

**Report of the Trustees and**  
**Unaudited Financial Statements for the Year Ended 31 March 2022**  
**for**  
**Cyngor Ar Bopeth Powys**  
**Citizens Advice Bureau**

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

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for the Year Ended 31 March 2022

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**Cyngor Ar Bopeth Powys  
Citizens Advice Bureau**

**Reference and Administrative Details  
for the Year Ended 31 March 2022**

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**TRUSTEES**

C Thomas Chair  
D Ryan Vice Chair  
J Kearle Treasurer  
J Hankins  
T Butler  
M C Harvey  
P R Swanson  
S J Kearle  
S E Evans (appointed 10.5.22)

**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 2022**

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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).

**Report of the Trustees  
for the Year Ended 31 March 2022**

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## **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 2021-2022 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. 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.

During 2021-2022 we continued 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 2022**

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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:

- 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 2022

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## ACHIEVEMENT AND PERFORMANCE

### Review of Our Activities

During 2021-2022 we have continued to provide a full advice service across Powys via telephony, webchat and in-person delivery. We have also introduced additional online access for people to self-refer and partner organisations to formally refer directly via our new website launched 1st April 2021.

**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 who triage all incoming enquiries to identify urgencies/deadlines and arrange appropriate appointments 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 2021/22 our volunteers dealt with 10,416 incoming client calls on our 0345-telephone 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** - 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 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. We continue to deliver the forums virtually.

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

**Report of the Trustees  
for the Year Ended 31 March 2022**

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**Claim What's Yours** - A Wales wide telephone service to support people who are struggling financially to identify any benefit entitlement they are unaware of.

**Moondance** - Employment Advice -an early intervention advice service that reduces barriers to employment and aims to improve people's financial resilience during and after the current pandemic.

**Less Worry, Less Stress** - funded by the Social Value Forum Development Fund - a dedicated Specialist Advice service, tailored to meet the needs of people experiencing problems which affect their mental health. Availability of early intervention and accessible services will reduce the factors that trigger people to become lonely, isolated and that affect their overall well-being.

**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.

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 2021/22 our volunteers contributed over 5,400 hours, with calculated monetary value of £87k.**

In January 2022 we successfully recruited via the DWP Kickstart Scheme. The Scheme provides funding to create new jobs for 16 to 24 year olds on Universal Credit who are at risk of long-term unemployment. This scheme provided us with the opportunity to employ an Administrative Assistant to support our Operational function, whilst building the young person's skills, confidence, and employability.

**The Impact of Our Advice**

During the 12 months to March 2022 Citizens Advice Powys:

- **4,758** individual clients assisted
- **23,272** Advice issues dealt with
- **£3.4** million gained for their clients in either "one off" or "ongoing" welfare benefit awards.
- **£3.2** million of debt managed
- **10,416** incoming client telephone calls triaged

During the year demand for our services overall has increased. And we are seeing many more people in financial crisis, particularly as we "Come out of Covid" and face the Cost-of-Living Crisis

- 21% increase in individuals supported
- 27% increase in advice issues
- 42% increase in telephone contacts via our 0345 telephone line

We have introduced online referral options for individuals and partner agencies, giving people the option of 24/7 access to contact us.

- **959** Website contacts from individuals

This new online contact method reduces the anxiety of making a phone call and allows individuals to contact us as soon as an issue arises.

Report of the Trustees  
for the Year Ended 31 March 2022

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"It was fantastic for me. I suffer from social anxiety and can't cope with making phone calls. Someone called me back and was very helpful, I could put a lot of information in my email about my situation and when the adviser called me back I didn't have to go over it all again."

We currently work with **47 different formal referral partners** from third sector support organisations and statutory services. Working with our partners ensures that we are providing an effective and improved wrap around support for the people we assist. We have increased our knowledge of the strengths of other services available and raised awareness of the support we can provide as a Citizens Advice service.

Understanding how we have impacted people we support through our advice service is important to us. During the year our feedback shows:

- **82%** reported they would NOT have been able to sort out their problem without our help.
- **17%** said that their problem was urgent.
- **56%** said that they needed action taken on their behalf.
- **82%** said that their issue had been positively resolved.
- **84%** felt less stressed, depressed, or anxious after advice.
- **66%** reported improved physical health after advice.

**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.

"Frankly, they saved my life, the state I was in, I felt death was my only way out, but they have managed to turn my situation into one now where I can see a future for myself without the depression fear and hopelessness I have been living with for so long, saying thank you just isn't enough. But a big thank you for all your hard work and care and for giving me my life back."

"I can't thank CAB enough for all the help and support they have given me I have been in a dark place and they have always been there to support me in every way and have never judged me. I really don't know where I would be without their help and support."

"We've been saved. If it wasn't for Citizens Advice, my girlfriend and I would have been well and truly left to hang out to dry. There is so many different parts of this service that we've used to help our lives that we didn't know we're available to us, we have literally been struggling through life and accumulating debt as well that we don't understand. Citizens Advice has literally been our saving grace. Thank you."

"I don't know how I would have coped without the help of CAB they're all amazing and changed my life dramatically. Thank you CAB."

"My advisor went over and beyond to assist me. Also provided very good advice and always just a phone call away if I needed to discuss/ask any questions about my case. All in all I found my advisor very helpful, friendly, knowledgeable and always in a professional manner. What I also found that due to dealing with the same person throughout, they're familiarity with the case etc, meant that I was able to receive the highest level of assistance/advice. CAB-amazing. I'll be sure to return to my local CAB for advice in the future. So grateful you were there for me."

"I feel like I am richer now than I have ever been. I've had my eyes tested and can afford to replace my glasses which are 10 years old. I am so much happier and I don't need to find excuses anymore when my friends ask me to go out. I can afford to pay my own way."

**Report of the Trustees  
for the Year Ended 31 March 2022**

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## **FINANCIAL REVIEW**

### **Principal funding sources**

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

- Henry Smith Charity - £59,700
- 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 2022 amounted to £285,523. 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 2022 this figure was identified as £219k.

**Designated Reserves** - In addition, unrestricted funds have been considered, the Trustees have designated £20k to be utilised during the first financial quarter of 22/23 to retain all existing staff whilst awaiting the outcome of a funding grant decision in June 2022.

**Contractual Commitment Reserves** - The Trustees aim to build up a reserve to ensure 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 2022 this figure was identified as £101k.

### **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 2022 amounted to £9,168.

Report of the Trustees  
for the Year Ended 31 March 2022

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## **FUTURE DEVELOPMENTS**

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

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

During 2022-2023 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 2022-2023-**

- Core Volunteer Delivered Service
- Welsh Government Advicelink Services
- Telephone Rural Outreach Service.
- Newtown Advice Service
- Empowerment through In-House Advice
- Claim What's Yours
- Financial Well-Being Forums
- Energy advice

During 2022-23 the newly formed Trustee Funding Sub-Committee will work towards developing our Funding Strategy to ensure we identify gaps in our advice provision and acquire longer-term and sustainable funding.

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 2022**

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## **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 4 Sub-Committees: Human Resources (HR), Premises, Finance and Funding. 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, (N Kielthy & A Schmeinck) 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 21/22, Citizens Advice Powys was in Year 2 of the audit cycle. In August 2022, we will undergo the assessment process for AQS and IAQF accreditation.

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 2022

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## 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.

### 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](http://www.powyscitizensadvice.org.uk) provides further information on how personal data is processed and stored.

Approved by order of the board of trustees on 8 November 2022 and signed on its behalf by:



C Thomas - Trustee

**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 2022.

**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

8 November 2022

**Cyngor Ar Bopeth Powys  
Citizens Advice Bureau**

**Statement of Financial Activities  
(Incorporating an Income and Expenditure Account)  
for the Year Ended 31 March 2022**

|                                    | Notes | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | 31.3.22<br>Total<br>funds<br>£ | 31.3.21<br>Total<br>funds<br>£ |
|------------------------------------|-------|----------------------------|--------------------------|--------------------------------|--------------------------------|
| <b>INCOME AND ENDOWMENTS FROM</b>  |       |                            |                          |                                |                                |
| Donations and legacies             | 2     | 160                        | -                        | 160                            | 100                            |
| <b>Charitable activities</b>       |       |                            |                          |                                |                                |
| Provision of Advice & Information  |       | 76,451                     | 477,529                  | 553,980                        | 594,498                        |
| Investment income                  | 3     | 49                         | -                        | 49                             | 23                             |
| <b>Total</b>                       |       | <b>76,660</b>              | <b>477,529</b>           | <b>554,189</b>                 | <b>594,621</b>                 |
| <b>EXPENDITURE ON</b>              |       |                            |                          |                                |                                |
| <b>Charitable activities</b>       | 5     |                            |                          |                                |                                |
| Provision of Advice & Information  |       | 50,083                     | 477,529                  | 527,612                        | 513,487                        |
| Net gains on investments           |       | 180                        | -                        | 180                            | 538                            |
| <b>NET INCOME</b>                  |       | <b>26,757</b>              | <b>-</b>                 | <b>26,757</b>                  | <b>81,672</b>                  |
| Transfers between funds            | 18    | 728                        | (728)                    | -                              | -                              |
| <b>Net movement in funds</b>       |       | <b>27,485</b>              | <b>(728)</b>             | <b>26,757</b>                  | <b>81,672</b>                  |
| <b>RECONCILIATION OF FUNDS</b>     |       |                            |                          |                                |                                |
| Total funds brought forward        |       | 258,038                    | 9,896                    | 267,934                        | 186,262                        |
| <b>TOTAL FUNDS CARRIED FORWARD</b> |       | <b>285,523</b>             | <b>9,168</b>             | <b>294,691</b>                 | <b>267,934</b>                 |

The notes form part of these financial statements

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

**Balance Sheet**  
**31 March 2022**

|  | Notes | 31.3.22<br>£   | 31.3.21<br>£   |
|--|-------|----------------|----------------|
| <b>FIXED ASSETS</b>                          |       |                |                |
| Tangible assets                              | 12    | 765            | 1,020          |
| Investments                                  | 13    | 1,446          | 1,266          |
|  |       | <u>2,211</u>   | <u>2,286</u>   |
| <b>CURRENT ASSETS</b>                        |       |                |                |
| Debtors                                      | 14    | 8,652          | 100,239        |
| Cash at bank and in hand                     |       | 338,836        | 237,825        |
|  |       | <u>347,488</u> | <u>338,064</u> |
| <b>CREDITORS</b>                             |       |                |                |
| Amounts falling due within one year          | 15    | (55,008)       | (72,416)       |
|  |       | <u>292,480</u> | <u>265,648</u> |
| <b>NET CURRENT ASSETS</b>                    |       |                |                |
|  |       | <u>292,480</u> | <u>265,648</u> |
| <b>TOTAL ASSETS LESS CURRENT LIABILITIES</b> |       |                |                |
|  |       | <u>294,691</u> | <u>267,934</u> |
| <b>NET ASSETS</b>                            |       |                |                |
|  |       | <u>294,691</u> | <u>267,934</u> |
| <b>FUNDS</b>                                 | 18    |                |                |
| Unrestricted funds                           |       | 285,523        | 258,038        |
| Restricted funds                             |       | 9,168          | 9,896          |
| <b>TOTAL FUNDS</b>                           |       | <u>294,691</u> | <u>267,934</u> |

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 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

**Balance Sheet - continued**  
**31 March 2022**

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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 8 November 2022 and were signed on its behalf by:



C Thomas - Trustee

**Cyngor Ar Bopeth Powys  
Citizens Advice Bureau**

**Cash Flow Statement  
for the Year Ended 31 March 2022**

|   | Notes | 31.3.22<br>£   | 31.3.21<br>£   |
|---|-------|----------------|----------------|
| <b>Cash flows from operating activities</b>                                   |       |                |                |
| Cash generated from operations  | 1     | 101,001        | 49,510         |
| Net cash provided by operating activities                                     |       | 101,001        | 49,510         |
| <b>Cash flows from investing activities</b>                                   |       |                |                |
| Interest received   |       | 10             | 23             |
| Net cash provided by investing activities                                     |       | 10             | 23             |
| <b>Change in cash and cash equivalents<br/>in the reporting period</b>        |       | <b>101,011</b> | <b>49,533</b>  |
| <b>Cash and cash equivalents at the<br/>beginning of the reporting period</b> |       | <b>237,825</b> | <b>188,292</b> |
| <b>Cash and cash equivalents at the end<br/>of the reporting period</b>       |       | <b>338,836</b> | <b>237,825</b> |

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

|   | 31.3.22<br>£   | 31.3.21<br>£  |
|---|----------------|---------------|
| <b>Net income for the reporting period (as per the Statement of Financial Activities)</b> | <b>26,757</b>  | <b>81,672</b> |
| <b>Adjustments for:</b>   |                |               |
| Depreciation charges  | 255            | 340           |
| Gain on investments   | (180)          | (538)         |
| Interest received   | (10)           | (23)          |
| Decrease/(increase) in debtors  | 91,587         | (90,742)      |
| (Decrease)/increase in creditors  | (17,408)       | 58,801        |
| <b>Net cash provided by operations</b>  | <b>101,001</b> | <b>49,510</b> |

2. ANALYSIS OF CHANGES IN NET FUNDS

|                          | At 1.4.21<br>£ | Cash flow<br>£ | At 31.3.22<br>£ |
|--------------------------|----------------|----------------|-----------------|
| <b>Net cash</b>          |                |                |                 |
| Cash at bank and in hand | 237,825        | 101,011        | 338,836         |
|                          | <u>237,825</u> | <u>101,011</u> | <u>338,836</u>  |
| <b>Total</b>             | <u>237,825</u> | <u>101,011</u> | <u>338,836</u>  |

Notes to the Financial Statements  
for the Year Ended 31 March 2022

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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.

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2022

**2. DONATIONS AND LEGACIES**

|           | 31.3.22    | 31.3.21    |
|-----------|------------|------------|
|           | £          | £          |
| Donations | 160        | 100        |
|           | <u>160</u> | <u>100</u> |

**3. INVESTMENT INCOME**

|                          | 31.3.22   | 31.3.21   |
|--------------------------|-----------|-----------|
|                          | £         | £         |
| Dividends                | 39        | -         |
| Deposit account interest | 10        | 23        |
|                          | <u>49</u> | <u>23</u> |

**4. INCOME FROM CHARITABLE ACTIVITIES**

|                     | 31.3.22        | 31.3.21        |
|---------------------|----------------|----------------|
|                     | £              | £              |
| Other contributions | 3,663          | 17,213         |
| Grants              | 550,317        | 577,285        |
|                     | <u>553,980</u> | <u>594,498</u> |

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

|   | 31.3.22        | 31.3.21        |
|---|----------------|----------------|
|   | £              | £              |
| Powys CC - Core Grant                     | 51,205         | 51,205         |
| Town & Community Councils                 | 1,170          | 1,325          |
| Big Lottery Grant Fund                    | -              | 32,336         |
| Powys Teaching Health Board               | 7,861          | 2,861          |
| Henry Smith Charity                       | 59,700         | 59,900         |
| PCC - Empowerment Through In-house Advice | 25,000         | 25,000         |
| Gwendoline & Margaret Davies Charity      | 3,000          | 2,000          |
| Newtown Town Council                      | 8,119          | 4,334          |
| CITA - Help to Claim                      | 45,590         | 59,080         |
| British Gas Energy Trust - Warmer Wales   | 20,034         | 19,869         |
| WG Advicelink Community Focused           | 126,809        | 126,809        |
| WG Advicelink Specialist                  | 88,540         | 88,540         |
| PCC Homeless                              | 5,600          | 23,000         |
| PAVO Social Development Fund              | 8,882          | 10,320         |
| Laura Ashley Foundation                   | 9,951          | 13,933         |
| PAVO Voluntary Sector Support             | 5,998          | 2,997          |
| WG Advicelink & Claim What's Yours        | 53,050         | 53,776         |
| Kickstart                                 | 1,433          | -              |
| Moondance                                 | 28,375         | -              |
|   | <u>550,317</u> | <u>577,285</u> |

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2022

**5. CHARITABLE ACTIVITIES COSTS**

|                                   | Direct<br>Costs (see<br>note 6)<br>£ | Support<br>costs (see<br>note 7)<br>£ | Totals<br>£    |
|-----------------------------------|--------------------------------------|---------------------------------------|----------------|
| Provision of Advice & Information | <u>520,939</u>                       | <u>6,673</u>                          | <u>527,612</u> |

**6. DIRECT COSTS OF CHARITABLE ACTIVITIES**

|                              |                |                |
|------------------------------|----------------|----------------|
|                              | <b>31.3.22</b> | 31.3.21        |
|                              | £              | £              |
| Staff costs                  | 461,460        | 429,426        |
| Rent                         | 23,653         | 30,207         |
| Insurance                    | 4,389          | 3,231          |
| Telephone, Post & Stationery | 13,638         | 20,142         |
| Travel                       | 435            | 159            |
| Training/recruitment         | 2,641          | 5,437          |
| CITA information             | 3,365          | 2,771          |
| Computer costs               | 11,103         | 8,390          |
| Depreciation                 | 255            | 340            |
|                              | <u>520,939</u> | <u>500,103</u> |

**7. SUPPORT COSTS**

|                                   | Management<br>£ | Governance<br>costs<br>£ | Totals<br>£  |
|-----------------------------------|-----------------|--------------------------|--------------|
| Provision of Advice & Information | <u>3,850</u>    | <u>2,823</u>             | <u>6,673</u> |

**8. NET INCOME/(EXPENDITURE)**

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

|                             |                |               |
|-----------------------------|----------------|---------------|
|                             | <b>31.3.22</b> | 31.3.21       |
|                             | £              | £             |
| Depreciation - owned assets | 255            | 340           |
| Other operating leases      | <u>23,653</u>  | <u>30,207</u> |

**9. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2022

**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 (2021 also nil).

**10. STAFF COSTS**

|                       | 31.3.22        | 31.3.21        |
|-----------------------|----------------|----------------|
|                       | £              | £              |
| Wages and salaries    | 409,513        | 381,001        |
| Social security costs | 25,784         | 23,917         |
| Other pension costs   | 26,163         | 24,508         |
|                       | <u>461,460</u> | <u>429,426</u> |

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

|                   | 31.3.22   | 31.3.21   |
|-------------------|-----------|-----------|
| 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 2022 were £122,293 (2021: £118,484).

**11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

|                                   | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | Total<br>funds<br>£ |
|-----------------------------------|----------------------------|--------------------------|---------------------|
| <b>INCOME AND ENDOWMENTS FROM</b> |                            |                          |                     |
| Donations and legacies            | 100                        | -                        | 100                 |
| <b>Charitable activities</b>      |                            |                          |                     |
| Provision of Advice & Information | 294,249                    | 300,249                  | 594,498             |
| Investment income                 | 23                         | -                        | 23                  |
| <b>Total</b>                      | <u>294,372</u>             | <u>300,249</u>           | <u>594,621</u>      |
| <b>EXPENDITURE ON</b>             |                            |                          |                     |
| <b>Charitable activities</b>      |                            |                          |                     |
| Provision of Advice & Information | 213,238                    | 300,249                  | 513,487             |
| Net gains on investments          | 538                        | -                        | 538                 |
| <b>NET INCOME</b>                 | 81,672                     | -                        | 81,672              |

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2022

**11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued**

|                                    | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | Total<br>funds<br>£ |
|------------------------------------|----------------------------|--------------------------|---------------------|
| <b>RECONCILIATION OF FUNDS</b>     |                            |                          |                     |
| Total funds brought forward        | 176,366                    | 9,896                    | 186,262             |
| <b>TOTAL FUNDS CARRIED FORWARD</b> | 258,038                    | 9,896                    | 267,934             |

**12. TANGIBLE FIXED ASSETS**

|                                   | Fixtures<br>and<br>fittings<br>£ |
|-----------------------------------|----------------------------------|
| <b>COST</b>                       |                                  |
| At 1 April 2021 and 31 March 2022 | <b>25,651</b>                    |
| <b>DEPRECIATION</b>               |                                  |
| At 1 April 2021                   | 24,631                           |
| Charge for year                   | 255                              |
| At 31 March 2022                  | <b>24,886</b>                    |
| <b>NET BOOK VALUE</b>             |                                  |
| At 31 March 2022                  | <b>765</b>                       |
| At 31 March 2021                  | 1,020                            |

**13. FIXED ASSET INVESTMENTS**

|                       | Listed<br>investments<br>£ |
|-----------------------|----------------------------|
| <b>MARKET VALUE</b>   |                            |
| At 1 April 2021       | 1,266                      |
| Revaluations          | 180                        |
| At 31 March 2022      | <b>1,446</b>               |
| <b>NET BOOK VALUE</b> |                            |
| At 31 March 2022      | <b>1,446</b>               |
| At 31 March 2021      | 1,266                      |

There were no investment assets outside the UK.

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2022

**14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|                                | 31.3.22      | 31.3.21        |
|--------------------------------|--------------|----------------|
|                                | £            | £              |
| Prepayments and accrued income | <u>8,652</u> | <u>100,239</u> |

**15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|                                 | 31.3.22       | 31.3.21       |
|---------------------------------|---------------|---------------|
|                                 | £             | £             |
| Trade creditors                 | 1,057         | 11,869        |
| Social security and other taxes | 8,492         | 7,353         |
| Accruals and deferred income    | <u>45,459</u> | <u>53,194</u> |
|                                 | <u>55,008</u> | <u>72,416</u> |

**16. LEASING AGREEMENTS**

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

|                 | 31.3.22       | 31.3.21       |
|-----------------|---------------|---------------|
|                 | £             | £             |
| Within one year | <u>21,848</u> | <u>21,840</u> |

**17. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

|                     | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | 31.3.22<br>Total<br>funds<br>£ | 31.3.21<br>Total<br>funds<br>£ |
|---------------------|----------------------------|--------------------------|--------------------------------|--------------------------------|
| Fixed assets        | 765                        | -                        | 765                            | 1,020                          |
| Investments         | 1,446                      | -                        | 1,446                          | 1,266                          |
| Current assets      | 338,320                    | 9,168                    | 347,488                        | 338,064                        |
| Current liabilities | <u>(55,008)</u>            | <u>-</u>                 | <u>(55,008)</u>                | <u>(72,416)</u>                |
|                     | <u>285,523</u>             | <u>9,168</u>             | <u>294,691</u>                 | <u>267,934</u>                 |

**18. MOVEMENT IN FUNDS**

|                           | At 1.4.21<br>£ | Net<br>movement<br>in funds<br>£ | Transfers<br>between<br>funds<br>£ | At<br>31.3.22<br>£ |
|---------------------------|----------------|----------------------------------|------------------------------------|--------------------|
| <b>Unrestricted funds</b> |                |                                  |                                    |                    |
| General fund              | 258,038        | 26,757                           | 728                                | 285,523            |
| <b>Restricted funds</b>   |                |                                  |                                    |                    |
| Legacy                    | 728            | -                                | (728)                              | -                  |
| MAPS Redundancy           | 9,168          | -                                | -                                  | 9,168              |
|                           | <u>9,896</u>   | <u>-</u>                         | <u>(728)</u>                       | <u>9,168</u>       |
| <b>TOTAL FUNDS</b>        | <u>267,934</u> | <u>26,757</u>                    | <u>-</u>                           | <u>294,691</u>     |

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2022

**18. MOVEMENT IN FUNDS - continued**

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

|  | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Gains and<br>losses<br>£ | Movement<br>in funds<br>£ |
|--|----------------------------|----------------------------|--------------------------|---------------------------|
| <b>Unrestricted funds</b>                  |                            |                            |                          |                           |
| General fund                               | 76,660                     | (50,083)                   | 180                      | 26,757                    |
| <b>Restricted funds</b>                    |                            |                            |                          |                           |
| Henry Smith                                | 59,700                     | (59,700)                   | -                        | -                         |
| Empowerment                                | 25,000                     | (25,000)                   | -                        | -                         |
| WG Advicelink Community Focused            | 126,809                    | (126,809)                  | -                        | -                         |
| WG Advicelink Specialist                   | 88,540                     | (88,540)                   | -                        | -                         |
| CITA - Help to Claim                       | 45,590                     | (45,590)                   | -                        | -                         |
| British Gas Energy Trust - Warmer<br>Wales | 20,034                     | (20,034)                   | -                        | -                         |
| WG Advicelink & Claim Whats Yours          | 53,050                     | (53,050)                   | -                        | -                         |
| PAVO Voluntary Sector Support              | 5,998                      | (5,998)                    | -                        | -                         |
| Social Value Forum Development Fund        | 8,882                      | (8,882)                    | -                        | -                         |
| PCC Homeless                               | 5,600                      | (5,600)                    | -                        | -                         |
| Laura Ashley Foundation                    | 9,951                      | (9,951)                    | -                        | -                         |
| Moondance Covid 19 Relief Fund             | 28,375                     | (28,375)                   | -                        | -                         |
|  | <u>477,529</u>             | <u>(477,529)</u>           | <u>-</u>                 | <u>-</u>                  |
| <b>TOTAL FUNDS</b>                         | <u>554,189</u>             | <u>(527,612)</u>           | <u>180</u>               | <u>26,757</u>             |

**Comparatives for movement in funds**

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

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2022

**18. MOVEMENT IN FUNDS - continued**

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

|                                 | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Gains and<br>losses<br>£ | Movement<br>in funds<br>£ |
|---------------------------------|----------------------------|----------------------------|--------------------------|---------------------------|
| <b>Unrestricted funds</b>       |                            |                            |                          |                           |
| General fund                    | 294,372                    | (213,238)                  | 538                      | 81,672                    |
| <b>Restricted funds</b>         |                            |                            |                          |                           |
| Henry Smith                     | 59,899                     | (59,899)                   | -                        | -                         |
| Empowerment                     | 24,999                     | (24,999)                   | -                        | -                         |
| WG Advicelink Community Focused | 126,810                    | (126,810)                  | -                        | -                         |
| WG Advicelink Specialist        | 88,541                     | (88,541)                   | -                        | -                         |
|                                 | <u>300,249</u>             | <u>(300,249)</u>           | <u>-</u>                 | <u>-</u>                  |
| <b>TOTAL FUNDS</b>              | <u>594,621</u>             | <u>(513,487)</u>           | <u>538</u>               | <u>81,672</u>             |

**19. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2022.

