

REGISTERED COMPANY NUMBER: 5083197 (England and Wales)
REGISTERED CHARITY NUMBER: 1113724

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31 MARCH 2021
FOR
TORFAEN CITIZENS ADVICE BUREAU**

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

TORFAEN CITIZENS ADVICE BUREAU

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FOR THE YEAR ENDED 31 MARCH 2021**

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TORFAEN CITIZENS ADVICE BUREAU

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).

OBJECTIVES AND ACTIVITIES

Objectives and aims

A summary of the objects of the charity as set out in its governing document

The aims and objectives of Torfaen Citizens Advice Bureau are to help people get fair treatment and help them resolve their legal, money and other problems by providing information, advice and representation and by influencing policy makers. We are committed to:

1. Ensuring that individuals do not suffer through lack of knowledge of their rights and responsibilities and the services available to them or through an inability to express their needs effectively, and equally.
2. To exercise a responsible influence on the development of social policies and services, both locally and nationally.

The charity's aims including the changes or differences it seeks to make through its activities.

Torfaen Citizens Advice Bureau has taken full account of the Charity Commission's public benefit requirements. For example, an inherent part of its day-to-day activities includes:

1. Tackling poverty - for example, advising and representing individuals and working with key agencies to encourage the take-up of welfare benefits.
2. Improving education skills and training - for example, extending opportunities for access to training throughout the borough.
3. Improving community development and citizenship - for example, developing volunteer schemes to encourage community action.

Public benefit

The organisations trustees can confirm that they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to public benefit guidance published by the Commission. Significant activities that we undertook during the year that demonstrate public benefit are set out below.

Significant activities

The Bureau ran the following projects and contracts throughout the year:

- Welsh Government Single Advice Fund Advicelink Cymru Specialist Advice Project: funds specialist casework in debt and benefits from 1 January 2020.
- Welsh Government Single Advice Fund Advicelink Cymru Community Focus Advice Project: funds information, advice and specialist casework in debt, benefits, employment and other generalist advice areas predominantly delivered from community locations from 1 January 2020.
- Torfaen CBC Disabilities Appeals Project: provides advice and casework for people experiencing difficulty in securing their rights to disabilities benefits including representation at tribunals.
- Torfaen Good With Money Project: provides crisis intervention with debt, benefits and housing advice followed by sessions of financial capability to assist households to maintain a working budget on a low income. This project came to an end on 30 June 2020.
- Benefits Check Project: New for this year is a TCBC funded project which provides benefits checks delivered primarily across the County Borough's Food Banks.
- Integrated Digital Money Advice: provides specialist debt advice using webchat to clients from across England and Wales.
- Torfaen Young Peoples Support Service: provides benefits advice for caseworkers and clients of this service.
- Warmer Wales: offers energy advice to consumers across Wales but focussed on Torfaen. Warmer Torfaen offers energy advice and energy saving equipment for people in Torfaen.
- National Consumer Helpline: this project funded by the Department of Business Energy and Industrial Strategy provides clients with telephone advice on consumer issues.
- National Help to Claim Back Up Service provides telephone and webchat advice on claiming Universal Credit to people across England and Wales.
- Help to Claim service provides face to face, telephone and webchat advice to people from Torfaen and Monmouthshire on claiming Universal Credit. A further component of the service provides a national telephone line.

TORFAEN CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

- Aneurin Bevan University Health Board - Welfare Rights Service: This 'in reach' service provides advice and casework for patients of the Health Board's mental Health services in wards, clinics and in the community.
- Newport CAB - Test and Learn: this project targeted referrals from clients with learning disabilities including autism through links built with representative organisations such as MENCAP.
- HMPT phone and chat: this one off funding was made available to increase the adviser resource on the national Citizens Advice phone lines and to enable individual local Citizens Advice to make the necessary changes to take part in the national call queue which has improved the availability of advice.
- Scams Action is an additional component of the consumer helpline. Funded by Facebook as part of an out of court settlement with Martin Lewis. This service supports people who have been the victim of online scams.
- Energy Saving Trust: this service provides additional support for energy saving, focussing on grants, equipment, better energy use and equipment.

OBJECTIVES AND ACTIVITIES

Significant activities

Projects are monitored and managed in accordance with the key performance indicators for each project. These differ in detail but the core KPI's that are gathered for each project are the number of clients helped and the financial gain achieved for each client. These gains are usually the value of new welfare benefits assessed over a 12 month period and/or the value of debt written off or repayments managed.

The factors which impact against achieving project KPI's are the availability of trained volunteers and paid advisers. Whilst employee churn is low, sickness can be higher than average in what is a high stress profession. Similarly the turnover of volunteers is high due to the enhanced employability Citizens Advice experience provides for those in the job market. Recruitment and training of volunteers is therefore a continuous activity.

Bureau locations and outreach services

For much of the financial year the country was gripped by the Covid 19 pandemic. In accordance with government advice our buildings and outreach locations remained closed to the public, with the majority of our staff and volunteers working from home throughout.

At the beginning of the financial year Torfaen Citizens Advice closed its premises in Gwent Square, Cwmbran and in Castle Mews, Pontypool and relocated to Cwmbran Library and to Portland Buildings in Pontypool, our new head office. This was achieved with the help of a grant from the Welsh Government which met some of the capital costs of the move. The premises move is expected to reduce operating costs very significantly in future years.

Volunteers

The covid pandemic necessitated a closure of our face to face advice services and transfer to telephone advice. Whilst some of our volunteers continued to give advice in this way many felt unable to and some took the opportunity to retire. We continued to recruit and train volunteers to deliver our new remote service and by the end of the financial year there were 28 volunteers either in training, on furlough or active.

Volunteer roles vary from assessors, advisers, receptionists, casework support officers, social policy work and trustees. Many are successful in using their experiences and skills volunteering for CAB to help them get paid work. Of those that are looking for work around two thirds of our volunteers find it in this way.

Employment of disabled persons

All appointments, whether to voluntary or paid positions, are made in full compliance with our Equal Opportunities procedures. Equality of opportunity is a core aim of the organisation. It is an integral part of our induction and training. All appointees are therefore made and kept aware of the importance of equal opportunity issues. We offer flexible working and pay appropriate expenses to maximise access to employment/volunteering opportunities. Physical accessibility to the Bureau is possible to the ground floor, accessible toilets are provided in the building adjacent. The organisation has 80 members of staff and volunteers of whom 3 have declared disabilities.

TORFAEN CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Summary of main activities of the charity

1. Provision of a broad-based generalist information and advice service on a wide range of subjects including social security benefits, consumer rights, taxation, debt and credit, housing and eviction, employment rights, family and other relationships, energy, immigration and education.
2. Provision of a specialist advice on debt, housing and eviction, and welfare rights including representation at Tribunals and County Court.
3. Raising public awareness of rights, entitlements and the effects of recent or proposed changes in the law by means of CAB information leaflets, talks, presentations, the website, the newsletter and through the local media.
4. Influencing developments in social policy as a result of information provided from our work with local people about how laws and policies affect our communities.
5. Building Community Cohesion through the provision of volunteering opportunities.
6. Providing part of the National Advice Structure for Consumer and Debt issues.

A review of charitable activities

The provision of a free, confidential, impartial and independent generalist and specialist advice and problem-solving service that assists local people to get fair treatment and helps them resolve their financial, legal and other problems by providing information, advice and representation and by influencing policy makers. Providing volunteer schemes to encourage community action and provide local opportunities to improve education, skills and training.

Client and enquiry statistics

	2017/18	2018/19	2019/20	2020/21
Unique clients seen	9,721	8,221	11,863	11,411
Issues recorded	20,613	21,646	29,474	20,144
From Torfaen LA area	4,688	3,452	4,036	2,568

The number of unique clients from Torfaen fell significantly this year due to the covid lockdown which released pressure on creditors, prohibited evictions, and changed job centre working practices. A combination of reduced financial crisis for families and lack of face to face advice led to suppressed advice demand.

The majority of the delivery to clients from outside Torfaen is through our national Debt Webchat, Consumer Helpline and our Help to Claim service.

Financial gains	2017/18	2018/19	2019/20	2020/21
Benefit Gains	£6,328,453	£5,317,200	£5,669,102	£3,278,038
Debt written off	£1,143,314	£938,759	£796,995	£30,334

The demand for debt advice fell considerably during the pandemic. We believe this is because the covid lockdown led to repayment holidays, evictions moratoriums, and lack of bailiff and court activity.

In addition to the information above, the Bureau's Consumer Call Centre took 36,728 calls in the year, 7% of the national call volume.

Fundraising activities

The charity relies on grant aid from the donors identified in the accounts, whose support is most valued. The charity also has a service level agreement with Torfaen County Borough Council. Grants are received from Welsh Government, Ofgen, the Money Advice Service and Citizens Advice.

Factors relevant to the achievement of the charity's objectives

- Analysis of and responses to client feedback
- Recruitment of trustees with relevant skills and local knowledge
- Adequate staff resources
- Continuity of funding
- Robust business planning
- Pursuing relevant funding opportunities to ensure the continued development of the organisation in line with business plan priorities
- Quality assurance measures
- Networking, partnership development and media activity

TORFAEN CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

FINANCIAL REVIEW

Financial position

Total income for the year was £1,205,535 (2020 - £999,390) and total expenditure was £1,040,265 (2020 - £965,066), this resulted in a surplus of £165,270 (2020 - £34,324).

Unrestricted funds carried forward are £309,557 and restricted funds carried forward are £117,840.

Principal funding sources

- Torfaen County Borough Council
- Welsh Government
- Citizens Advice
- Money and Pensions Service
- Dept of Business Energy & Industrial Strategy
- British Gas Energy Trust
- Energy Redress Fund
- Cwmbran Community Council
- Pontypool Community Council
- Croesyceiliog and Llanyrafon Community Council
- Henllys Community Council
- People's Postcode Lottery
- Good Things Foundation
- Moondance Foundation

The funding from Torfaen County Borough Council supports the core bureau generalist and specialist advice and representation service, recruitment and training of volunteers, the bureau's service development work and management and contributes towards associated running costs.

Other funding has increased the organisation's capacity to respond to the demand for appropriate and accessible advice services, to increase the range of bureau outreaches and to support and undertake more co-ordinated volunteer development and campaign work.

Achievements during the year

The Bureau is now audited for the quality of its advice each quarter and has maintained good or excellent standards throughout.

The Bureau had its annual leadership and Management audit from Citizens for which it achieved an overall excellent rating.

During the year the Bureau commenced delivery of several new projects including Advicelink Cymru Specialist Advice and Community Focus.

Reserves policy

It is recognised that the level of reserves needs to be addressed to achieve the level required to cover future planned expenditure and various eventualities such as:

- Three months continuation of service should a Fund Provider withdraw funds.
- Redundancy payments for staff should the Association cease to provide an individual service or ceases to continue to provide any services.
- A contingency fund to at least offset any potential litigation costs.
- A contingency fund for new initiatives to cover initial expenditures pending receipt of new funding.

The Board has therefore calculated and set a minimum reserves level at £120,000. The charity's free reserves at 31 March 2021 are £222,754. The board have no concerns over the level of reserves. This is after taking into account the following designated funds:

- Designated fund - Employer pension scheme £15,000. This fund has been created in response to notification by the Pensions Trust of the estimated employer debt on withdrawal from the pension scheme based on the financial position as at 30 September 2015.
- Designated fund - Fixed asset fund £71,803. This fund has been created equal to the net book value of the fixed assets held by the charity.

The board are satisfied with the level of reserves.

FUTURE PLANS

Our plans are based on the promise to clients by the national Citizens Advice Service. We have translated those into what this means for our organisation and our clients. This is summarised in the figure below.

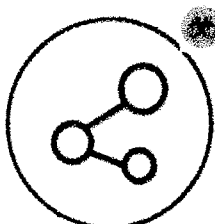
How this translates for Citizens Advice Torfaen

Our promise to the people we help. By 2024:



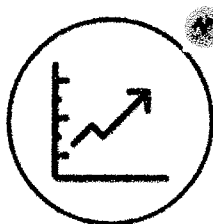
You won't struggle to get help from us.

We will maintain and where we can expand services for the people of Torfaen so that households are able to stay resilient in a difficult economic climate



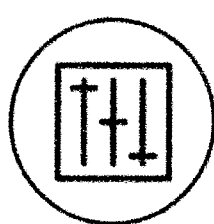
Our service will feel joined up.

You will be able to access our service in lots of ways and at times that suit you. We will make sure that wherever you start your advice journey you get the best from us, including being able to access local advisers who know your area



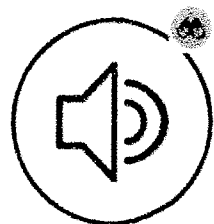
We'll help you find a way forward, whatever your problem.

We know that the challenges people will meet in the future will be different to those in the past. We will make sure our advisers are fully trained to help you. Especially employment law and discrimination



You'll get the level of support you need.

Our advisers are highly trained in their specialisms. We will make sure we are expert in the areas where a higher level of support is needed so that we can help you fully resolve your problem and not just refer you on



You know that we'll speak up for you.

We will help you make complaints effectively. We will use our evidence to demonstrate the issues that people face and get them changed. We will help you raise concerns with elected officials to get the law changed

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Torfaen Citizens Advice Bureau is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to one pound. Torfaen Citizens Advice Bureau is governed by its Memorandum and Articles of Association.

Recruitment and appointment of new trustees

Trustees are selected on the basis of the skills, knowledge and experience they are able to bring to the bureau. We aim to attract volunteers from the local community, who

- live or work in the Torfaen area,
- support the bureau aims,
- bring relevant skills or experience to contribute to the effective governance of the Charity.

Positions are advertised - principally with local and national volunteer recruitment agencies and Citizens Advice and nomination forms are sent out with the papers for each AGM. Members may be co-opted during the operational year in order to fill identified gaps in the skills or knowledge of the Trustee Board.

The policies and procedures adopted for the induction and training of trustees

The bureau organises annual induction training for trustees which is organised to meet the needs of new and returning Trustees. Trustees are also encouraged to undertake external training to enhance their knowledge and build on their skills and are provided with regular publications containing updates regarding their responsibilities and obligations.

TORFAEN CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

The bureau is managed by its Trustee Board which is drawn from the local community. The members have legal responsibility for the general control and management of the bureau, including financial management and control. The bureau's financial position is reviewed bi-monthly by the full Board.

The Trustees Board members are collectively responsible for the governance of the bureau, including setting an overall vision and making strategic decisions. The Board holds staff accountable while carrying ultimate responsibility for the activities of the bureau and for ensuring the Citizens Advice Membership Scheme, charity legislation and company law is complied with and service agreements are met.

The trustees delegate day-to-day management to the Chief Officer.

Remuneration

The remuneration arrangements for all staff including senior management are set by the Trustee Board using the agreed local Authority pay scales and associated guidance. They are also benchmarked against rates of pay in other Citizens Advice Bureau.

Wider network

As a member of Citizens Advice (the trading name of the National Association of Citizens Advice Bureau - NACAB), the services provided by Torfaen Citizens Advice Bureau are governed by the Citizens Advice Bureaux Service Membership Scheme, which sets out the quality assurance standards to which the bureau is required to operate and is fully convergent with the Advice Quality Standard. Membership is maintained by complying with these requirements, which in turn means the bureau remains a part of a vast infrastructure of support and information - including for IT, legal matters, training, insurances, and consultancy services for governance, personnel and strategic management. It also gains the bureau access to Parliament, the Assembly and the media on a national level to help influence local and national policy decisions.

The Bureau holds the Advice Quality Mark with casework in Debt, Benefits, and the Telephone Advice Standard.

Citizens Advice Torfaen is a member of Wales Council for Voluntary Action, Torfaen Voluntary Alliance, the Advice Services Alliance, the Child Poverty Action Group and Disability Wales.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

5083197 (England and Wales)

Registered Charity number

1113724

Registered office

Portland Buildings
Commercial Street
Pontypool
NP4 6JS

Trustees

Name	Position	Appointed	Resigned
J Killick	Chair from May 18	22/06/17	
D Jones OBE	Vice Chair	11/11/15	
D Henson	Treasurer	13/06/12	
P Hindley	Trustee	12/09/16	
C Welsh	Trustee	16/05/16	
P Davy	Trustee	16/03/17	
M Burke	Trustee	01/04/17	
R Taylor	Trustee	01/04/20	23/11/20
M Street	Trustee	01/05/20	15/06/20
C Jones	Trustee	18/02/21	
B Everett	Trustee	17/06/21	
L Forman	Trustee	17/06/21	

The name of the Chief Officer to whom the day to day management of the bureau is delegated by the charity trustees:
M Edgson

TORFAEN CITIZENS ADVICE BUREAU

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

REFERENCE AND ADMINISTRATIVE DETAILS

Auditors

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

Bankers

HSBC
56 Queen Street
Cardiff
CF10 2PX

Solicitors

Rubin Lewis O'Brien
Gwent House
Gwent Square
CWMBRAN
Torfaen

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

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

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

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

In so far as the trustees are aware:

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

Approved by order of the Board of Trustees on 19 November 2021 and signed on its behalf by:



.....
J Killick (Chair) - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF TORFAEN CITIZENS ADVICE BUREAU

Opinion

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

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue. However, because not all future events or conditions can be predicted, this statement is not a guarantee as to the company's ability to continue as a going concern in exceptional or unforeseen circumstances.

Other information

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

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

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

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF TORFAEN CITIZENS ADVICE BUREAU

Responsibilities of trustees

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

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

Our responsibilities for the audit of the financial statements

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

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

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

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

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

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

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
TORFAEN CITIZENS ADVICE BUREAU**

Use of our report

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

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

Date: 14 December 2021

TORFAEN CITIZENS ADVICE BUREAU

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

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	97,789	-	97,789	101,283
Charitable activities	6				
Provision of advice		132,819	963,942	1,096,761	873,003
Other trading activities	4	-	-	-	600
Investment income	5	37	-	37	271
Other income		<u>10,948</u>	<u>-</u>	<u>10,948</u>	<u>24,233</u>
Total		241,593	963,942	1,205,535	999,390
EXPENDITURE ON					
Charitable activities	7				
Provision of advice		<u>143,196</u>	<u>897,069</u>	<u>1,040,265</u>	<u>965,066</u>
NET INCOME		98,397	66,873	165,270	34,324
Transfers between funds	18	<u>(4,970)</u>	<u>4,970</u>	<u>-</u>	<u>-</u>
Net movement in funds		93,427	71,843	165,270	34,324
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>216,130</u>	<u>45,997</u>	<u>262,127</u>	<u>227,803</u>
TOTAL FUNDS CARRIED FORWARD		<u>309,557</u>	<u>117,840</u>	<u>427,397</u>	<u>262,127</u>

The notes form part of these financial statements


TORFAEN CITIZENS ADVICE BUREAU

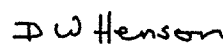
**BALANCE SHEET
31 MARCH 2021**

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
FIXED ASSETS					
Tangible assets	14	71,803	-	71,803	41,729
CURRENT ASSETS					
Debtors	15	39,393	115,140	154,533	120,313
Cash at bank		<u>243,018</u>	<u>40,367</u>	<u>283,385</u>	<u>140,633</u>
		282,411	155,507	437,918	260,946
CREDITORS					
Amounts falling due within one year	16	(44,657)	(37,667)	(82,324)	(40,548)
NET CURRENT ASSETS		<u>237,754</u>	<u>117,840</u>	<u>355,594</u>	<u>220,398</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>309,557</u>	<u>117,840</u>	<u>427,397</u>	<u>262,127</u>
NET ASSETS		<u>309,557</u>	<u>117,840</u>	<u>427,397</u>	<u>262,127</u>
FUNDS	18				
Unrestricted funds				309,557	216,130
Restricted funds				<u>117,840</u>	<u>45,997</u>
TOTAL FUNDS				<u>427,397</u>	<u>262,127</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 19 November 2021 and were signed on its behalf by:


.....
J Killick (Chair) - Trustee


.....
D Henson - Trustee

The notes form part of these financial statements

TORFAEN CITIZENS ADVICE BUREAU

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

	Notes	2021 £	2020 £
Cash flows from operating activities			
Cash generated from operations	1	<u>190,612</u>	<u>(74,463)</u>
Net cash provided by/(used in) operating activities		<u>190,612</u>	<u>(74,463)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(47,897)	(32,149)
Interest received		<u>37</u>	<u>271</u>
Net cash used in investing activities		<u>(47,860)</u>	<u>(31,878)</u>
Change in cash and cash equivalents in the reporting period		142,752	(106,341)
Cash and cash equivalents at the beginning of the reporting period		<u>140,633</u>	<u>246,974</u>
Cash and cash equivalents at the end of the reporting period		<u>283,385</u>	<u>140,633</u>

The notes form part of these financial statements

TORFAEN CITIZENS ADVICE BUREAU

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

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

	2021 £	2020 £
Net income for the reporting period (as per the Statement of Financial Activities)	165,270	34,324
Adjustments for:		
Depreciation charges	17,823	23,558
Interest received	(37)	(271)
Increase in debtors	(34,220)	(97,129)
Increase/(decrease) in creditors	41,776	(34,945)
Net cash provided by/(used in) operations	<u>190,612</u>	<u>(74,463)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/20 £	Cash flow £	At 31/3/21 £
Net cash			
Cash at bank	<u>140,633</u>	<u>142,752</u>	<u>283,385</u>
	<u>140,633</u>	<u>142,752</u>	<u>283,385</u>
Total	<u>140,633</u>	<u>142,752</u>	<u>283,385</u>

1. STATUTORY INFORMATION

Torfaen Citizens Advice Bureau is a registered charity and private company limited by guarantee having no share capital. Members have agreed to contribute £1 in the event of a winding up. The company is incorporated in Wales in the United Kingdom. The registered office is Portland Buildings, Commercial Street, Pontypool, NP4 6JS. The nature of the company's operations and principal activities is disclosed within the Report of the Trustees.

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

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

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

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

Going concern

During the Coronavirus pandemic Citizens Advice Torfaen were able to move all client services online enabling all projects to be delivered. Project funders have taken this as an indication of the resilience of our service delivery, recognising as they do the extraordinary nature of the current challenges. There is every indication that projects will continue to be funded as expected. In addition, new funding streams have become available to support people through the pandemic and its economic aftermath.

In addition, our premises move in March 2020 has enabled us to reduce infrastructure costs while at the same time increasing space enabling us to expand the range of funded services thus securing more income into the future.

On this basis the trustees consider it appropriate for the accounts to be prepared on the going concern basis.

Income

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

This includes capital grants.

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

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

Income from other trading activities is recognised as the related services are provided and there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Income is deferred when the amounts received are in advance of the delivery of the service or event to which it relates.

Investment income is recognised on a receivable basis.

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

2. ACCOUNTING POLICIES - continued

Expenditure

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

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

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

Expenditure includes VAT as the charity is not able to recover input VAT.

Allocation and apportionment of costs

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

Tangible fixed assets

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

Improvements to property	- Over the term of the lease
Office equipment, fixtures & fittings	- 25% straight line

Fixed assets are initially recorded at cost. Only assets which cost £500 or more are capitalised.

Taxation

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

Pension costs and other post-retirement benefits

The charity provides contributions to the employees' personal pension schemes. The annual contributions payable are charged to the statement of financial activities incorporating the income and expenditure account.

Operating leases

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

The benefits of lease incentives are recognised in the profit and loss account over the lease period.

Financial instruments

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

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

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

TORFAEN CITIZENS ADVICE BUREAU**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021****2. ACCOUNTING POLICIES - continued****Unrestricted funds**

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

Designated funds

Designated funds are created at the discretion of the board and earmarked for particular purposes.

Restricted funds

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

3. DONATIONS AND LEGACIES

	2021	2020
	£	£
Donations	150	23
Torfaen County Borough Council - core funding	70,630	71,740
Cwmbran Community Council	4,400	4,400
Pontypool Community Council	3,300	3,000
Henllys Community Council	500	-
Croesyceiliog and Llanyrafon Community Council	1,000	1,000
People's Postcode Lottery	-	20,000
Good Things Foundation	688	1,120
Moondance Foundation	17,121	-
	<u>97,789</u>	<u>101,283</u>

4. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Room hire income	<u>-</u>	<u>600</u>

5. INVESTMENT INCOME

	2021	2020
	£	£
Bank interest receivable	<u>37</u>	<u>271</u>

TORFAEN CITIZENS ADVICE BUREAU

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

6. INCOME FROM CHARITABLE ACTIVITIES

	2021	2020
	£	£
Grants and other funding		
Welsh Government - Better Advice Better Lives	-	63,260
Welsh Government - Communities First shared outcomes	-	45,000
Welsh Government - Front Line Advice Services - Welfare Benefits Advice	-	54,281
Welsh Government - Broadband Pontypool & Torfaen	-	500
Torfaen County Borough Council - TYPSS	12,550	12,550
Torfaen County Borough Council - Disability Appeals project	34,458	35,000
Torfaen County Borough Council - Benefits check outreach	41,350	42,000
Money Advice Service funded - Debt Advice project	-	95,878
Cardiff & Vale Citizens Advice Bureau - Integrated Digital Money Advice Pilot	50,547	49,018
Citizens Advice - Citizens Advice Consumer Service	340,743	191,642
Torfaen County Borough Council - Good with Money	-	5,500
Warmer Wales	19,869	19,707
Help to Claim - Phone & Web	-	3,881
Help to Claim - National	89,473	91,688
Help to Claim - Core	65,068	50,033
Welsh Government - Single Advice Fund: Specialist	156,225	37,667
Welsh Government - Single Advice Fund: Community Focussed	111,680	27,471
Scams	30,458	22,927
Welsh Government - Regeneration 2020	-	25,000
Aneurin Bevan University Health Board - Welfare Rights Service	43,570	-
Energy Saving Trust - Ofgem	15,927	-
Newport CAB - Test and Learn	20,681	-
DWP - Resource Management	3,368	-
Community Foundation Wales	15,000	-
Citizens Advice - various lockdown grants	6,465	-
HMPT phone and chat	24,000	-
WCVA - Voluntary Services Recovery Fund	15,330	-
	<u>1,096,762</u>	<u>873,003</u>

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 8)	Support costs (see note 9)	Totals
	£	£	£
Provision of advice	<u>1,015,830</u>	<u>24,435</u>	<u>1,040,265</u>

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2021	2020
	£	£
Staff costs	901,309	741,307
Rates	841	3,627
Light and heat	932	10,607
Telephone	13,693	11,498
Printing and stationery	10,119	8,376
Rent and service charge	17,221	59,238
Travel and subsistence	3,155	12,645
Subscriptions	464	801
Direct recruitment costs	1,663	1,131
Training and conferences	4,144	4,263
Insurance	1,568	1,494
Computer costs	16,279	4,390
Repairs and renewals	9,741	3,492
Sundry expenses	2,948	2,519
Legal and professional fees	<u>957</u>	<u>1,744</u>
Carried forward	985,034	867,132

TORFAEN CITIZENS ADVICE BUREAU

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

8. DIRECT COSTS OF CHARITABLE ACTIVITIES - continued

	2021	2020
	£	£
Brought forward	985,034	867,132
Postage and carriage	5,065	4,612
Project management fee	8,238	7,849
Depreciation	17,493	22,354
	<u>1,015,830</u>	<u>901,947</u>

9. SUPPORT COSTS

	Staff costs £	Depreciation £	Other costs £	Governance costs £	Totals £
Provision of advice	<u>17,000</u>	<u>330</u>	<u>2,425</u>	<u>4,680</u>	<u>24,435</u>

10. NET INCOME/(EXPENDITURE)

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

	2021	2020
	£	£
Auditors' remuneration	4,680	4,680
Depreciation - owned assets	17,823	23,558
Lease payments recognised as an expense	<u>20,157</u>	<u>19,717</u>

11. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2021 or for the year ended 31 March 2020.

12. STAFF COSTS

	2021	2020
	£	£
Wages and salaries	826,309	708,926
Social security costs	53,731	50,950
Other pension costs	<u>38,269</u>	<u>30,167</u>
	<u>918,309</u>	<u>790,043</u>

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

2021	2020
<u>47</u>	<u>38</u>

No employees received emoluments in excess of £60,000.

The average number of full-time and part-time staff were as follows:

	2021	2020
Average number of full time staff	30	25
Average number of part time staff	13	13
Equivalent number of full time staff	43	32

The total key management personnel remuneration benefits during the year was £52,006 (2020: £48,736).

During the year, redundancy payments totalling £nil (2020: £21,923) were made to employees (2020: 2).

TORFAEN CITIZENS ADVICE BUREAU

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

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	101,283	-	101,283
Charitable activities			
Provision of advice	132,018	740,985	873,003
Other trading activities	600	-	600
Investment income	271	-	271
Other income	<u>24,233</u>	<u>-</u>	<u>24,233</u>
Total	258,405	740,985	999,390
EXPENDITURE ON			
Charitable activities			
Provision of advice	<u>242,191</u>	<u>722,875</u>	<u>965,066</u>
NET INCOME	16,214	18,110	34,324
Transfers between funds	<u>(4,075)</u>	<u>4,075</u>	<u>-</u>
Net movement in funds	12,139	22,185	34,324
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>203,991</u>	<u>23,812</u>	<u>227,803</u>
TOTAL FUNDS CARRIED FORWARD	<u>216,130</u>	<u>45,997</u>	<u>262,127</u>

14. TANGIBLE FIXED ASSETS

	Improvements to property £	Office equipment, fixtures & fittings £	Totals £
COST			
At 1 April 2020	18,597	64,220	82,817
Additions	<u>15,001</u>	<u>32,896</u>	<u>47,897</u>
At 31 March 2021	<u>33,598</u>	<u>97,116</u>	<u>130,714</u>
DEPRECIATION			
At 1 April 2020	-	41,088	41,088
Charge for year	<u>-</u>	<u>17,823</u>	<u>17,823</u>
At 31 March 2021	<u>-</u>	<u>58,911</u>	<u>58,911</u>
NET BOOK VALUE			
At 31 March 2021	<u>33,598</u>	<u>38,205</u>	<u>71,803</u>
At 31 March 2020	<u>18,597</u>	<u>23,132</u>	<u>41,729</u>

TORFAEN CITIZENS ADVICE BUREAU

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

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Accrued income	153,908	117,849
Other debtors	625	-
Prepayments	-	2,464
	<u>154,533</u>	<u>120,313</u>

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Accruals and deferred income	<u>82,324</u>	<u>40,548</u>

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

	2021	2020
	£	£
Citizens Advice - HMPT phone and chat	30,000	-
WCVA - Volunteer project	<u>7,667</u>	<u>-</u>
	<u>37,667</u>	<u>-</u>

17. LEASING AGREEMENTS

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

	2021	2020
	£	£
Within one year	12,460	13,157
Between one and five years	<u>36,684</u>	<u>49,144</u>
	<u>49,144</u>	<u>62,301</u>

TORFAEN CITIZENS ADVICE BUREAU

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

18. MOVEMENT IN FUNDS

	At 1/4/20 £	Net movement in funds £	Transfers between funds £	At 31/3/21 £
Unrestricted funds				
General fund	159,401	116,220	(52,867)	222,754
Designated fund –Employer pension scheme	15,000	-	-	15,000
Designated fund - Fixed asset fund	<u>41,729</u>	<u>(17,823)</u>	<u>47,897</u>	<u>71,803</u>
	216,130	98,397	(4,970)	309,557
Restricted funds				
Torfaen Young People's Support Service (TYPSS) project	-	(3,016)	3,016	-
Communities First shared outcomes	4,293	-	(4,293)	-
Citizens Advice consumer service	-	7,658	-	7,658
Warmer Wales	11,945	2,858	-	14,803
Help to Claim	5,666	(333)	-	5,333
Welsh Government - Single advice fund: Specialist	10,706	25,097	-	35,803
Welsh Government - Single advice fund: Community focussed	6,985	(984)	4,293	10,294
Scams	-	34	-	34
Welsh Government - Regeneration 2020	6,402	(5,614)	-	788
ABUHB - Welfare Rights Service	-	5,420	-	5,420
Energy Saving Trust - Ofgem	-	(1,954)	1,954	-
Newport CAB - Test and Learn	-	18,169	-	18,169
DWP - Resource Management	-	721	-	721
Community Foundation Wales	-	15,000	-	15,000
HMPT phone and chat	-	(4,295)	-	(4,295)
WCVA - Volunteer project	<u>-</u>	<u>8,112</u>	<u>-</u>	<u>8,112</u>
	<u>45,997</u>	<u>66,873</u>	<u>4,970</u>	<u>117,840</u>
TOTAL FUNDS	<u>262,127</u>	<u>165,270</u>	<u>-</u>	<u>427,397</u>

TORFAEN CITIZENS ADVICE BUREAU

**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 £	Movement in funds £
Unrestricted funds			
General fund	241,593	(125,373)	116,220
Designated fund - Fixed asset fund	-	(17,823)	(17,823)
	241,593	(143,196)	98,397
Restricted funds			
Torfaen Young People's Support Service (TYPSS) project	12,550	(15,566)	(3,016)
Citizens Advice consumer service	340,743	(333,085)	7,658
Warmer Wales	19,869	(17,011)	2,858
Help to Claim	154,541	(154,874)	(333)
Welsh Government-Single advice fund: Specialist	156,225	(131,128)	25,097
Welsh Government-Single advice fund: Community focussed	111,680	(112,664)	(984)
Scams	30,458	(30,424)	34
Welsh Government - Regeneration 2020	-	(5,614)	(5,614)
ABUHB - Welfare Rights Service	43,570	(38,150)	5,420
Energy Saving Trust - Ofgem	15,927	(17,881)	(1,954)
Newport CAB - Test and Learn	20,681	(2,512)	18,169
DWP - Resource Management	3,368	(2,647)	721
Community Foundation Wales	15,000	-	15,000
HMPT phone and chat	24,000	(28,295)	(4,295)
WCVA - Volunteer project	15,330	(7,218)	8,112
	963,942	(897,069)	66,873
TOTAL FUNDS	<u>1,205,535</u>	<u>(1,040,265)</u>	<u>165,270</u>

TORFAEN CITIZENS ADVICE BUREAU

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

18. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/19 £	Net movement in funds £	Transfers between funds £	At 31/3/20 £
Unrestricted funds				
General fund	155,853	39,772	(36,224)	159,401
Designated fund -Employer pension scheme	15,000	-	-	15,000
Designated fund - Fixed asset fund	<u>33,138</u>	<u>(23,558)</u>	<u>32,149</u>	<u>41,729</u>
	203,991	16,214	(4,075)	216,130
Restricted funds				
BIS - Financial Inclusion Fund	8,909	-	(8,909)	-
Torfaen Young People's Support Service (TYPSS) project	-	(2,061)	2,061	-
Better Advice Better Lives project	-	(1,104)	1,104	-
Communities First shared outcomes	-	4,293	-	4,293
Money Advice Service funded - Debt Advice project	2,915	1,605	(4,520)	-
FrontLine Advice Services - Welfare Benefits Advice	-	(5,940)	5,940	-
Citizens Advice consumer service	-	(14,684)	14,684	-
Warmer Wales	8,425	3,520	-	11,945
Help to Claim	3,563	2,103	-	5,666
Welsh Government - Single advice fund: Specialist	-	10,706	-	10,706
Welsh Government - Single advice fund: Community focussed	-	6,985	-	6,985
Scams	-	(12,313)	12,313	-
Welsh Government - Regeneration 2020	<u>-</u>	<u>25,000</u>	<u>(18,598)</u>	<u>6,402</u>
	<u>23,812</u>	<u>18,110</u>	<u>4,075</u>	<u>45,997</u>
TOTAL FUNDS	<u>227,803</u>	<u>34,324</u>	<u>-</u>	<u>262,127</u>

TORFAEN 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 £	Movement in funds £
Unrestricted funds			
General fund	258,405	(218,633)	39,772
Designated fund - Fixed asset fund	-	(23,558)	(23,558)
	258,405	(242,191)	16,214
Restricted funds			
Torfaen Young People's Support Service (TYPSS) project	12,550	(14,611)	(2,061)
Better Advice Better Lives project	63,260	(64,364)	(1,104)
Communities First shared outcomes	45,000	(40,707)	4,293
Money Advice Service funded – Debt Advice project	95,878	(94,273)	1,605
FrontLine Advice Services – Welfare Benefits Advice	54,281	(60,221)	(5,940)
Citizens Advice consumer service	191,642	(206,326)	(14,684)
Warmer Wales	19,707	(16,187)	3,520
Help to Claim	145,602	(143,499)	2,103
Welsh Government–Single advice fund: Specialist	37,667	(26,961)	10,706
Welsh Government–Single advice fund: Community focussed	27,471	(20,486)	6,985
Scams	22,927	(35,240)	(12,313)
Welsh Government - Regeneration 2020	25,000	-	25,000
	740,985	(722,875)	18,110
TOTAL FUNDS	999,390	(965,066)	34,324

The Torfaen Young People's Support Service (TYPSS) project is funded by Torfaen County Borough Council to work in partnership with agencies and professionals working with Children and Vulnerable Adults to provide an advice, information and support service within the aims of the multi-agency model for support and the ethos of the Young People's Support Service.

Welsh Government Community First Shared Outcomes. The purpose of this project is to deliver outreach advice (1-to-1 interviews) and financial capability (group) sessions in those Communities First Clusters in Wales which currently lack dedicated provision.

Citizens Advice Consumer Service is funded via Citizens Advice by the Department for Business, Energy and Industrial Strategy (BEIS). The Citizens Advice consumer service provides free, confidential and impartial advice on consumer issues.

Funding received in respect of the Warmer Wales project during the year to provide advice and assistance to beneficiaries aimed at enabling them to manage their debts and budgets going forward, maximise their income and ability to afford to pay their bills and to enable people to have warm homes through improving energy efficiency and improving their health and wellbeing.

Funding received in respect of the Help to Claim project during the year to set up and mobilise the Universal: Help to Claim service for the local Citizens Advice and to enable them to be ready to deliver the service design project.

SAF-CF - Funded by Welsh Government this project provides general welfare advice in community locations including welfare benefits, debt, employment, discrimination and housing.

SAF-SP - Funded by Welsh Government this project provides specialist welfare benefits and debt casework across Torfaen. Newport and Monmouthshire.

Scams - Funded by Facebook/Martin Lewis, this project provides telephone advice on digital scams as an additional service to the Consumer Advice helpline.

18. MOVEMENT IN FUNDS - continued

Welsh Government - Regeneration 2020. The purpose of this project is to create a new advice hub in Pontypool and relocate the advice hub in Cwmbran to the library.

Aneurin Bevan University Health Board - Welfare Rights Service: This 'in reach' service provides advice and casework for patients of the Health Board's mental Health services in wards, clinics and in the community.

Energy Saving Trust: this service provides additional support for energy saving, focussing on grants, equipment, better energy use and equipment.

Newport CAB - Test and Learn: this project targeted referrals from clients with learning disabilities including autism through links built with representative organisations such as MENCAP.

DWP - Resource Management. Funding received during the year to support the creation of a partnership which will help to improve employment outcomes or prospects of future employment outcomes for long-term unemployed individuals and groups facing the most complex and intractable barriers to work and to help individuals access and/or re-integrate into the labour market.

Community Foundation Wales: funding made available to support community organisations to take the necessary steps to allow them to continue to operate through the covid pandemic. These funds provides safety equipment and portable computers and phones.

HMPT phone and chat: this one off funding was made available to increase the adviser resource on the national Citizens Advice phone lines and to enable individual local Citizens Advice to make the necessary changes to take part in the national call queue which has improved the availability of advice.

WCVA - Volunteer project: this funding enabled us to employ a volunteer co-ordinator in order to increase the numbers of advice volunteers in preparation for forecast increased demand as the covid lockdown was lifted.

Previous year

The Better Advice Better Lives (BABL) project is funded by the Welsh Government for the purposes of making advice services more accessible to a much wider range of people and improving the availability of general and welfare rights advice through the network of GP surgeries and primary care settings across Wales in response to the recognition that GP's have to deal with many clinical problems on a daily basis where the solution is not medical but dependent on improving the patients quality of life. This initiative is designed to help such patients and enables GPs to refer patients to expert advisors for benefits and welfare advice.

BIS - Face to Face - for the purpose of increasing the provision of free face-to-face debt advice to financially excluded individuals in communities and areas of high financial exclusion in England and Wales.

Frontline Advice Services Welfare Benefits Advice - funded by the Welsh Government. The purpose of this project is to enable delivery of frontline advice services for Welfare Benefits Advice within the area of delivery of Newport, Torfaen and Monmouthshire.

Money Advice Service funded - Debt Advice Project - Funded by the Money Advice Service (MAS) in partnership with Citizens Advice to deliver debt advice services. This is a three year project.

Designated fund - Employer pension scheme

The Board have set up a designated fund of £15,000 in response to notification by the Pensions Trust of the estimated employer debt on withdrawal from the pension scheme.

Designated fund - Fixed asset fund

The Board have set up a designated fund equal to the net book value of the fixed assets held by the charity. The movement in the year reflects fixed asset purchases and the annual depreciation charge.

Transfers between funds

The following transfers have been made from the general fund to restricted funds to cover permanent deficits incurred:

- Torfaen Young People's Support Service (TYPSS) £3,016
- Energy Saving Trust - Ofgem £1,954

In addition, a transfer of £47,897 was made to the designated fixed asset fund, which represents the net book value of the fixed assets at the balance sheet date.

19. PENSION COMMITMENTS

Torfaen Citizens Advice Bureau participates in The Pensions Trust's Growth Plan (the Plan). The plan is funded and is not contracted-out of the State Scheme. It is not possible in the normal course of events to identify on a reasonable and consistent basis the share of underlying assets and liabilities belonging to individual participating employers. The Plan is a multi-employer scheme, where the assets are co-mingled for investment purposes, and benefits are paid out of the Plan's total assets. Accordingly, due to the nature of the Plan, the accounting charge for the period represents the employer contributions payable.

The pension cost charge represents contributions paid by the charity to the fund and amounted to £38,269 (2020: £30,167). Contributions outstanding at the year end amounted to £Nil (2020: £Nil).

20. CONTINGENT LIABILITIES

The bureau has been notified by the Pensions Trust of the estimated employer debt on withdrawal from the pension scheme based on the financial position of the scheme as at 30 September 2020. As at this date the estimated employer debt for the bureau was £10,166.

This debt liability will not crystallise as long as the bureau continues to employ an active member of the scheme.

21. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021 (2020: £Nil) that required disclosure.