

REGISTERED COMPANY NUMBER: 06359417 (England and Wales)
REGISTERED CHARITY NUMBER: 1121804

Report of the Trustees and
Unaudited Financial Statements
for the Year Ended 31 March 2022
for
Pembrokeshire Citizens Advice Bureau

Ashmole and Co.
Williamston House
7 Goat Street
Haverfordwest
Pembrokeshire
SA61 1PX

Pembrokeshire Citizens Advice Bureau

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for the Year Ended 31 March 2022**

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Pembrokeshire Citizens Advice Bureau

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

TRUSTEES	Dr E Muir-Edwards (Vice Chair) (resigned 1.1.22) Mrs M Bowen Mr A E Sangster (Chair) Mr C Osborne Mr I J Phillips (resigned 28.4.21) Mrs W Matthews (appointed 22.1.22) Mr R White (appointed 15.4.22) Miss C Sarrionandia (appointed 15.4.22)
PCC REPRESENTATIVES	Cllr Rhys Sinnett Cllr Tim Evans
REGISTERED OFFICE	38 Meyrick Street Pembroke Dock Pembrokeshire SA72 6UT
REGISTERED COMPANY NUMBER	06359417 (England and Wales)
REGISTERED CHARITY NUMBER	1121804
INDEPENDENT EXAMINER	Ashmole and Co. Williamston House 7 Goat Street Haverfordwest Pembrokeshire SA61 1PX
BANKERS	CAF Bank Ltd 25 King Hill Avenue Kings Hill West Malling Kent ME19 4JQ Cambridge and Counties Bank Ltd Charnwood Court New Walk Leicester LE1 6TE

Pembrokeshire Citizens Advice Bureau

Report of the Trustees for the Year Ended 31 March 2022

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

OBJECTIVES AND ACTIVITIES

Objectives and aims

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Citizens Advice Pembrokeshire (CAP) provides a free, professional, confidential information and advice service to its clients. CAP will play its part in the implementation of the new Strategic Plan of Citizens Advice on a bi-national and local basis. Currently, this plan is being revised

Citizens Advice Pembrokeshire holds the General Help Level Quality Mark with casework for welfare benefits and debt. CAP values diversity, promotes equality, challenges discrimination and is committed to ensuring the service is relevant and accessible to all members of the community. It works in partnership with other voluntary, statutory, and private agencies for the benefit of its clients.

The Citizens Advice service works to fulfil 2 aims:

1. To provide the advice people need for the problems they face
2. To improve the policies and practices that affect people's lives

These aims embody the principle that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available to them, or through an inability to express their needs effectively.

The advice we give is free, independent, impartial, and confidential. The service is non-judgemental, offering assistance as appropriate to all callers. It aims to be equitable and fair in its approach and provide a service to everyone who seeks or needs help, regardless of age, sex, class, race, religion, disability, sexuality, or any other aspect of individuality. All advice workers, whether paid or volunteer, are professionally trained to provide an accurate, high quality, confidential service and to be supportive to clients.

Pembrokeshire Citizens Advice Bureau

Report of the Trustees for the Year Ended 31 March 2022

OBJECTIVES AND ACTIVITIES

Significant activities

This year has seen ongoing challenges to our community due to the impact of Covid-19. The unpredictable nature of our working arrangements has been yet again a major factor. Despite the challenges, our organisation has continued to deliver a quality service. The negative impact of the pandemic on the people in our community, on top of the previous years of austerity and welfare reform, is very worrying. The energy crisis exacerbated the difficult position many people were in and the final quarter of 2021/22 saw an unprecedented increase in demand for our services.

Our staff and volunteers are to be commended for their dedication and compassion. Since January 2022, in line with Welsh Government regulations, staff and volunteers have returned to the offices. Our new service model is reflective of the benefits to both clients and to our organisation of a mix of face-to-face, telephone, and online services. We have restored face-to-face appointments for vulnerable clients, made arrangements for clients to call in person to make appointments or to bring essential paperwork, and maintained a telephone and email service. Planning for return to outreach provision in collaboration with partner agencies are progressing well.

Advice Statistics

In 2021-22 we helped 3,583 clients with 22,482 issues.

48% of issues were regarding welfare benefits and Universal Credit, 15% debt and financial capability. 46.5% of all welfare benefits enquiries concerned personal independence payments (PIP), 26% regarding Universal Credit. Where recorded, 65% of our clients were disabled or had a long-term health condition.

Overall, we observed a 25% increase in clients compared to 2020-21, which is closer to the number of people we advised in pre-pandemic years.

Income gain: £3,236,364

Debt write-offs: £490,086

Total financial gains: £3,726,450

Projects

Our **General Advice** service was funded by Pembrokeshire County Council. Clients get help with any issue they come to see us about, including Employment, Housing, Consumer rights, Legal rights and responsibilities, Health and disability problems, Family/relationships, Home, and neighbourhood issues.

The **Adviceline project**, funded by Welsh Government's Single Advice Fund has been a vital element of our provision. The aim of the Community Advice project is to provide a service for the people of Pembrokeshire within their community. This approach focuses on prevention, puts those most in need first, and makes it easier for people to get the right support when they need it. The Debt Team aims to help clients manage their debt problems by identifying the most suitable options so that they can decide on what is the best one for them. As well as helping clients to negotiate affordable repayments to priority and non-priority creditors, we can also help them to apply for Debt Relief Orders and Bankruptcy. We also offer a welfare benefits appeals service including full appeal hearing preparation and support on points of appeal.

The **Money in Mind Project** ended in October 2021 having been funded for three years. It provided advice and support to clients with mental health issues or learning disabilities mainly with debt and welfare benefits and was funded by the Henry Smith charity.

The **Partners for the Journey project**, a collaboration with Mind Pembrokeshire, started in December 2020. It was funded by the Primary Care's Cluster s, Hywel Dda Health Board.

The **Warmer Wales Project**, funded by British Gas Energy Trust, provided support with energy saving and switching as well as income maximisation and is

Help to Claim Project provides support to make and manage Universal Credit claims and is funded nationally by the Department of Work & Pensions. It ended in Pembrokeshire in March 2021, following recommissioning on a regional basis. The service is available online

Pembrokeshire Citizens Advice Bureau

Report of the Trustees for the Year Ended 31 March 2022

OBJECTIVES AND ACTIVITIES

Quality of Advice

Quality of advice is assessed through our involvement with a national quality of advice assessment (QAA) project. Throughout 2020-21, our advisers were consistently assessed as providing good or excellent advice in 75% of cases. Feedback from the QAA assists in identifying training needs and improving advice to clients.

Advice Partners

We have continued to work with partners in the local authority and in the charitable sector. We have worked closely with Shelter, Mind Pembrokeshire, Patch, Trussell Trust, Pobl/Gwalia, Pembrokeshire People First, and PATH as well as statutory bodies Pembrokeshire County Council, the DWP and Hywel Dda Health Board.

Research & Campaigns

Our 2020/21 Impact Report was sent to local elected representatives showing the value of our work to the local community and highlighting client issues and outcomes. We met with Simon Hart MP to discuss the effect the pandemic has had on local charities and on the community, and we made suggestions for how to better tackle poverty.

We have maintained a high level of social media output to inform clients of changes to our services and alert them to important changes in legislation. What's more, we've begun to make use of our new website by including new press releases in the news section. Using our social media accounts, we have been able to promote our new website by linking to new press releases. Pembrokeshire Citizens Advice took part in the national campaign for Scams Awareness Week, sending a press release to media outlets and highlighting the campaign via social media. During 2021/22, we attended the DWP Customer Representative Group forum quarterly to keep updated with changes to Welfare Benefit. The forum moved online during this year and is likely to continue as a virtual meeting.

Advisers have completed 18 evidence forms (case studies submitted to the central office for Research & Campaigns) on issues affecting local clients. A large number related to Covid 19 clients feeling unsafe to return to work, issues with the Job Retention Scheme, Tenancy Support Scheme and SEISS grants. Other issues included problems with the administration of benefits and Buy Now Pay Later debts.

STRATEGIC REPORT

Overview

We continue to be funded by Pembrokeshire County Council without whom we could not continue to deliver our services. We also received financial support from Welsh Government, Henry Smith Charity, Department of Work and Pensions, British Gas Energy Trust, Primary Care Clusters/Hywel Dda Health Board, and Pembroke Dock Town Council. We are also most grateful to all those who made donations. In addition to our general advice service, we delivered a number of projects including community advice, debt advice, benefit appeals, support to people with mental ill-health, and energy switching. We employed an average of 9 full time staff and 16 part time staff throughout the year and salary costs accounted for 83% of our total budget.

Total Income £577,807

Total Expenditure £565,999

The board of Trustees, recognising the necessity to maintain the ability to support continued delivery of services despite potential variations in funding, approved a surplus budget for the financial year 2021/22 of £11,808.

The trustees are mindful of continuing financial pressures and so, a review of our reserves policy has been undertaken and future budgets will be determined so as to maintain or improve on current levels, and where possible also allow for a contingency to ensure we can continue to operate and meet the needs of our clients in the event of unforeseen circumstances.

Within that overall approach we continue to concentrate on the cost of providing the best possible service to each and every client to determine the best approach to ensure client satisfaction.

The following report by our accountants sets out the details of our financial activities in 2021/22.

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

STRATEGIC REPORT

Financial review

Reserves Policy

The trustee board believes that the CAP should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising, and also to enable a responsible closure of premises.

Unrestricted reserves

The trustees consider that due to the current economic uncertainty it would be prudent to set aside an amount equivalent to at least 3 months operating expenditure.

Restricted reserves

These funds are restricted by the donor or funder and cannot be used for the general purposes of the CAP. Their existence, and the sums of money therein, do not imply that there has been an underspend but may result from a variety of circumstances including timing differences between the financial year and the funding year of the project concerned.

This reserves policy is monitored and reviewed by the trustees annually.

Future developments 2022 - 23

We will be focusing on the following 5 areas of priority for development.

Continue to develop our innovative and flexible approach to advice delivery

- Paid staff & volunteers' roles & locations meet service requirements
- Advice delivery model provides ease of access for all clients
- Office & partner locations meet service delivery needs for face-to-face advice and staff office working

Improve access for the most vulnerable through focused partnerships

- Review our work with partner organisations
- Partnership outreach locations established

Strengthen our culture as a collaborative, innovative and high performing service that promotes equality, diversity, and inclusion, and challenges discrimination

- Achieve consistent internal and externally verified Advice Quality Standards
- Improve the volunteer experience and support offer
- Promote a work environment where all members of the workforce can thrive and achieve their fullest potential
- Continue to work towards an active Welsh language offer
- Develop a values-driven performance management / appraisal framework that embeds positive behaviours

Improve client outcomes through our profile, positioning & influence

- Develop strong collaborative working relationships with other agencies in the county and regionally
- Strengthen our Research and Campaigns effort and impact
- Maintain progress regarding quality standards of our Leadership Self-Assessment

Create a financially robust and sustainable organisation

- Develop a diverse funding base to allow us to establish a sustainable staffing level to meet rising demand
- Undertake salary review and develop long-term salary strategy
- Review and establish effective & sustainable operations in Premises, Locations and Channels

Pembrokeshire Citizens Advice Bureau

Report of the Trustees for the Year Ended 31 March 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Organisational structure

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Citizens Advice Pembrokeshire has now completed 13 years as a countywide delivery centre. It is a registered charity No. 06359417 and a company limited by guarantee, governed by Memorandum and Articles of Association. It is also a member of Citizens Advice, the national association of Citizens Advice Bureau. The Trustee Board is the governing body. 4 trustees resigned during the year, 5 were appointed and given training on their roles and responsibilities. The Local Authority, Pembrokeshire County Council has 2 non-voting representatives who attend quarterly meetings. Any representatives from funding bodies are always in a minority on the board.

New members of the Trustee Board are drawn from the Pembrokeshire community which the organisation serves and are appointed in accordance with the governing document and Citizens Advice criteria. Trustees are recruited for their skills and expertise plus a commitment to Citizens Advice Aims and Principles, so Trustees are encouraged to sit on National Citizens Advice committees. This ensures stronger contact, at Trustee level between local and national policies, practices and trends.

The Trustee Board meets quarterly and is attended by all Trustees, 4 senior managers, volunteer and paid staff representatives. The managers and representatives attend in an advisory, non-voting capacity. The Board is active and committees dealing with finance, business and development, personnel and health and safety meet regularly. There is also a Trustee lead for our Research and Campaigns development work. The Chief Executive Officer is responsible to the Board for the day-to-day management of the service. The organisation pays for the services of a Citizens Advice Finance Consultant who works closely with the Chief Executive to ensure effective financial management of the charity. The Advice Service Manager is responsible for day-to-day advice service delivery and the quality of advice. She is supported by 3 Advice Line Managers/Supervisors and a Training Co-ordinator. The Office Manager is responsible for all administrative and support functions, including HR and IT.

Risk management and Information Assurance

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. The Trustees ensure that a Risk Assessment is carried out and reviewed at least annually. The Risk Assessment findings are incorporated into the Business and Development Plan.

Project workers make verbal reports to the Trustee Board on a quarterly basis to explain their work, who it helps and how targets are met. This helps Trustees to stay informed, make appropriate decisions and thereby minimise risk. The trustee board oversee the information security of all personal information of our clients, staff, funders and strategic partners that is processed. The local Citizens Advice hold joint responsibility for client data that is held in our case management system, with the national Citizens Advice Service. 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 requirements the General Data Protection Regulation and Data Protection Act 2018. Citizens Advice Pembrokeshire is committed to the management of information risk and a summary of key points and internal controls is available upon request from the Chief Officer.

The Trustee Board assesses the rigour of the charity's leadership, across a range of factors including governance, strategic business planning and the management of people, resources and finance, and this is then verified by independent assessors at Citizens Advice. We are committed to continuing this high quality standard of management at all levels of the team.

Pembrokeshire Citizens Advice Bureau

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

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on27-10-22..... and signed on the board's behalf by:

.....
Mr A E Sangster (Chair) - Trustee

**Independent Examiner's Report to the Trustees of
Pembrokeshire Citizens Advice Bureau**

Independent examiner's report to the trustees of Pembrokeshire 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 ACA, FCCA 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.



Mr D.M.T. Gould
ACA, FCCA
Ashmole and Co.
Williamston House
7 Goat Street
Haverfordwest
Pembrokeshire
SA61 1PX

Date: 27.12.2022

Pembrokeshire Citizens Advice Bureau

**Statement of Financial Activities
for the Year Ended 31 March 2022**

	Notes	Unrestricted funds £	Restricted funds £	31.3.22 Total funds £	31.3.21 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	7,317	-	7,317	3,121
Charitable activities	4				
Charitable activities		128,590	437,147	565,737	521,988
Investment income	3	1,173	-	1,173	3,472
Other income	5	3,580	-	3,580	8,177
Total		<u>140,660</u>	<u>437,147</u>	<u>577,807</u>	<u>536,758</u>
EXPENDITURE ON					
Charitable activities	6				
Charitable activities		114,940	451,059	565,999	551,581
NET INCOME/(EXPENDITURE)		<u>25,720</u>	<u>(13,912)</u>	<u>11,808</u>	<u>(14,823)</u>
Transfers between funds	16	<u>(20,258)</u>	<u>20,258</u>	<u>-</u>	<u>-</u>
Net movement in funds		<u>5,462</u>	<u>6,346</u>	<u>11,808</u>	<u>(14,823)</u>
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>138,586</u>	<u>17,977</u>	<u>156,563</u>	<u>171,386</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>144,048</u></u>	<u><u>24,323</u></u>	<u><u>168,371</u></u>	<u><u>156,563</u></u>

The notes form part of these financial statements

Pembrokeshire Citizens Advice Bureau

**Balance Sheet
31 March 2022**

	Notes	Unrestricted funds £	Restricted funds £	31.3.22 Total funds £	31.3.21 Total funds £
CURRENT ASSETS					
Debtors	13	28,150	9,374	37,524	83,010
Cash at bank and in hand		134,811	64,323	199,134	200,919
		<u>162,961</u>	<u>73,697</u>	<u>236,658</u>	<u>283,929</u>
CREDITORS					
Amounts falling due within one year	14	(18,913)	(49,374)	(68,287)	(127,366)
		<u>144,048</u>	<u>24,323</u>	<u>168,371</u>	<u>156,563</u>
NET CURRENT ASSETS					
		<u>144,048</u>	<u>24,323</u>	<u>168,371</u>	<u>156,563</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>144,048</u>	<u>24,323</u>	<u>168,371</u>	<u>156,563</u>
NET ASSETS					
		<u>144,048</u>	<u>24,323</u>	<u>168,371</u>	<u>156,563</u>
FUNDS	16				
Unrestricted funds				144,048	138,586
Restricted funds				24,323	17,977
				<u>168,371</u>	<u>156,563</u>
TOTAL FUNDS				<u>168,371</u>	<u>156,563</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

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- 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 financial statements were approved by the Board of Trustees and authorised for issue on 27-10-22 and were signed on its behalf by:



Mr A E Sangster (Chair) - Trustee

The notes form part of these financial statements

Pembrokeshire Citizens Advice Bureau

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

	Notes	31.3.22 £	31.3.21 £
Cash flows from operating activities			
Cash generated from operations	1	58,296	(48,174)
Net cash provided by/(used in) operating activities		<u>58,296</u>	<u>(48,174)</u>
Cash flows from investing activities			
Interest received		<u>1,173</u>	<u>3,472</u>
Net cash provided by investing activities		<u>1,173</u>	<u>3,472</u>
Change in cash and cash equivalents in the reporting period		<u>59,469</u>	<u>(44,702)</u>
Cash and cash equivalents at the beginning of the reporting period	2	<u>130,291</u>	<u>174,993</u>
Cash and cash equivalents at the end of the reporting period	2	<u><u>189,760</u></u>	<u><u>130,291</u></u>

The notes form part of these financial statements

Pembrokeshire Citizens Advice Bureau

Notes to the Cash Flow Statement
for the Year Ended 31 March 2022

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

	31.3.22 £	31.3.21 £
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	11,808	(14,823)
Adjustments for:		
Interest received	(1,173)	(3,472)
Decrease/(increase) in debtors	45,486	(70,430)
Increase in creditors	2,175	40,551
Net cash provided by/(used in) operations	<u>58,296</u>	<u>(48,174)</u>

2. ANALYSIS OF CASH AND CASH EQUIVALENTS

	31.3.22 £	31.3.21 £
Cash in hand	65	65
Notice deposits (less than 3 months)	199,069	200,854
Overdrafts included in bank loans and overdrafts falling due within one year	(9,374)	(70,628)
Total cash and cash equivalents	<u>189,760</u>	<u>130,291</u>

3. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.21 £	Cash flow £	At 31.3.22 £
Net cash			
Cash at bank and in hand	200,919	(1,785)	199,134
Bank overdrafts	(70,628)	61,254	(9,374)
	<u>130,291</u>	<u>59,469</u>	<u>189,760</u>
Total	<u>130,291</u>	<u>59,469</u>	<u>189,760</u>

The notes form part of these financial statements

Pembrokeshire Citizens Advice Bureau

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

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.

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.

Allocation and apportionment of costs

Costs have been allocated as far as possible between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others have been apportioned based on the estimated usage of the resource.

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.

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.

2. DONATIONS AND LEGACIES

	31.3.22	31.3.21
	£	£
Donations	2,239	638
Grants	5,078	2,483
	<u>7,317</u>	<u>3,121</u>

Pembrokeshire Citizens Advice Bureau

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

2. DONATIONS AND LEGACIES - continued

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

	31.3.22	31.3.21
	£	£
DRO grant	78	483
Pembroke Dock Town Council	5,000	2,000
	<u>5,078</u>	<u>2,483</u>

3. INVESTMENT INCOME

	31.3.22	31.3.21
	£	£
Deposit account interest	1,173	3,472
	<u>1,173</u>	<u>3,472</u>

4. INCOME FROM CHARITABLE ACTIVITIES

	31.3.22	31.3.21
	£	£
Service level agreements	234,985	190,376
Grants	330,752	331,612
	<u>565,737</u>	<u>521,988</u>

Service agreements included in the above, are as follows:

	31.3.22	31.3.21
	£	£
Pembrokeshire County Council	112,700	112,600
Universal Credit, Help to Claim	54,035	53,924
Jobs Growth Wales	-	3,852
Hywel Dda, Partners for the journey	60,000	20,000
Big Energy Saving Network / Energy Advice Programme	7,750	-
Financial Capability Forum	500	-
	<u>234,985</u>	<u>190,376</u>

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

	31.3.22	31.3.21
	£	£
British Gas Energy Trust	10,043	1,860
Henry Smith	30,000	59,350
Single Advice Fund	244,073	226,838
Warmer Wales	20,034	21,729
PAVS Supporting Community Action Fund	-	2,000
Department of Business, Energy and Industrial Strategy	-	6,700
CCG - Community Financial Literacy Project, Money Talks	15,000	5,000
Help to Claim Covid Grant	-	8,135
Kickstart Scheme	11,212	-
Windrush Compensation Scheme	390	-
	<u>330,752</u>	<u>331,612</u>

Pembrokeshire Citizens Advice Bureau

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

4. INCOME FROM CHARITABLE ACTIVITIES - continued

Last year, Pembrokeshire Citizens Advice Bureau received £5,000 as agent from Citizens Advice - Advicelink, SAF funding. The funds were paid over in full to 2 partner organisations during that year.

5. OTHER INCOME

	31.3.22	31.3.21
	£	£
Room hire	3,580	4,450
Miscellaneous income	-	425
Reimbursements from CitA	-	3,302
	<u>3,580</u>	<u>8,177</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 7) £	Support costs (see note 8) £	Totals £
Charitable activities	<u>490,107</u>	<u>75,892</u>	<u>565,999</u>

7. DIRECT COSTS OF CHARITABLE ACTIVITIES

	31.3.22	31.3.21
	£	£
Staff costs	417,720	409,750
Staff expenses	752	632
Office costs	26,146	24,967
Premises costs	35,457	22,989
Citizens Advice fees	5,773	7,482
Capital equipment purchases	-	9,332
Volunteer travel	164	114
Staff training	1,783	786
Advertising	1,883	-
Legal and Professional	321	2,895
Sundry	108	425
	<u>490,107</u>	<u>479,372</u>

Pembrokeshire Citizens Advice Bureau

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

8. SUPPORT COSTS

	Management £	Finance £	Governance costs £	Totals £
Charitable activities	<u>71,799</u>	<u>148</u>	<u>3,945</u>	<u>75,892</u>

Support costs, included in the above, are as follows:

Management

	31.3.22 Charitable activities £	31.3.21 Total activities £
Wages	42,432	43,197
Pensions	1,056	895
Sundries	1,458	1,786
Office support costs	11,389	17,554
Rent and premises costs	6,736	3,214
Accountancy	7,840	1,540
Payroll fees	888	2,851
	<u>71,799</u>	<u>71,037</u>

Finance

	31.3.22 Charitable activities £	31.3.21 Total activities £
Bank charges	<u>148</u>	<u>101</u>

Governance costs

	31.3.22 Charitable activities £	31.3.21 Total activities £
Trustees' expenses	-	191
Accountancy fees	500	500
Legal fees	<u>3,445</u>	<u>380</u>
	<u>3,945</u>	<u>1,071</u>

9. NET INCOME/(EXPENDITURE)

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

	31.3.22 £	31.3.21 £
Independent examiners fee	<u>2,400</u>	<u>2,040</u>

Pembrokeshire Citizens Advice Bureau

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

10. 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.

Trustees' expenses

Total trustees' expenses paid for the year to 31 March 2022 were £nil (2021 £191).

11. STAFF COSTS

	31.03.22	31.03.21
	£	£
Wages and salaries	423,752	417,400
Social Security costs	24,623	24,649
Other pension costs	12,833	11,793
	<u>461,208</u>	<u>453,842</u>

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

	31.3.22	31.3.21
All activities	<u>24</u>	<u>24</u>

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

Pembrokeshire Citizens Advice Bureau

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

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - 31.03.2021

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	3,121	-	3,121
Charitable activities			
Charitable activities	123,452	398,536	521,988
Investment income	3,472	-	3,472
Other income	7,927	250	8,177
Total	137,972	398,786	536,758
EXPENDITURE ON			
Charitable activities			
Charitable activities	155,609	395,972	551,581
NET INCOME/(EXPENDITURE)	(17,637)	2,814	(14,823)
Transfers between funds	(8,383)	8,383	-
Net movement in funds	(26,020)	11,197	(14,823)
RECONCILIATION OF FUNDS			
Total funds brought forward	164,606	6,780	171,386
TOTAL FUNDS CARRIED FORWARD	138,586	17,977	156,563

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22 £	31.3.21 £
Rent prepayment	-	5,000
Accrued income	37,524	78,010
	<u>37,524</u>	<u>83,010</u>

Pembrokeshire Citizens Advice Bureau

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

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22	31.3.21
	£	£
Bank loans and overdrafts (see note 15)	9,374	70,628
Creditors	8,329	7,922
Accrued expenses	10,584	8,816
Deferred income	40,000	40,000
	<u>68,287</u>	<u>127,366</u>

15. LOANS

Amounts showing as bank overdrafts represent a timing difference between when the restricted expenditure has been incurred and the receipt of the restricted funding in the Charity's bank account. This is not an actual bank overdraft, it is recording that the fund is overdrawn only.

16. MOVEMENT IN FUNDS

	At 1.4.21	Net movement in funds	Transfers between funds	At
	£	£	£	31.3.22 £
Unrestricted funds				
General advice	138,586	25,720	(20,258)	144,048
Restricted funds				
Warner Wales	3,306	(6,733)	3,427	-
Henry Smith	-	(930)	930	-
Help to Claim	-	(254)	254	-
Single Advice Fund	5,522	(18,843)	13,321	-
BEIS	1,799	-	-	1,799
GP Partners	7,350	14,387	-	21,737
Kickstart	-	(2,187)	2,187	-
Big Energy Saving Network & Energy Advice Programme	-	(139)	139	-
British Gas Energy Trust - Community Reach	-	787	-	787
	<u>17,977</u>	<u>(13,912)</u>	<u>20,258</u>	<u>24,323</u>
TOTAL FUNDS	<u>156,563</u>	<u>11,808</u>	<u>-</u>	<u>168,371</u>

Pembrokeshire Citizens Advice Bureau

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

16. 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 advice	140,660	(114,940)	25,720
Restricted funds			
Warmer Wales	20,034	(26,767)	(6,733)
Henry Smith	30,000	(30,930)	(930)
Help to Claim	54,035	(54,289)	(254)
Single Advice Fund	244,073	(262,916)	(18,843)
GP Partners	60,000	(45,613)	14,387
Kickstart	11,212	(13,399)	(2,187)
Big Energy Saving Network & Energy Advice Programme	7,750	(7,889)	(139)
British Gas Energy Trust - Community Reach	10,043	(9,256)	787
	<u>437,147</u>	<u>(451,059)</u>	<u>(13,912)</u>
TOTAL FUNDS	<u><u>577,807</u></u>	<u><u>(565,999)</u></u>	<u><u>11,808</u></u>

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General advice	72,245	(17,637)	83,978	138,586
Designated funds	73,100	-	(73,100)	-
DWP Digital Inclusion	19,261	-	(19,261)	-
	<u>164,606</u>	<u>(17,637)</u>	<u>(8,383)</u>	<u>138,586</u>
Restricted funds				
Energy Best Deal	1,693	(2,876)	1,183	-
Financial Capability Forum	2,931	-	(2,931)	-
Access to Justice	263	-	(263)	-
Warmer Wales	1,893	(1,030)	2,443	3,306
Henry Smith	-	(3,136)	3,136	-
Help to Claim	-	(24)	24	-
Single Advice Fund	-	731	4,791	5,522
BEIS	-	1,799	-	1,799
GP Partners	-	7,350	-	7,350
	<u>6,780</u>	<u>2,814</u>	<u>8,383</u>	<u>17,977</u>
TOTAL FUNDS	<u><u>171,386</u></u>	<u><u>(14,823)</u></u>	<u><u>-</u></u>	<u><u>156,563</u></u>

Pembrokeshire Citizens Advice Bureau

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

16. 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 advice	137,972	(155,609)	(17,637)
Restricted funds			
Energy Best Deal	-	(2,876)	(2,876)
Warmer Wales	23,839	(24,869)	(1,030)
Henry Smith	59,350	(62,486)	(3,136)
Help to Claim	53,924	(53,948)	(24)
Single Advice Fund	226,838	(226,107)	731
BEIS	14,835	(13,036)	1,799
GP Partners	20,000	(12,650)	7,350
	<u>398,786</u>	<u>(395,972)</u>	<u>2,814</u>
TOTAL FUNDS	<u>536,758</u>	<u>(551,581)</u>	<u>(14,823)</u>

17. RELATED PARTY DISCLOSURES

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

Pembrokeshire Citizens Advice Bureau

Detailed Statement of Financial Activities
for the Year Ended 31 March 2022

	31.3.22 £	31.3.21 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	2,239	638
Grants	5,078	2,483
	<hr/> 7,317	<hr/> 3,121
Investment income		
Deposit account interest	1,173	3,472
Charitable activities		
Service level agreements	234,985	190,376
Grants	330,752	331,612
	<hr/> 565,737	<hr/> 521,988
Other income		
Room hire	3,580	4,450
Miscellaneous income	-	425
Reimbursements from CitA	-	3,302
	<hr/> 3,580	<hr/> 8,177
Total incoming resources	<hr/> 577,807	<hr/> 536,758
EXPENDITURE		
Charitable activities		
Wages	405,943	398,852
Pensions	11,777	10,898
Staff expenses	752	632
Office costs	26,146	24,967
Premises costs	35,457	22,989
Citizens Advice fees	5,773	7,482
Capital equipment purchases	-	9,332
Volunteer travel	164	114
Staff training	1,783	786
Advertising	1,883	-
Legal and Professional	321	2,895
Sundry	108	425
	<hr/> 490,107	<hr/> 479,372
Support costs		
Management		
Wages	42,432	43,197
Pensions	1,056	895
Sundries	1,458	1,786
Carried forward	44,946	45,878

This page does not form part of the statutory financial statements

Pembrokeshire Citizens Advice Bureau

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2022**

	31.3.22 £	31.3.21 £
Management		
Brought forward	44,946	45,878
Office support costs	11,389	17,554
Rent and premises costs	6,736	3,214
Accountancy	7,840	1,540
Payroll fees	888	2,851
	<hr/>	<hr/>
	71,799	71,037
 Finance		
Bank charges	148	101
 Governance costs		
Trustees' expenses	-	191
Accountancy fees	500	500
Legal fees	3,445	380
	<hr/>	<hr/>
	3,945	1,071
	<hr/>	<hr/>
Total resources expended	565,999	551,581
	<hr/>	<hr/>
Net income/(expenditure)	<u>11,808</u>	<u>(14,823)</u>

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