREDITORS					
Amounts falling due after more than one year	18	-	-	-	(47,577)
PROVISIONS FOR LIABILITIES					
	22	-	-	-	(109,000)
PENSION ASSET					
	24	264,000	-	264,000	-
NET ASSETS					
		<u>2,431,135</u>	<u>223,701</u>	<u>2,654,836</u>	<u>2,007,086</u>
FUNDS					
	23				
Unrestricted funds				2,431,135	1,882,827
Restricted funds				<u>223,701</u>	<u>124,259</u>
TOTAL FUNDS					
				<u>2,654,836</u>	<u>2,007,086</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 29/9/2022 and were signed on its behalf by:

Morgan W. Davies

M W Davies - Trustee

G T Jones

G T Jones - Trustee

The notes form part of these financial statements

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	<u>746,833</u>	<u>29,439</u>
Net cash provided by operating activities		<u>746,833</u>	<u>29,439</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(48,811)	(42,610)
Purchase of fixed asset investments		-	(100,500)
Interest received		<u>324</u>	<u>469</u>
Net cash used in investing activities		<u>(48,487)</u>	<u>(142,641)</u>
Cash flows from financing activities			
Loan repayments in year		<u>(54,590)</u>	<u>(7,119)</u>
Net cash used in financing activities		<u>(54,590)</u>	<u>(7,119)</u>
Change in cash and cash equivalents in the reporting period		643,756	(120,321)
Cash and cash equivalents at the beginning of the reporting period		<u>1,433,968</u>	<u>1,554,289</u>
Cash and cash equivalents at the end of the reporting period		<u><u>2,077,724</u></u>	<u><u>1,433,968</u></u>

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

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

	2022 £	2021 £
Net income for the reporting period (as per the Statement of Financial Activities)	647,750	453,300
Adjustments for:		
Depreciation charges	56,752	55,326
Gain on investments	(7,941)	(2,779)
Interest received	(324)	(469)
Mortgage interest paid	1,965	2,182
Increase/(decrease) in provisions	(373,000)	(117,000)
Decrease/(increase) in debtors	332,241	(368,545)
Increase in creditors	89,390	7,424
Net cash provided by operations	<u>746,833</u>	<u>29,439</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/21 £	Cash flow £	At 31/3/22 £
Net cash			
Cash at bank	<u>1,433,968</u>	<u>643,756</u>	<u>2,077,724</u>
	<u>1,433,968</u>	<u>643,756</u>	<u>2,077,724</u>
Debt			
Debts falling due within 1 year	(5,048)	5,048	-
Debts falling due after 1 year	<u>(47,577)</u>	<u>47,577</u>	<u>-</u>
	<u>(52,625)</u>	<u>52,625</u>	<u>-</u>
Total	<u>1,381,343</u>	<u>696,381</u>	<u>2,077,724</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

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.

It is not the policy of the charity to show income net of expenditure.

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 can not 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%

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.

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

Fund 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

	2022	2021
	£	£
Grants	166,714	166,714
Sundry donations	30	30
	<u>166,744</u>	<u>166,744</u>

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

	2022	2021
	£	£
Caerphilly County Borough Council - core funding	136,714	136,714
Blaenau Gwent County Borough Council - core funding	30,000	30,000
	<u>166,714</u>	<u>166,714</u>

4. INVESTMENT INCOME

	2022	2021
	£	£
Bank interest receivable	324	469

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

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

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2022 £	2021 £
Grants and contract funding	Generalist advice	4,643,439	3,968,538
Grants and contract funding	Specialist advice	<u>355,607</u>	<u>332,960</u>
		<u>4,999,046</u>	<u>4,301,498</u>

Further analysis of grants and contract funding:

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Access to Justice Foundation - LIPSS	-	32,650	-	-
Aneurin Bevan	71,448	-	71,448	69,715
Citizens Advice - Better Advice : Better Lives	-	-	-	15,616
Citizens Advice - Building More Capacity in Employment Advice	-	22,879	22,879	-
Citizens Advice - Energy Advice Programme	-	68,339	68,339	21,198
Citizens Advice - Equipment Grant	-	-	-	5,810
Citizens Advice - Communities First Shared Outcomes	-	-	-	-
Citizens Advice - Increasing Capacity	-	41,594	41,594	-
Citizens Advice - Phone Strategy Implementation	-	760,000	760,000	613,600
Citizens Advice - Pension Wise	-	76,988	76,988	120,209
Citizens Advice - Witness Service	-	285,128	285,128	337,571
Citizens Advice - Consumer Service	-	1,055,266	1,055,266	900,236
Citizens Advice - Consumer Service (Scams Awareness)	-	29,980	29,980	30,167
Citizens Advice - Help Through Hardship	-	138,383	138,383	-
Citizens Advice - Help to Claim: Pilot support service	-	-	-	158,108
Citizens Advice - Help to Claim: Pilot service set up costs	-	-	-	12,688
Citizens Advice - Help to Claim: Full service delivery	-	159,403	159,403	-
Caerphilly County Council - Confident with Cash	184,950	-	184,950	174,435
Community Foundation Wales - COVID-19 Resilience Fund	-	-	-	15,000
Energy Redress Fund	-	-	-	16,399
Gwent Association Voluntary Organisations - Communities for Work	-	21,848	21,848	-
MASDAP F2F Wales	-	-	-	10,001
MASDAP contact centre	-	768,934	768,934	733,167
Moondance Foundation	-	-	-	26,359
Caerphilly County Council - Debt Relief Order Intermediary service	18,867	-	18,867	27,916
Test & Learn	-	32,654	32,654	28,665
Welsh Council for Voluntary Action - Kickstart	-	23,649	23,649	-
Welsh Government - Advice Link Cymru (Claim What's Yours)	-	227,250	227,250	-
Welsh Government - Advice Link Cymru (Remote fund)	-	432,500	432,500	432,497
Welsh Government - Advice Link Cymru (Generalist fund)	-	335,143	335,143	325,244
Welsh Government - Advice Link Cymru (Debt fund)	-	176,008	176,008	169,908
Welsh Government - Advice Link Cymru (Specialist fund)	-	34,624	34,624	34,628
Welsh Government - Voluntary Service Recovery Fund	-	-	-	22,000
Other	561	-	561	361
	<u>275,826</u>	<u>4,723,220</u>	<u>4,999,046</u>	<u>4,301,498</u>

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

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 8) £	Support costs (see note 9) £	Totals £
Generalist advice	4,103,067	373,997	4,477,064
Specialist advice	<u>315,485</u>	<u>28,756</u>	<u>344,241</u>
	<u>4,418,552</u>	<u>402,753</u>	<u>4,821,305</u>

7. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2022 £	2021 £
Staff costs	4,116,386	3,284,372
Rent, rates & service charge	50,966	38,326
Light & heat	7,561	6,840
Insurance	13,882	12,602
Repairs & maintenance (including cleaning)	45,523	38,226
Staff & volunteer travel expenses	305	1,313
Printing & stationery	10,108	13,120
Telephone & postage	75,457	73,888
Reference materials & subscriptions	6,342	12,160
Other staff related costs	45,790	123,664
Depreciation	<u>46,232</u>	<u>39,054</u>
	<u>4,418,552</u>	<u>3,643,565</u>

8. SUPPORT COSTS

	Staff costs £	Depreciation £	Other costs £	Governance costs £	Totals £
Generalist advice	261,606	9,769	95,151	7,471	373,997
Specialist advice	<u>19,517</u>	<u>751</u>	<u>7,914</u>	<u>574</u>	<u>28,756</u>
	<u>273,349</u>	<u>10,520</u>	<u>110,839</u>	<u>8,045</u>	<u>402,753</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. NET INCOME/(EXPENDITURE)

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

	2022 £	2021 £
Auditors' remuneration	4,000	3,450
Auditors' remuneration for non-audit work	1,685	1,610
Depreciation - owned assets	<u>58,108</u>	<u>55,326</u>

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 or for the year ended 31 March 2021.

Trustees' expenses

During the year no expenses were paid to trustees. (2021: £Nil).

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

11. STAFF COSTS

	2022	2021
	£	£
Wages and salaries	3,871,333	3,107,377
Social security costs	296,514	249,632
Other pension costs	<u>221,888</u>	<u>176,224</u>
	<u>4,389,735</u>	<u>3,533,233</u>

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

	2022	2021
Number of administrative staff	6	6
Number of management staff	9	9
Number of supervisors & team leaders	15	142
Number of caseworkers / advisers	159	1
Number of training & recruitment	1	3
Number of other staff	<u>5</u>	<u>-</u>
	<u>195</u>	<u>161</u>

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

	2022	2021
£60,001 - £70,000	<u>1</u>	<u>1</u>

The number of full-time equivalent employees during the year was 158 (2021 - 127).

The total key management personnel remuneration benefits during the year were £298,446 (2021 - £297,860).

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

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	166,744	-	166,744
Charitable activities			
Generalist advice	272,427	3,696,111	3,968,538
Specialist advice	-	332,960	332,960
Investment income	469	-	469
Total	439,640	4,029,071	4,468,711
EXPENDITURE ON			
Charitable activities			
Generalist advice	105,593	3,904,807	4,010,400
Specialist advice	30,790	-	30,790
Total	136,383	3,904,807	4,041,190
Net gains on investments	25,779	-	25,779
NET INCOME	329,036	124,264	453,300
Transfers between funds	24,591	(24,591)	-
Net movement in funds	353,627	99,673	453,300
RECONCILIATION OF FUNDS			
Total funds brought forward	1,529,200	24,586	1,553,786
TOTAL FUNDS CARRIED FORWARD	<u>1,882,827</u>	<u>124,259</u>	<u>2,007,086</u>

13. FINANCIAL INSTRUMENTS

	2022 £	2021 £
Financial assets		
Financial assets that are debt instruments measured at amortised cost	2,157,635	1,848,067
Financial assets measured at fair value	<u>111,220</u>	<u>103,279</u>
Financial liabilities		
Financial liabilities measured at amortised cost	269,148	215,592
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.

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

	Freehold property £	Improvements to leasehold property £	Fixtures and fittings £	Computer equipment £	Totals £
COST					
At 1 April 2021	1,190,526	39,282	68,971	176,476	1,475,255
Additions	<u>-</u>	<u>1,170</u>	<u>8,538</u>	<u>39,103</u>	<u>48,811</u>
At 31 March 2022	<u>1,190,526</u>	<u>40,452</u>	<u>77,509</u>	<u>215,579</u>	<u>1,524,066</u>
DEPRECIATION					
At 1 April 2021	883,132	39,282	43,905	118,329	1,084,648
Charge for year	<u>6,500</u>	<u>-</u>	<u>11,699</u>	<u>38,553</u>	<u>56,752</u>
At 31 March 2022	<u>889,632</u>	<u>39,282</u>	<u>55,604</u>	<u>156,882</u>	<u>1,142,756</u>
NET BOOK VALUE					
At 31 March 2022	<u>300,894</u>	<u>1,170</u>	<u>21,905</u>	<u>58,697</u>	<u>382,666</u>
At 31 March 2021	<u>307,394</u>	<u>-</u>	<u>25,066</u>	<u>58,147</u>	<u>390,607</u>

15. FIXED ASSET INVESTMENTS

		Listed investments
		£
MARKET VALUE		
At 1 April 2021		103,279
Revaluations		<u>7,941</u>
At 31 March 2022		<u>111,220</u>
NET BOOK VALUE		
At 31 March 2022		<u>111,220</u>
At 31 March 2021		<u>103,279</u>
	2022	2021
	£	£
Historical cost of investments	<u>100,500</u>	<u>100,500</u>

Cost or valuation at 31 March 2022 is represented by:

Valuation in 2022	Listed investments £ 111,220
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NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2022 £	2021 £
Prepayments and accrued income	<u>111,371</u>	<u>443,612</u>

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Bank loans and overdrafts (see note 19)	-	5,048
Trade creditors	-	6,750
Social security and other taxes	-	17,872
VAT	22,938	21,916
Other creditors	3,942	7,019
Accruals and deferred income	<u>265,265</u>	<u>149,198</u>
	<u>292,145</u>	<u>207,803</u>

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

	2022 £	2021 £
Access to Justice Funding	15,000	32,650
Pensionwise - funding clawback	1,075	-
Witness Service - funding clawback	<u>52,443</u>	<u>-</u>
	<u>68,518</u>	<u>32,650</u>

The deferred income relates to income received in the year, that is due to be returned to the funder.

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

	2022 £	2021 £
Bank loans (see note 19)	<u>-</u>	<u>47,577</u>

19. LOANS

An analysis of the maturity of loans is given below:

	2022 £	2021 £
Amounts falling due within one year on demand:		
Mortgage loan	<u>-</u>	<u>5,048</u>
Amounts falling due between two and five years:		
Mortgage loan	<u>-</u>	<u>20,192</u>
Amounts falling due in more than five years:		
Repayable by instalments:		
Mortgage loan	-	27,385

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**20. LEASING AGREEMENTS**

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

	2022 £	2021 £
Within one year	26,554	7,214
Between one and five years	<u>24,938</u>	<u>4,676</u>
	<u>51,492</u>	<u>11,890</u>

21. SECURED DEBTS

The bank loan which was settled in full during the year was secured by a first and only legal charge over the freehold property.

22. PROVISIONS FOR LIABILITIES

	2022 £	2021 £
Pension scheme funding deficit	<u>-</u>	<u>109,000</u>

As at 31 March 2022 the charitable company was reporting a surplus of £264,000 on the defined pension scheme. (2021: deficit of £109,000). See Note 24 for further details.

23. MOVEMENT IN FUNDS

	At 1/4/21 £	Net movement in funds £	Transfers between funds £	At 31/3/22 £
Unrestricted funds				
General fund	1,532,827	438,827	108,125	2,079,779
Designated fund - Organisational development	250,000	-	-	250,000
Designated fund - Asset management and development	<u>100,000</u>	<u>-</u>	<u>-</u>	<u>100,000</u>
	1,882,827	438,827	108,125	2,429,779
Restricted funds				
Phone Strategy Implementation	2,000	69,224	-	71,224
MASDAP Contact Centre	10,256	80,415	(90,671)	-
Witness Service	15,205	(15,205)	-	-
Consumer Service	57,565	(48,678)	(4,821)	4,066
Welsh Government - Advice Link Cymru (Remote Fund)	12,874	10,953	-	23,827
Citizens Advice - Consumer Service (Scams Awareness)	-	4,605	(4,605)	-
The Moondance Foundation	26,359	(17,571)	-	8,788
Help to Claim - Full service delivery	-	13,269	-	13,269
Citizens Advice - Help Through Hardship	-	15,364	(5,346)	10,018
Welsh Government - Advice Link Cymru - Claim What's Yours	<u>-</u>	<u>95,191</u>	<u>(2,682)</u>	<u>92,509</u>
	<u>124,259</u>	<u>207,567</u>	<u>(108,125)</u>	<u>223,701</u>
TOTAL FUNDS	<u>2,007,086</u>	<u>646,394</u>	<u>-</u>	<u>2,653,480</u>

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

23. 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	442,894	(307,008)	302,941	438,827
Restricted funds				
Pensionwise	76,988	(76,988)	-	-
Phone Strategy Implementation	760,000	(690,776)	-	69,224
MASDAP Contact Centre	768,934	(688,519)	-	80,415
Witness Service	285,128	(300,333)	-	(15,205)
Consumer Service	1,055,266	(1,103,944)	-	(48,678)
Welsh Government - Advice Link Cymru (Remote Fund)	432,500	(421,547)	-	10,953
Welsh Government - Advice Link Cymru (Generalist Fund)	335,143	(335,143)	-	-
Welsh Government - Advice Link Cymru (Specialist Fund)	34,624	(34,624)	-	-
Citizens Advice - Consumer Service (Scams Awareness)	29,980	(25,375)	-	4,605
Welsh Government - Advice Link Cymru (Debt Fund)	176,008	(176,008)	-	-
Test & Learn	32,654	(32,654)	-	-
The Moondance Foundation	-	(17,571)	-	(17,571)
Access to Justice Foundation - LIPSS	32,650	(32,650)	-	-
Citizens Advice - Energy Advice Programme	68,339	(68,339)	-	-
Help to Claim - Full service delivery	159,403	(146,134)	-	13,269
Citizens Advice - Help Through Hardship	138,383	(123,019)	-	15,364
Citizens Advice - Building More Capacity in Employment Advice	22,879	(22,879)	-	-
Citizens Advice - Increasing Capacity	41,594	(41,594)	-	-
Gwent Association Voluntary Organisations - Communities for Work	21,848	(21,848)	-	-
Welsh Council for Voluntary Action - Kickstart	23,649	(23,649)	-	-
Welsh Government - Advice Link Cymru - Claim What's Yours	227,250	(132,059)	-	95,191
	<u>4,723,220</u>	<u>(4,515,653)</u>	<u>-</u>	<u>207,567</u>
TOTAL FUNDS	<u>5,166,114</u>	<u>(4,822,661)</u>	<u>302,941</u>	<u>646,394</u>

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

23. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/20 £	Net movement in funds £	Transfers between funds £	At 31/3/21 £
Unrestricted funds				
General fund	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	-	26,359	-	26,359
	<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>

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

23. 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	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>

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 - 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.

24. MOVEMENT IN FUNDS - continued

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 were 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.

Access to Justice - LIPPS

One-year funding from The Access to Justice Foundation to support clients with preparing for and attending benefit appeal tribunals and to provide representation when the client requires it.

Help through Hardship

A national Citizens Advice project funded by the Trussell Trust. The aim of the service is to help people or households facing hardship to maximise their income. Our advisers also help to identify the need for wider advice (such as debt, immigration or housing, for example) directing people to specialist onward support.

Building more capacity in Employment Advice

Short term funding from Welsh Government to build the knowledge and skills of advisers in delivering employment advice through the delivery of training and provision of additional resource.

Citizens Advice - Increasing capacity

Funding from the Money and Pension Service to increase the level of resource available in the Debt Advice Contact Centre.

GAVO - Communities For Work

A project to provide dedicated adviser time to people in Blaenau Gwent seeking to improve their employability with the support of the Communities For Work team.

WCVA - Kickstart

The Kickstart Scheme provided funding to employers to create jobs for 16 to 24 year olds on Universal Credit. We took part in the scheme with WCVA as the lead body.

Claim What's Yours

Claim What's Yours is a Welsh Government campaign aimed at getting people to check whether they are in receipt of all the benefit income they are entitled to.

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.

24. MOVEMENT IN FUNDS - continued

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.

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.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**24. MOVEMENT IN FUNDS - continued****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.

MASDAP F2F Wales and MASDAP Contact Centre are required to be treated as restricted funds as stated in the funding agreements, however it is permissible under the financial reporting guidance provided by the funder to transfer any underspend to general funds at the year end.

An analysis of the transfers is provided below:

	Fixed assets purchased £	Overspend/ (Underspend) £	Total transfer £
Citizens Advice - Consumer Service	(4,821)	-	(4,821)
Citizens Advice - Consumer Service - Scam Awareness	(4,605)	-	(4,605)
Citizens Advice - Help Through Hardship	(5,346)	-	(5,346)
MASDAP Contact Centre	(6,255)	(84,416)	(90,671)
Welsh Government - Advicelink Cymru - Claim What's Yours	(2,682)	-	(2,682)
	<u>(23,709)</u>	<u>(84,416)</u>	<u>(108,125)</u>

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 to the scheme, amounted to £164,000 (2021 - £162,000), together with the actuarial gain on the scheme for the year of £295,000, (2021 - £23,000) 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 2019, updated to 31 March 2022. The major assumptions used in the valuation were:

	2022	2021
Rate of increase in salaries	3.5%	3.2%
Rate of increase in pensions	3.2%	2.9%
Discount rate	2.7%	2.0%

The split of assets between investment categories is:

	2022		2021	
	£	%	£	%
Equities	2,123,160	78	2,204,820	81
Bonds	489,960	18	462,740	17
Property	81,660	3	54,440	2
Cash	27,220	1	-	-

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**25. EMPLOYEE BENEFIT OBLIGATIONS - continued**

	2022 £	2021 £
Fair value of plan assets	3,019,000	2,722,000
Present value of scheme liabilities	(2,755,000)	(2,831,000)
Surplus / (Deficit) in the scheme	264,000	(109,000)

As at 31st March 2021 the charitable company was reporting a pension liability of £109,000 (2022: asset of £264,000) see note 23 for further details.

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

	2022 £	2021 £
Current service cost	<u>85,000</u>	<u>64,000</u>

Finance (income)/costs for the year are:

	2022 £	2021 £
Expected return on assets	(56,000)	(47,000)
Interest on pension liabilities	<u>57,000</u>	<u>51,000</u>
Finance cost recognised in the Statement of Financial Activities	<u>1,000</u>	<u>4,000</u>

Statement of recognised gains/(losses):

	2022 £	2021 £
Return on assets	(110,000)	(574,000)
Change in financial assumptions	(173,000)	533,000
Change in demographic assumption	(16,000)	33,000
Other	<u>4,000</u>	<u>(15,000)</u>
Actuarial net gain/(loss)	<u>(295,000)</u>	<u>(23,000)</u>

The charity made contributions of £138,609 (2021 - £112,312) to the pension plans of employees during the year. At the year end there were contributions of £NIL outstanding (2021 - £17,873).

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 (2021 - £Nil).

During the year, the Aneurin Bevan University Local Health Board provided an unrestricted grant of £71,448 (2021 £69,715). Glyn Jones is a trustee of Citizens Advice Caerphilly Blaenau Gwent, as well as being a director of the Aneurin Bevan University Local Health Board. As at 31 March 2022 £64,476 had been received, and £6,972 had been included within accrued income.