

REGISTERED COMPANY NUMBER: 04265661 (England and Wales)
REGISTERED CHARITY NUMBER: 1094263

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2021
for
Cyngor Ar Bopeth Powys
Citizens Advice Bureau

Morgan Griffiths LLP
Chartered Accountants
Cross Chambers
9 High Street
Newtown
Powys
SY16 2NY

**Cyngor Ar Bopeth Powys
Citizens Advice Bureau**

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for the Year Ended 31 March 2021**

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**Cyngor Ar Bopeth Powys
Citizens Advice Bureau**

**Reference and Administrative Details
for the Year Ended 31 March 2021**

TRUSTEES	C Thomas Chair D Ryan Vice Chair J Kearle Treasurer J Hankins T Butler M C Harvey P R Swanson S J Kearle F R Mathieu (resigned 21.10.20)
COMPANY SECRETARY	Y E Bell
REGISTERED OFFICE	Ladywell House Newtown Powys SY16 1QS
REGISTERED COMPANY NUMBER	04265661 (England and Wales)
REGISTERED CHARITY NUMBER	1094263
INDEPENDENT EXAMINER	Morgan Griffiths LLP Chartered Accountants Cross Chambers 9 High Street Newtown Powys SY16 2NY
BANKERS	NatWest Bank Plc Broad Street Newtown Powys SY16 2LY

**Report of the Trustees
for the Year Ended 31 March 2021**

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 2021. 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).

Report of the Trustees
for the Year Ended 31 March 2021

OBJECTIVES AND ACTIVITIES

Objectives and aims

Our mission: To provide access to independent and quality assured advice services, helping people understand and exercise their rights and responsibilities and to make informed decisions about their lives.

Our aims: To provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives

Our principles: To provide, free, independent, confidential, and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

Our values: To focus on clients, achieve results, continuously improve, promote equality and fairness, value each other and work together.

We stand up for equality: challenging discrimination through advice: championing equality through research and campaigns: valuing diversity as an employer and volunteer agency.

Strategic Overview

Citizens Advice Powys has a responsibility to plan strategically so that our activities fit with the needs of our communities, are aligned with the plans of other key stakeholders such as Welsh Government, Powys County Council, Powys Training Health Board, our third sector partners and our National Citizens Advice Service.

The provision of advice remains a key component of the Welsh Government's plans to tackle poverty, well-being and mental health and will contribute to the goals of the Well-being of Future Generations (Wales) Act 2015, Together for Mental Health Plan 2019-2022 and the Social Services and Well-being (Wales) Act 2014.

The Powys Well-being Plan, "Towards 2040", has been developed by the Public Services Board to provide a long-term vision of well-being and has identified 4 local objectives to promote well-being across the county. People in Powys will:

- experience a stable and thriving community;
- enjoy a sustainable and productive environment;
- be healthy, socially-motivated and responsible;
- Be connected by strong communities and a vibrant culture.

Business and Development Plan

During 2020-21 we continued to deliver services consistently and have been able to adapt and make strategic progress in several key areas to meet the increase and change in demands created by the ongoing pandemic. Our long-term goals have remained the same and the Trustee Board has reviewed our activities to ensure that our advice services continue to be fully inclusive and accessible to all.

Citizens Advice Powys is committed to 3 areas of strategic development:

- Financial Development.
- Training and Growth of the Workforce.
- Service Development.

In response to the Covid 19 pandemic, during 2021-2022 we will be working towards:

- Developing multi-channel, accessible services to all client groups.
- Working proactively to prevent people reaching crisis point.
- Increasing Welsh Language provision.
- Working with partners and external stakeholders.

Quality Assured Advice Services

Quality Assurance is very important to us as an independent advice service provider. We are called upon to help some of the most vulnerable people in our communities with very complex and life limiting problems. They deserve an advice service they can be confident is quality assured, independent of all other parties and that is externally accredited as being so.

Report of the Trustees
for the Year Ended 31 March 2021

Citizens Advice Powys is accredited by the Advice Quality Standard (AQS).

To maintain this standard, we are externally assessed on a tri-yearly basis and must meet the strict requirements outlined in the assessment process - viz; -.

- Client case management.
- Access to up to date and relevant legal material.
- Advisers and caseworkers who have met the required competence and experience criteria.
- Caseworkers who are able to demonstrate ongoing experience in casework categories.
- Operation of a strict internal file review procedure to ensure quality of advice and adherence to procedures and a system that is in place to ensure corrective action is taken where necessary.
- Regular Supervision and appraisal of advisers and caseworkers.

Citizens Advice Powys has been accredited by the IAQF since July 2019

As a funder of organisations providing free and independent information and advice services, the Welsh Government ensures that organisations it funds are effectively managed; that the information and advice provided is up to date and that staff providing front-line advice services have the necessary skills and competencies to provide the best advice possible to clients.

The IAQF Wales ensures that all providers meet minimum standards in relation to safety, responsiveness, and effectiveness, but also seeks to embed a culture of continuous improvement.

**Report of the Trustees
for the Year Ended 31 March 2021**

ACHIEVEMENT AND PERFORMANCE

Review of Our Activities

Since March 2020 we have continued to provide an advice service across Powys during the Covid19 pandemic. Our paid and volunteer workforce were all fully equipped and continued to deliver advice services from home. With all face-to-face contact suspended our advice services continued via telephone, video, or webchat.

We received additional funding to allow us to equip our workforce, provide bespoke support, pilot new methods of service delivery and reach clients who wouldn't normally access our services.

Core Volunteer Delivered Service - Funded by Powys County Council, our Core Service is the backbone of our organisation with triage and advice services provided by our highly skilled volunteer workforce, supported by our paid and/experienced Advice Service Managers. Clients accessing the service via our 0345 Message Line, website self-referral, or formal partner referrals are called back by our volunteer team as a result of which, they are triaged, urgencies/deadlines identified, and a suitable appointment arranged with our staff specialists. Without our volunteers we would not be able to deal with such large numbers of clients seeking access to our services. **During 2020/21 our volunteers dealt with 7,351 client calls on our 0345-telephone message service.**

Town and Community Councils throughout Powys continued to contribute to the Core Service. The Trustee Board is grateful for this local community support.

Advicelink Services - which is funded by the Welsh Government, commenced service delivery on 1st January 2020. The aim is to deliver free social welfare information and advice services, which attain the most effective and sustainable outcomes for those seeking advice. The fund is split into 2 advice delivery models: **Community Focused** - delivery of all types of social welfare information and advice up to and including generalist advice with casework. **Specialist Benefits** - provides access to specialist advice on a range of legal social welfare problems whilst **Specialist Debt** advice is provided by our team of trained specialists who are fully accredited by the Institute for Money Advice and the Insolvency Service. Provision of specialist debt advice is Quality Assessed to meet the requirements of the Debt Quality Framework with outcomes reported to the Financial Conduct Authority.

Telephone Rural Outreach Service -using the telephony delivery channel, this project has allowed us to increase our capacity to provide clients with a quick response to generalist advice issues and specialist welfare benefit casework. This project addresses specific barriers to advice for clients such as rurality, lack of transport, affordability of transport and caring responsibilities.

Newtown Advice Service - in partnership with Newtown Town Council the advice service is targeted at people who live within the 5 Local Authority wards of Newtown.

Empowerment through In-House Advice - a bespoke advice service delivered directly to people receiving help with substance misuse which, aims to prevent client's problems becoming complex, acting as triggers, and leading to relapse.

Warmer Wales -expert energy advice to people experiencing or at risk of, fuel poverty and those vulnerable to the cold. Assisting with benefit and energy grant applications as well as providing practical energy advice on tariff switching and dealing with suppliers. The service also provides emergency energy provision for people in financial crisis.

Help to Claim -working with local Jobcentres, this dedicated service is delivered by trained advisers to support clients in the early stages of their Universal Credit claim, from the initial application to the first full payment. The service is available face-to-face or via phone and webchat.

Mid & South Wales Financial Capability Forum - the quarterly forum is attended by members representing over 50 different statutory and third sector organisations. During 2020/21 we continued to deliver the forum virtually.

Report of the Trustees
for the Year Ended 31 March 2021

Connected Generations - working in partnership with Credu, Age Powys, Accessibility Powys, and the Royal Voluntary Service. Supporting older people experiencing difficult life challenge, to enjoy a greater sense of well-being by enabling and empowering them.

Covid19 - Additional Services 2020/2021

In response to Covid19 we obtained additional funding to enable us to increase our services and accessibility to meet the increase and changes in demand.

Phase 2 Homeless Support - working with Powys County Council on a multi-agency approach to supporting people in temporary housing.

Laura Ashley Foundation - provide advice and support for former Laura Ashley employees, to reduce the impact of the large numbers of local redundancies.

PAVO Social Development Fund - recruitment and training of remote volunteers to increase our workforce capacity.

Department for Business, Energy & Industrial Strategy (BEIS) - provision of IT equipment and a new internet-based telephony system.

Powys Teaching Health Board - piloting bespoke advice services designed around the needs of mental health in-patients.

Accessibility Powys - developing accessible advice service delivery model for people with visual and hearing impairments.

Contribution of paid staff and volunteers

Both Citizens Advice Powys Trustees and the Operations Team recognise that the charity's success could not have been achieved without the hard work and commitment of both paid staff and volunteers.

Throughout the pandemic, with the dedication of our paid and volunteer team, we have continued to deliver services, adapted to meet increases and changes in demand. The Trustee Board have regularly reviewed our operational activities and kept pace with rapidly changing events so that our advice services continue to be fully inclusive and accessible to all.

Volunteers - through training, investment and their huge enthusiasm and commitment, our volunteers make a huge contribution to our service delivery. Volunteers benefit from gaining new skills, personal development, better well-being, increased knowledge of community issues and stronger community engagement. A national Citizens Advice service survey reported that 9 in 10 volunteers gained knowledge of local issues and felt more engaged with their local community. **During 2020/21 our volunteers contributed 5,500 hours, with calculated monetary value of £88k.**

The Impact of Our Advice

During the 12 months to March 2021 Citizens Advice Powys:

- **3,925** individual clients assisted
- **18,284** Advice issues dealt with
- **£4.2 million** gained for their clients in either "one off" or "ongoing" welfare benefit awards.
- **£1.9 million** of debt managed

Positive value to society - the financial value of our advice and the positive outcomes it contributes to both individuals and society are measured in monetary savings and economic value. Based on the grant funding received during 2020/21 and using a financial modelling tool which uses our local data, our calculations show that Citizens Advice Powys has generated the following:

- **£1,397,412 in savings to government and public services.** Fewer payments for out-of-work benefits, costly evictions, re-housing evicted tenants and less demand on the NHS.

Report of the Trustees
for the Year Ended 31 March 2021

- **£8,280,532 in wider economic and social benefits** (public value). When people have fewer problems they have higher levels of wellbeing- participation in society and productivity. Our calculation of public value also includes the value of the volunteer run service.

- **£7,275,781 in value to people we help** (financial outcomes following advice). We help individual clients to achieve individual financial outcomes like getting back-dated benefits, writing off debts and refunds for consumer issues.

Positive impact on people by reducing loneliness and isolation. Advice solves practical problems such as lack of disposable income and life events.

Positive experience of people feeling more supported and able to find a way forward.

- **80%** of people said that their problem was solved following our advice, and more than three quarters of these said they could not have sorted their problem without us.

- **60%** of people said they felt less stressed, depressed, or anxious as a result of the help they received from Citizens Advice, and 41% said that their physical health had improved.

What our clients say about us:

During this last year we have seen many more people in very vulnerable situations, isolated, with complex needs, facing very difficult financial circumstances alongside both mental health and physical health issues. Feedback from people we have helped gives us insight into the real, meaningful experience that people have had whilst receiving advice and support from our team.

"I cannot thank the staff enough for their help because of my mental, physical and emotional difficulties and disabilities I could not have done any of what I needed to get done".

"It takes great skill to extract relevant information from a vulnerable person within a timeframe that respects that person's pain, fatigue and emotional distress, but that was achieved with great expertise".

"I cannot truly describe how very helpful reassuring kind non-judgemental and professional the service I have received. My caseworker from Citizens Advice Powys has been outstanding in every way she has as good as worked a miracle I was a sceptic regarding the CAB if I'm to be honest, I don't know why, I guess I was so lost, I had no idea I could truly be helped but she has got me out of a deep hole. She has been brilliant. My gratitude is massive and humbling too. I don't know where I would be now without the CAB Thank you."

"The overall professionalism was evident at the start, but the empathy shared was outstanding and allowed me to speak freely during the interview despite my exhaustion and presenting anxiety. This is one of our most valuable services in the community."

"My issue was complicated, and I had tried to deal with it myself over the last few years.

When it resurfaced, I was completely distraught and had absolutely no mental energy left to deal with it. I was treated with such kindness and reassurance and after initial details about my problem.

The lady I first spoke with was extremely patient and kind while I frantically tried to explain how events had unfolded over last few years. Having come out of an abusive relationship and living with a hidden painful disability means I was struggling to cope with life and just to have someone say they would help me was a lifeline to me. I am beyond grateful for the promptness and kindness... I felt listened to and cared about. I feel calmer about the situation as I know I have help and support. Thank you so much for all the friendliness and reassurance provided. It has meant so much to me".

Report of the Trustees
for the Year Ended 31 March 2021

FINANCIAL REVIEW

Principal funding sources

The principle funding sources for the charity in the year were:-

- Henry Smith Charity - £59,900
- Help to Claim Service £59,080
- Powys County Council - Core Funding £51,205
- Welsh Government - Advicelink Community Focused £126,809
- Welsh Government - Specialist Debt £68,000

Investment policy and objectives

Under the Memorandum and Articles of Association, the charity has the power to make any investment which the Trustees see fit. The assets of the charity are available and adequate to meet its obligations for the foreseeable future.

Reserves policy

The Trustees have reviewed the Reserves Policy and believe that the organisation should hold financial reserves in order to ensure that the charity can continue to operate to meet the needs of clients in the event of unforeseen and potentially damaging circumstances arising. It has taken into account the reliability and continuance of future funding, timing of cashflows and working capital requirements, cover for unplanned emergency repairs and potential liabilities relating to staff should there be closure of a particular activity.

Unrestricted Reserves

The Unrestricted Reserves held by the Charity at 31st March 2021 amounted to £258,038. The Unrestricted Reserves are held for the following purposes:-

- Operational Reserves -

The Trustees consider that it would be prudent to set aside an amount of at least five months operating expenditure, to provide cover in the event of unforeseen circumstances or falls in income. The computation of this value will be reviewed on an annual basis. As at 31st March 2021 this figure was identified as £214k.

Designated Reserves

In addition, unrestricted funds have been considered as designated for the following purpose:

- As outlined in the Business plan the Trustees have designated £24.6k to be spent on identified actions to meet the organisational objectives for 21/22.

Contractual Commitment Reserves - The Trustees aim to build up a reserve to ensure that the organisation is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover and the costs of any disciplinary and/or grievance procedures which may arise. As at 31st March 2021 this figure was identified as £98k.

Restricted Reserves

These funds are restricted by the donor or funder and cannot be used for the general purposes of the organisation. Their existence does not imply that there has been an under spend but may result from a variety of circumstances including timing differences between the organisation's financial year and the funding of the project concerned. The Restricted Funds held by the charity as at 31st March 2021 amounted to £9,896.

**Report of the Trustees
for the Year Ended 31 March 2021**

FUTURE DEVELOPMENTS

Citizens Advice Powys is committed to 3 areas of strategic development:

- Financial Development;
- Training and Growth of the Workforce;
- Service Development.

During 2021-2022 we will be working towards:

Financial sustainability - we aim to secure national and local funding to ensure ongoing funds to support core and project services.

Increasing workforce capacity and resilience - we will continue to recruit volunteers and paid staff and ensure that everyone has the skills, knowledge, and resources to deliver services. All volunteers and staff will continue to be supported with their own well being.

Developing Multi-channel, accessible services to all client groups - we will achieve this by identifying barriers, improving existing access, piloting, and introducing new delivery channels and frameworks.

Working proactively to prevent people reaching crisis point - we aim to increase multi-agency working with a range of third sector and statutory support organisations, raising awareness, and developing self-help options.

We will continue to deliver ongoing services during 2021-2022-

- Core Volunteer Delivered Service
- Welsh Government Advicelink Services
- Telephone Rural Outreach Service.
- Newtown Advice Service
- Empowerment through In-House Advice
- Warmer Wales.
- Help to Claim
- Laura Ashley Foundation (ends 31st Aug 2021)

We have acquired funding to deliver additional services 2021/2022 -

- Moondance - Employment and Debt Advice
- Felindre Ward & Mental Health Support Advice

The Trustee Board would like to thank all the funders who have contributed to the overall success and continuation of the Citizens Advice service across Powys and look forward to working with new and existing funders in the coming months.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The organisation is a charitable company limited by guarantee and was established by a Memorandum of Association on 6 August 2001.

The organisation is registered at Companies House No. 4265661

The organisation is registered with the Charity Commission No. 1094263

Recruitment and appointment of new trustees

The management of the organisation is the responsibility of the Trustees who are elected and co-opted under the terms of the governing document. Each Trustee retires from office at the third Annual general meeting following their appointment and will be re-elected if they wish to continue as a Board member.

Registers of Members Interests and People with Significant Control is kept at the registered office.

All directors of the company are also Trustees of the charity. There are no other Trustees. All the Trustees named on page 1 served throughout the year, unless appointed or resigned as shown.

Report of the Trustees
for the Year Ended 31 March 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

Governance - The Trustee Board is responsible for the strategic direction and legal compliance of the organisation and is accountable for all the acts and omissions of Citizens Advice Powys. The Board meets quarterly and at other times if required. In addition, there are 3 Sub-Committees: Human Resources (HR), Premises and Finance. Each sub-committee has its Terms of Reference and comprises a minimum of 3 Trustee Board members, including the Chair. The sub-committees meet more regularly to ensure timely reviews of matters arising between the regular, quarterly Board meetings to which they report back.

Executive Management - The Trustee Board exercises its overall control through the organisation's Chief Executive Officer (CEO). Line managed by the Trustee Board Chair; the CEO (Y Bell) is authorised by the Trustees to manage the day-to-day operational matters of the charity.

Operational Management - The CEO exercises day-to-day operational management and supervision of advice services through two Advice Service Managers (A Schmeinck & N Kielthy) and a Debt Team Leader (J Maskall). Other staff, some of whom are self-supervising, also contribute greatly to the smooth and effective running of the organisation. The supervisory and operational activity is coordinated through regular Operational meetings chaired by the CEO.

Induction and training of new trustees

The organisation places great importance on the governance issues of running a charity. Trustees must be committed to the aims and principles of the Citizens Advice service and possess specific skills of use to the Board in addition to their responsibility for exercising general oversight.

All Trustees are provided with an induction framework and given access to a portfolio of training on specific issues so that they fully understand their responsibilities as Trustees and employers.

Related parties

Citizens Advice Powys is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux under a membership agreement which is designed to ensure that advice services to clients across all channels are protected, enhanced, and trusted.

Specifically the agreement that

1. sets out what national Citizens Advice will do
2. sets out what local Citizens Advice will do
3. sets out when and how membership starts and ends

The membership agreement automatically accredits the local Citizens Advice with relevant quality standards and monitors the performance of each local Citizens Advice against a Performance and Quality Framework which is audited in a 3 yearly cycle. The framework is split into five key areas:

1. Client experience
2. Quality of Advice Assessment
3. People Management
4. Leadership
5. Financial Health.

In 20/21, Citizens Advice Powys was in Year 2 of the audit cycle.

Operating policies and procedures are independently determined by the organisation's Board of Trustees to fulfil its charitable objects and comply with the national membership requirements.

Report of the Trustees
for the Year Ended 31 March 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. Citizens Advice Powys has a Risk Register in place which identifies key risks. The Risk Register is monitored, and reviewed regularly throughout the year. The review process will identify key priorities and an action plan is produced to resolve any emerging issues. Additionally, the Trustee Board has a Business Continuity Plan to ensure that business critical activities can continue to be conducted.

During 2020-21, the Trustee Board included a Covid 19 Action Plan within its Business Continuity Plan. The action plan details different stages, the impact on operations at each stage and the preparation and actions required to manage each stage.

Statement of Internal Control

Our Trustee Board oversees the information security of all personal information that is processed about our clients', staff, funders, and strategic partners. Citizens Advice Powys holds joint responsibility for client data that are held in the national Citizens Advice Service case management system. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the General Data Protection Regulation and Data Protection Act 2018.

Citizens Advice Powys is registered with the Information Commissioner's Office under Z7669287 and will process all personal data in accordance with the General Data Protection Regulation and Data Protection Act 2018.

Our Privacy Policy at www.powyscitizensadvice.org.uk provides further information on how personal data is processed and stored.

Approved by order of the board of trustees on 30 September 2021 and signed on its behalf by:

C Thomas - Trustee

**Independent Examiner's Report to the Trustees of
Cyngor Ar Bopeth Powys
Citizens Advice Bureau**

Independent examiner's report to the trustees of Cyngor Ar Bopeth Powys Citizens Advice Bureau ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of ICEAW which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Thomas Landers BA FCA
ICEAW
Morgan Griffiths LLP
Chartered Accountants
Cross Chambers
9 High Street
Newtown
Powys
SY16 2NY

30 September 2021

**Cyngor Ar Bopeth Powys
Citizens Advice Bureau**

**Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2021**

		Unrestricted funds £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
	Notes				
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	100	-	100	660
Charitable activities	4				
Provision of Advice & Information		294,249	300,249	594,498	558,365
Investment income	3	23	-	23	268
Total		294,372	300,249	594,621	559,293
EXPENDITURE ON					
Charitable activities	5				
Provision of Advice & Information		213,238	300,249	513,487	567,769
Net gains/(losses) on investments		538	-	538	(865)
NET INCOME/(EXPENDITURE)		81,672	-	81,672	(9,341)
RECONCILIATION OF FUNDS					
Total funds brought forward		176,366	9,896	186,262	195,603
TOTAL FUNDS CARRIED FORWARD		258,038	9,896	267,934	186,262

The notes form part of these financial statements

Cyngor Ar Bopeth Powys
Citizens Advice Bureau (Registered number: 04265661)

Balance Sheet
31 March 2021

	Notes	31.3.21 £	31.3.20 £
FIXED ASSETS			
Tangible assets	12	1,020	1,360
Investments	13	1,266	728
		<u>2,286</u>	<u>2,088</u>
CURRENT ASSETS			
Debtors	14	100,239	9,497
Cash at bank and in hand		237,825	188,292
		<u>338,064</u>	<u>197,789</u>
CREDITORS			
Amounts falling due within one year	15	(72,416)	(13,615)
		<u></u>	<u></u>
NET CURRENT ASSETS		<u>265,648</u>	<u>184,174</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>267,934</u>	<u>186,262</u>
NET ASSETS		<u>267,934</u>	<u>186,262</u>
FUNDS	18		
Unrestricted funds		258,038	176,366
Restricted funds		9,896	9,896
		<u>267,934</u>	<u>186,262</u>
TOTAL FUNDS		<u>267,934</u>	<u>186,262</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The notes form part of these financial statements

Cyngor Ar Bopeth Powys
Citizens Advice Bureau (Registered number: 04265661)

Balance Sheet - continued
31 March 2021

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 30 September 2021 and were signed on its behalf by:

C Thomas - Trustee

The notes form part of these financial statements

**Cyngor Ar Bopeth Powys
Citizens Advice Bureau**

**Cash Flow Statement
for the Year Ended 31 March 2021**

	Notes	31.3.21 £	31.3.20 £
Cash flows from operating activities			
Cash generated from operations	1	<u>49,510</u>	<u>(15,228)</u>
Net cash provided by/(used in) operating activities		<u>49,510</u>	<u>(15,228)</u>
Cash flows from investing activities			
Interest received		<u>23</u>	<u>107</u>
Net cash provided by investing activities		<u>23</u>	<u>107</u>
Change in cash and cash equivalents in the reporting period		<u>49,533</u>	<u>(15,121)</u>
Cash and cash equivalents at the beginning of the reporting period		<u>188,292</u>	<u>203,413</u>
Cash and cash equivalents at the end of the reporting period		<u><u>237,825</u></u>	<u><u>188,292</u></u>

The notes form part of these financial statements

**Cyngor Ar Bopeth Powys
Citizens Advice Bureau**

**Notes to the Cash Flow Statement
for the Year Ended 31 March 2021**

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.21	31.3.20
	£	£
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	81,672	(9,341)
Adjustments for:		
Depreciation charges	340	453
(Gain)/losses on investments	(538)	865
Interest received	(23)	(107)
(Increase)/decrease in debtors	(90,742)	4,881
Increase/(decrease) in creditors	58,801	(11,979)
Net cash provided by/(used in) operations	49,510	(15,228)

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.20	Cash flow	At 31.3.21
	£	£	£
Net cash			
Cash at bank and in hand	188,292	49,533	237,825
	188,292	49,533	237,825
Total	188,292	49,533	237,825

The notes form part of these financial statements

Notes to the Financial Statements
for the Year Ended 31 March 2021

1. 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.

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.

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.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings - 25% on reducing balance

Taxation

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

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

**Cyngor Ar Bopeth Powys
Citizens Advice Bureau**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

2. DONATIONS AND LEGACIES

	31.3.21	31.3.20
	£	£
Donations	100	660
	<u> </u>	<u> </u>

3. INVESTMENT INCOME

	31.3.21	31.3.20
	£	£
Dividends	-	161
Deposit account interest	23	107
	<u> </u>	<u> </u>
	23	268
	<u> </u>	<u> </u>

4. INCOME FROM CHARITABLE ACTIVITIES

	31.3.21	31.3.20
	£	£
Other contributions	17,213	26,508
Grants	577,285	531,857
	<u> </u>	<u> </u>
	594,498	558,365
	<u> </u>	<u> </u>

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

	31.3.21	31.3.20
	£	£
Powys CC - Core Grant	51,205	51,204
Town & Community Councils	1,325	2,029
MAS - Debt Advice Project	-	39,103
Big Lottery Grant Fund	32,336	42,575
Powys Teaching Health Board	2,861	2,861
Welsh Government - Better Advice Better Lives	-	71,015
Henry Smith Charity	59,900	59,300
PCC - Empowerment Through In-house Advice	25,000	25,392
Welsh Government Frontline Advice	-	94,088
Gwendoline & Margaret Davies Charity	2,000	2,000
Newtown Town Council	4,334	4,334
CITA - Help to Claim	59,080	56,117
British Gas Energy Trust - Warmer Wales	19,869	19,707
WG Advicelink Community Focused	126,809	31,193
WG Advicelink Specialist Debt	68,000	16,716
WG Advicelink Specialist	20,540	5,055
MAPS Redundancy	-	9,168
PCC Phase 2 Homeless	23,000	-
PAVO Social Development Fund	10,320	-
Laura Ashley Foundation	13,933	-
PAVO Voluntary Sector Support	2,997	-
WG Advicelink	53,776	-
	<u> </u>	<u> </u>
	577,285	531,857
	<u> </u>	<u> </u>

**Cyngor Ar Bopeth Powys
Citizens Advice Bureau**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

5. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 6) £	Support costs (see note 7) £	Totals £
Provision of Advice & Information	500,103	13,384	513,487

6. DIRECT COSTS OF CHARITABLE ACTIVITIES

	31.3.21 £	31.3.20 £
Staff costs	429,426	458,561
Rent	30,207	34,507
Insurance	3,231	4,755
Telephone, Post & Stationery	20,142	17,691
Travel	159	13,973
Training/recruitment	5,437	1,471
CITA information	2,771	3,121
Computer costs	8,390	9,593
Depreciation	340	453
	500,103	544,125

7. SUPPORT COSTS

	Management £	Governance costs £	Totals £
Provision of Advice & Information	10,561	2,823	13,384

8. NET INCOME/(EXPENDITURE)

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

	31.3.21 £	31.3.20 £
Depreciation - owned assets	340	453
Other operating leases	30,207	34,507

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

9. TRUSTEES' REMUNERATION AND BENEFITS - continued

Trustees' expenses

No reimbursements were made to Trustees in respect of travel expenses incurred in the performance of their duties (in 2020 £777 was reimbursed to two trustees).

10. STAFF COSTS

	31.3.21	31.3.20
	£	£
Wages and salaries	381,001	405,667
Social security costs	23,917	26,185
Other pension costs	24,508	26,709
	<u>429,426</u>	<u>458,561</u>

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

	31.3.21	31.3.20
Service Providers	19	19
Administration	2	2
	<u>21</u>	<u>21</u>

The charity considers its key management personnel comprise the senior management listed on page 10. The total employment benefits including employer pension contributions of the key management personnel for the year ended 31 March 2021 were £118,484 (2020: £120,589).

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	660	-	660
Charitable activities			
Provision of Advice & Information	277,580	280,785	558,365
Investment income	268	-	268
Total	<u>278,508</u>	<u>280,785</u>	<u>559,293</u>
EXPENDITURE ON			
Charitable activities			
Provision of Advice & Information	296,151	271,618	567,769
Net gains/(losses) on investments	-	(865)	(865)
NET INCOME/(EXPENDITURE)	<u>(17,643)</u>	<u>8,302</u>	<u>(9,341)</u>

**Cyngor Ar Bopeth Powys
Citizens Advice Bureau**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
RECONCILIATION OF FUNDS			
Total funds brought forward	194,010	1,593	195,603
TOTAL FUNDS CARRIED FORWARD	<u>176,367</u>	<u>9,895</u>	<u>186,262</u>

12. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
COST	
At 1 April 2020 and 31 March 2021	<u>25,651</u>
DEPRECIATION	
At 1 April 2020	24,291
Charge for year	340
At 31 March 2021	<u>24,631</u>
NET BOOK VALUE	
At 31 March 2021	<u>1,020</u>
At 31 March 2020	<u>1,360</u>

13. FIXED ASSET INVESTMENTS

	Listed investments £
MARKET VALUE	
At 1 April 2020	728
Revaluations	538
At 31 March 2021	<u>1,266</u>
NET BOOK VALUE	
At 31 March 2021	<u>1,266</u>
At 31 March 2020	<u>728</u>

There were no investment assets outside the UK.

**Cyngor Ar Bopeth Powys
Citizens Advice Bureau**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21	31.3.20
	£	£
Prepayments and accrued income	100,239	9,497

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21	31.3.20
	£	£
Trade creditors	11,869	1,679
Social security and other taxes	7,353	6,401
Accruals and deferred income	53,194	5,535
	72,416	13,615

16. LEASING AGREEMENTS

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

	31.3.21	31.3.20
	£	£
Within one year	21,840	30,300

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
Fixed assets	1,020	-	1,020	1,360
Investments	538	728	1,266	728
Current assets	328,896	9,168	338,064	197,789
Current liabilities	(72,416)	-	(72,416)	(13,615)
	258,038	9,896	267,934	186,262

18. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	176,366	81,672	258,038
Restricted funds			
Legacy	728	-	728
MAPS Redundancy	9,168	-	9,168
	9,896	-	9,896
TOTAL FUNDS	186,262	81,672	267,934

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

18. 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	294,372	(213,238)	538	81,672
Restricted funds				
Henry Smith	59,899	(59,899)	-	-
Empowerment	24,999	(24,999)	-	-
WG Advicelink Community Focused	126,810	(126,810)	-	-
WG Advicelink Specialist Debt	68,000	(68,000)	-	-
WG Advicelink Specialist	20,541	(20,541)	-	-
	300,249	(300,249)	-	-
TOTAL FUNDS	594,621	(513,487)	538	81,672

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	At 31.3.20 £
Unrestricted funds			
General fund	194,010	(17,644)	176,366
Restricted funds			
Legacy	1,593	(865)	728
MAPS Redundancy	-	9,168	9,168
	1,593	8,303	9,896
TOTAL FUNDS	195,603	(9,341)	186,262

**Cyngor Ar Bopeth Powys
Citizens Advice Bureau**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

18. 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	205,347	(222,991)	-	(17,644)
Better Advice Better Lives (Designated Fund)	73,160	(73,160)	-	-
	<u>278,507</u>	<u>(296,151)</u>	<u>-</u>	<u>(17,644)</u>
Restricted funds				
Legacy	-	-	(865)	(865)
MAS Debt Advice	39,102	(39,102)	-	-
Welsh Government Frontline Advice	94,859	(94,859)	-	-
Henry Smith	59,301	(59,301)	-	-
Empowerment	25,392	(25,392)	-	-
WG Advicelink Community Focused	31,193	(31,193)	-	-
WG Advicelink Specialist Debt	16,716	(16,716)	-	-
WG Advicelink Specialist	5,055	(5,055)	-	-
MAPS Redundancy	9,168	-	-	9,168
	<u>280,786</u>	<u>(271,618)</u>	<u>(865)</u>	<u>8,303</u>
TOTAL FUNDS	<u>559,293</u>	<u>(567,769)</u>	<u>(865)</u>	<u>(9,341)</u>

19. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.