

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 2023
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 2023**

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Pembrokeshire Citizens Advice Bureau

**Reference and Administrative Details
for the Year Ended 31 March 2023**

TRUSTEES

Mrs M Bowen
Mr A E Sangster (Chair)
Mr C Osborne
Mrs W Matthews
Mr R White (appointed 15.4.22)
Miss C Sarrionandia (appointed 15.4.22)

PCC REPRESENTATIVES

Cllr Steve Alderman
Cllr Tim Evans
Cllr Reg Owen (Resigned Feb 2023)

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

Pembrokeshire Citizens Advice Bureau

**Report of the Trustees
for the Year Ended 31 March 2023**

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 2023. 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. 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 two 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.

**Report of the Trustees
for the Year Ended 31 March 2023**

OBJECTIVES AND ACTIVITIES

Significant activities

This year was one of ongoing challenges to our community due to the impact of the cost-of-living crisis which drove demand for help with food & fuel costs, emergency debts, and benefit checks. As a result, in Q4, we helped more clients in a quarter than ever before.

Despite the challenges, our organisation has continued to deliver a quality service. Our staff and volunteers are to be commended for their dedication and compassion. Our 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. We have also developed our outreach provision in collaboration with partner agencies and notably through our Welfare Rights project which started in January.

Advice Statistics

In 2022-23 we helped 4,121 clients with 24,366 issues which represents a five-year high.

39% of issues were regarding welfare benefits and Universal Credit, 21% debt and financial capability. 33% of all welfare benefits enquiries concerned personal independence payments (PIP), 19% regarding Universal Credit. Where recorded, 68% of our clients were disabled or had a long-term health condition.

Income gain: £1,630,089

Debt write-offs: £235,235

Projects

General Advice

During the summer of 2022 Pembrokeshire County Council put their funded advice service out to tender and we, naturally, put a great effort into bidding for the new contract which was to replace our funded general advice provision. Happily, we were successful and the new contract started in January 2023 with a seamless handover to the new contract, with additional (core) funding for general advice as well as a new project working with young people and their families. This latter one is based in schools and community, working with statutory and third sector family and children's support services.

The service constitutes a core prevention activity, designed as both a re-active service for those in need and pro-active service to prevent people getting into difficulties. It includes:

- General advice on issues such as debt management and welfare benefits, housing, immigration and asylum, employment, consumer complaints and landlord-tenant disputes
- Specialist benefit advice and income maximisation with specific elements focusing on clients of PCC services and outreach work e.g. in schools, health settings and other locations
- Debt advice, budgeting and money management

Advicelink project, funded by Welsh Government's Single Advice Fund (SAF) has been a vital element of our provision. The aim of the Community Advice Team (CAT) is to provide a service for the people of Pembrokeshire within their community and which works on a collaborative and multi-agency basis. This approach also focuses on prevention, puts those most in need first, and makes it easier for people to get the right support when they need it. CAT caseworkers carry out home visits for those clients who are unable to visit the offices or outreaches due to ill health or their caring responsibilities. This vital part of our service has made a welcome return after Lockdown as referrals from partnership organisation have continued to increase.

We also offer a welfare benefits appeals service including full appeal hearing preparation and support on points of appeal.

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.

Pembrokeshire Citizens Advice Bureau

Report of the Trustees for the Year Ended 31 March 2023

OBJECTIVES AND ACTIVITIES

Claim What's Yours: The Welsh Government's 'Claim What's Yours' campaign aims to raise awareness amongst those on lower incomes, or those affected by the cost of living crisis, that they could be missing out on funding they are entitled to claim. The campaign encourages individuals to call Advicelink Cymru for free, independent financial advice and support. The funding has been included in the Advicelink programme in each county and Citizens Advice Pembrokeshire has offered the service since March 2021.

Partners for the Journey project is a collaboration between Citizens Advice Pembrokeshire and Mind Pembrokeshire with the objective being to support GP and other Primary Health care service users, who have underlying non-medical needs and/or low-level mental health problems, to deal with a range of issues such as loneliness, isolation, housing, welfare benefits, and debt and thereby ensure that Health Care staff can concentrate their time with those patients on relevant health issues. Joint working between both organisations aims to ensure that each patient/client's journey is person-centered and encapsulates a seamless and integrated response to their issues.

Energy Projects: During 2022-23 we delivered three energy focused projects: National Energy Advice Program (NEAP); Carbon Monoxide (CMAP); Moondance (renamed as Warmer Wales 2)

National Energy Advice Program (NEAP) combines advice around clients' bills, how to save money on their energy spending, energy efficiency improvements and income maximisation through benefit checks and access to cheaper tariffs for energy, water, and telecoms. We can also signpost to other organisations such as NEST, Eco Delivery companies and Care & Repair Cymru. The main issues which are re-occurring are debt advice with clients asking either how to manage this debt or whether it is correct.

Carbon Monoxide (CMAP) offers advice sessions on the dangers of carbon monoxide and how to prevent the harm caused by the gas which is the by-product of inefficient combustion. Within these sessions we also cover the Warm Home Discount, the priority services register and of course carbon monoxide advice. The project surpassed its target of 75 advice sessions with 98 total advice sessions given.

Moondance (renamed Warmer Wales 2 mid-year) energy advice project mission statement is to prevent or relieve poverty, support the welfare and well-being of women, children, the elderly and the vulnerable in our society, improve health outcomes, raise educational standards and preserve our environment for future generations. The project provides one-to-one energy advice contacts to fuel poor and vulnerable consumers who are struggling to pay their bills. Energy advice includes advice on fuel options, tariffs and energy grants, as well energy efficiency advice, with the aim of reducing their bills. As well as energy advice, clients are offered benefit entitlement checks and non-monetary debt assistance.

Basic Income Pilot: The Welsh Government has committed to piloting a scheme for a Basic Income welfare model, as an alternative to the existing welfare benefits system and is targeting this towards young adults who are leaving full-time care with their local authority. The pilot scheme offers 24 months of payments to everyone entering it. As part of the pilot scheme, the Welsh Government offers the support of a free advice service and Citizens Advice Pembrokeshire offers advice support that includes financial advice, financial education, and skills development, with the aim of supporting the young people to live independently on a day-to-day basis.

Quality of Advice

Quality of advice is assessed through our involvement with a national quality of advice assessment (QAA) project. Throughout 2022-23, our advisers were consistently assessed as providing good or excellent advice. Feedback from the QAA assists in identifying training needs and improving advice to clients.

Advice Partners

We are very proud of our collaborative working with a wide range of organisations in the county. We have worked closely with Shelter, Mind Pembrokeshire/Carmarthenshire, Patch, Trussell Trust, Pobl/Gwalia, Pembrokeshire People First, and PATH, Pembrokeshire County Council, the DWP and Hywel Dda Health Board, Alzheimer's Society, Pembrokeshire Community Hub, Pembrokeshire County Council, ATEB, Advocacy West Wales, Pembrokeshire Association of Voluntary Services/Community Connectors, Welsh Women's Aid, Dyfed Drug and Alcohol Service (DDAS), Pembrokeshire Care Society POBL, DAF, RNIB, Asbestos Cymru, and PCC's Family integration Team.

Pembrokeshire Citizens Advice Bureau

Report of the Trustees for the Year Ended 31 March 2023

OBJECTIVES AND ACTIVITIES

Research & Campaigns

We met with local and national politicians to discuss the effect the cost-of-living crisis has had on the community, and we made suggestions for how to better tackle poverty. The R&C team met with Simon Hart MP to discuss the economic and social consequences of the cost-of-living crisis in Pembrokeshire.

We have maintained a high level of social media output to inform clients of services available. Pembrokeshire Citizens Advice took part in the national campaign for Scams Awareness Week, highlighting the campaign via social media. Locally, we have participated in a Safer Sick Pay campaign.

Advisers have completed 16 evidence forms (case studies submitted to the central office for Research & Campaigns) on issues affecting local clients. A large number related to Universal Credit deductions, and the cost-of-living crisis.

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, British Gas Energy Trust, Moondance Foundation and Primary Care Clusters/Hywel Dda Health Board. 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, energy issues. We employed an average of 22 staff and 11 volunteers throughout the year and salary costs accounted for 78% of our total budget.

Total Income £604,587

Total Expenditure £543,274

Surplus £61,313

The board of Trustees, recognising the necessity to maintain the ability to support continued delivery of services despite potential variations in funding, approved a deficit budget for the financial year 2022/23 of £30,000.

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 every client. In doing so, we can determine the best approach to ensure client satisfaction.

Reserves Policy

The trustee board believes that Citizens Advice 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 three 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.

Pembrokeshire Citizens Advice Bureau

Report of the Trustees for the Year Ended 31 March 2023

STRATEGIC REPORT

Future developments 2023 - 24

Over the next year we will be focusing on the following 5 priorities

1. 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
2. Improve access for the most vulnerable through focused partnerships
 - Strengthen our work with partner organisations
3. Strengthen our culture of collaborative, innovative and high-performing service that promotes equity, 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 core competencies and positive behaviours
4. Improve client outcomes through a focus on positioning, profile and influence
 - Continue to develop strong collaborative working relationships with other agencies in the county and regionally
 - Strengthen our Research and Campaigns effort and impact
5. Maintain a financially robust and sustainable organisation
 - Develop a diverse funding base to allow us to establish a sustainable staffing level to meet rising demand
 - Develop a sustainable way of working for staff and volunteers
 - Review and establish effective & sustainable operations in premises, locations and channels

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.

Pembrokeshire Citizens Advice Bureau

Report of the Trustees for the Year Ended 31 March 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

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 14 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. No trustees resigned during the year and one was appointed and given training on his role and responsibilities. The Local Authority, Pembrokeshire County Council has two 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 be involved with the work of National Citizens Advice. 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 and senior managers. The managers 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 Managers/Supervisors and a Training Co-ordinator in supporting our team of advisers, both paid and volunteer. 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 oversees 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 of 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.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 6-11-2023 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 2023.

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 member of the Association of Chartered Certified Accountants, 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 B.A (Hons), F.C.C.A
The Association of Chartered Certified Accountants

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

Date:6.11.2023.....

Pembrokeshire Citizens Advice Bureau

**Statement of Financial Activities
for the Year Ended 31 March 2023**

	Notes	Unrestricted funds £	Restricted funds £	31.3.23 Total funds £	31.3.22 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	4,947	-	4,947	7,317
Charitable activities	4				
Charitable activities		199,234	393,939	593,173	565,737
Investment income	3	1,667	-	1,667	1,173
Other income	5	<u>4,800</u>	<u>-</u>	<u>4,800</u>	<u>3,580</u>
Total		<u>210,648</u>	<u>393,939</u>	<u>604,587</u>	<u>577,807</u>
EXPENDITURE ON					
Charitable activities	6				
Charitable activities		104,218	376,702	480,920	490,107
Support costs		42,227	19,529	61,756	71,947
Governance		<u>140</u>	<u>458</u>	<u>598</u>	<u>3,945</u>
Total		<u>146,585</u>	<u>396,689</u>	<u>543,274</u>	<u>565,999</u>
NET INCOME/(EXPENDITURE)		64,063	(2,750)	61,313	11,808
Transfers between funds	16	<u>(3,665)</u>	<u>3,665</u>	<u>-</u>	<u>-</u>
Net movement in funds		60,398	915	61,313	11,808
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>144,048</u>	<u>24,323</u>	<u>168,371</u>	<u>156,563</u>
TOTAL FUNDS CARRIED FORWARD		<u>204,446</u>	<u>25,238</u>	<u>229,684</u>	<u>168,371</u>

The notes form part of these financial statements

Pembrokeshire Citizens Advice Bureau

**Balance Sheet
31 March 2023**

		Unrestricted funds £	Restricted funds £	31.3.23 Total funds £	31.3.22 Total funds £
	Notes				
CURRENT ASSETS					
Debtors	13	55,011	28,616	83,627	37,524
Cash at bank and in hand		<u>167,937</u>	<u>38,552</u>	<u>206,489</u>	<u>199,134</u>
		222,948	67,168	290,116	236,658
CREDITORS					
Amounts falling due within one year	14	(18,502)	(41,930)	(60,432)	(68,287)
NET CURRENT ASSETS		<u>204,446</u>	<u>25,238</u>	<u>229,684</u>	<u>168,371</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>204,446</u>	<u>25,238</u>	<u>229,684</u>	<u>168,371</u>
NET ASSETS		<u>204,446</u>	<u>25,238</u>	<u>229,684</u>	<u>168,371</u>
FUNDS	16				
Unrestricted funds				204,446	144,048
Restricted funds				<u>25,238</u>	<u>24,323</u>
TOTAL FUNDS				<u>229,684</u>	<u>168,371</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2023 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 6.11.2023 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 2023**

	Notes	31.3.23 £	31.3.22 £
Cash flows from operating activities			
Cash generated from operations	1	<u>10,632</u>	<u>58,296</u>
Net cash provided by operating activities		<u>10,632</u>	<u>58,296</u>
 Cash flows from investing activities			
Interest received		<u>1,667</u>	<u>1,173</u>
Net cash provided by investing activities		<u>1,667</u>	<u>1,173</u>
		<u> </u>	<u> </u>
Change in cash and cash equivalents in the reporting period		12,299	59,469
Cash and cash equivalents at the beginning of the reporting period	2	<u>189,760</u>	<u>130,291</u>
 Cash and cash equivalents at the end of the reporting period	2	<u>202,059</u>	<u>189,760</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 2023**

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES			
	31.3.23	31.3.22	
	£	£	
Net income for the reporting period (as per the Statement of Financial Activities)	61,313	11,808	
Adjustments for:			
Interest received	(1,667)	(1,173)	
(Increase)/decrease in debtors	(46,103)	45,486	
(Decrease)/increase in creditors	<u>(2,911)</u>	<u>2,175</u>	
Net cash provided by operations	<u>10,632</u>	<u>58,296</u>	
 2. ANALYSIS OF CASH AND CASH EQUIVALENTS			
	31.3.23	31.3.22	
	£	£	
Cash in hand	215	65	
Notice deposits (less than 3 months)	206,274	199,069	
Overdrafts included in bank loans and overdrafts falling due within one year	<u>(4,430)</u>	<u>(9,374)</u>	
Total cash and cash equivalents	<u>202,059</u>	<u>189,760</u>	
 3. ANALYSIS OF CHANGES IN NET FUNDS			
	At 1.4.22	Cash flow	At 31.3.23
	£	£	£
Net cash			
Cash at bank and in hand	199,134	7,355	206,489
Bank overdraft	<u>(9,374)</u>	<u>4,944</u>	<u>(4,430)</u>
	<u>189,760</u>	<u>12,299</u>	<u>202,059</u>
Total	<u>189,760</u>	<u>12,299</u>	<u>202,059</u>

The notes form part of these financial statements

**Notes to the Financial Statements
for the Year Ended 31 March 2023**

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

	31.3.23	31.3.22
	£	£
Donations	3,811	2,239
Grants	<u>1,136</u>	<u>5,078</u>
	<u>4,947</u>	<u>7,317</u>

Pembrokeshire Citizens Advice Bureau

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

2. DONATIONS AND LEGACIES - continued

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

	31.3.23	31.3.22
	£	£
DRO grant	136	78
Pembroke Dock Town Council	-	5,000
Tesco	<u>1,000</u>	<u>-</u>
	<u><u>1,136</u></u>	<u><u>5,078</u></u>

3. INVESTMENT INCOME

	31.3.23	31.3.22
	£	£
Deposit account interest	<u>1,667</u>	<u>1,173</u>

4. INCOME FROM CHARITABLE ACTIVITIES

	31.3.23	31.3.22
	£	£
Service level agreements	243,849	234,985
Grants	<u>349,324</u>	<u>330,752</u>
	<u><u>593,173</u></u>	<u><u>565,737</u></u>

Service agreements included in the above, are as follows:

	31.3.23	31.3.22
	£	£
Pembrokeshire County Council	136,467	112,700
Universal Credit, Help to Claim	(93)	54,035
Hywel Dda, GP Partners and Partners for the journey	55,000	60,000
Big Energy Saving Network / Energy Advice Programme	14,160	7,750
Financial Capability Forum	6,715	500
Moondance Foundation	<u>31,600</u>	<u>-</u>
	<u><u>243,849</u></u>	<u><u>234,985</u></u>

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

	31.3.23	31.3.22
	£	£
British Gas Energy Trust	-	10,043
Henry Smith	-	30,000
Single Advice Fund	298,179	244,073
Warner Wales	-	20,034
CCG - Community Financial Literacy Project, Money Talks	-	15,000
Kickstart Scheme	8,206	11,212
Windrush Compensation Scheme	-	390
PAVS, Keep warm, keep well	<u>42,939</u>	<u>-</u>
	<u><u>349,324</u></u>	<u><u>330,752</u></u>

During the year, Pembrokeshire Citizens Advice Bureau received £15,000 as agent from Citizens Advice - Advicelink, SAF funding. The funds were paid over in full to 3 partner organisations during the year.

Pembrokeshire Citizens Advice Bureau

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

5. OTHER INCOME

	31.3.23	31.3.22
	£	£
Room hire	<u>4,800</u>	<u>3,580</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 7)	Support costs (see note 8)	Totals
	£	£	£
Charitable activities	480,920	-	480,920
Support costs	-	61,756	61,756
Governance	<u>-</u>	<u>598</u>	<u>598</u>
	<u>480,920</u>	<u>62,354</u>	<u>543,274</u>

7. DIRECT COSTS OF CHARITABLE ACTIVITIES

	31.3.23	31.3.22
	£	£
Staff costs	372,894	417,720
Staff expenses	1,659	752
Office costs	23,716	26,146
Premises costs	32,030	35,457
Citizens Advice fees	5,773	5,773
Small equipment purchases	6,927	-
Volunteer travel	697	164
Staff training	1,619	1,783
Advertising	-	1,883
Legal and Professional	1,400	321
Sundry	1,105	108
Energy vouchers	<u>33,100</u>	<u>-</u>
	<u>480,920</u>	<u>490,107</u>

8. SUPPORT COSTS

	Management	Finance	Governance costs	Totals
	£	£	£	£
Support costs	61,647	109	-	61,756
Governance	<u>-</u>	<u>-</u>	<u>598</u>	<u>598</u>
	<u>61,647</u>	<u>109</u>	<u>598</u>	<u>62,354</u>

Pembrokeshire Citizens Advice Bureau

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

8. SUPPORT COSTS - continued

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

Management

	31.3.23 Support costs £	31.3.22 Total activities £
Wages	38,333	42,432
Pensions	886	1,056
Sundries	768	1,458
Office support costs	10,485	11,389
Rent and premises costs	4,514	6,736
Accountancy	4,910	7,840
Payroll fees	<u>1,751</u>	<u>888</u>
	<u>61,647</u>	<u>71,799</u>

Finance

	31.3.23 Support costs £	31.3.22 Total activities £
Bank charges	<u>109</u>	<u>148</u>

Governance costs

	31.3.23 Governance £	31.3.22 Total activities £
Accountancy fees	550	500
Legal fees	<u>48</u>	<u>3,445</u>
	<u>598</u>	<u>3,945</u>

9. NET INCOME/(EXPENDITURE)

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

	31.3.23 £	31.3.22 £
Independent examiners fee	<u>2,580</u>	<u>2,400</u>

Pembrokeshire Citizens Advice Bureau

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

Total trustees' expenses paid for the year to 31 March 2023 were £nil (2022 £191).

11. STAFF COSTS

	31.03.23	31.03.22
	£	£
Wages and salaries	380,238	423,752
Social Security costs	20,818	24,623
Other pension costs	<u>11,057</u>	<u>12,833</u>
	<u>412,113</u>	<u>461,208</u>

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

	31.3.23	31.3.22
All activities	<u>22</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 2023**

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - 31.03.2022			
	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	7,317	-	7,317
Charitable activities			
Charitable activities	128,590	437,147	565,737
Investment income	1,173	-	1,173
Other income	<u>3,580</u>	<u>-</u>	<u>3,580</u>
Total	<u>140,660</u>	<u>437,147</u>	<u>577,807</u>
EXPENDITURE ON			
Charitable activities			
Charitable activities	<u>114,940</u>	<u>451,059</u>	<u>565,999</u>
NET INCOME/(EXPENDITURE)	25,720	(13,912)	11,808
Transfers between funds	<u>(20,258)</u>	<u>20,258</u>	<u>-</u>
Net movement in funds	5,462	6,346	11,808
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>138,586</u>	<u>17,977</u>	<u>156,563</u>
TOTAL FUNDS CARRIED FORWARD	<u>144,048</u>	<u>24,323</u>	<u>168,371</u>
13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR			
	31.3.23	31.3.22	
	£	£	
Accrued income	81,771	37,524	
Prepaid expenses	<u>1,856</u>	<u>-</u>	
	<u>83,627</u>	<u>37,524</u>	

Pembrokeshire Citizens Advice Bureau

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23	31.3.22
	£	£
Bank loans and overdrafts (see note 15)	4,430	9,374
Creditors	9,554	8,329
Accrued expenses	8,948	10,584
Deferred income	<u>37,500</u>	<u>40,000</u>
	<u>60,432</u>	<u>68,287</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 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General advice	144,048	64,063	(3,665)	204,446
Restricted funds				
Warmer Wales	-	1,993	-	1,993
Advicelink	-	(3,657)	3,657	-
BEIS	1,799	(1,807)	8	-
Partners for the Journey	21,737	(965)	-	20,772
Energy Advice Programme	-	1,686	-	1,686
British Gas Energy Trust - Community Reach	<u>787</u>	<u>-</u>	<u>-</u>	<u>787</u>
	<u>24,323</u>	<u>(2,750)</u>	<u>3,665</u>	<u>25,238</u>
TOTAL FUNDS	<u>168,371</u>	<u>61,313</u>	<u>-</u>	<u>229,684</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General advice	210,648	(146,585)	64,063
Restricted funds			
Warmer Wales	31,600	(29,607)	1,993
Advicelink	293,179	(296,836)	(3,657)
BEIS	-	(1,807)	(1,807)
Partners for the Journey	55,000	(55,965)	(965)
Energy Advice Programme	<u>14,160</u>	<u>(12,474)</u>	<u>1,686</u>
	<u>393,939</u>	<u>(396,689)</u>	<u>(2,750)</u>
TOTAL FUNDS	<u>604,587</u>	<u>(543,274)</u>	<u>61,313</u>

Pembrokeshire Citizens Advice Bureau

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

16. MOVEMENT IN FUNDS - continued

Comparatives for 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				
Warmer Wales	3,306	(6,733)	3,427	-
Henry Smith	-	(930)	930	-
Help to Claim	-	(254)	254	-
Advicelink	5,522	(18,843)	13,321	-
BEIS	1,799	-	-	1,799
Partners for the Journey	7,350	14,387	-	21,737
Kickstart	-	(2,187)	2,187	-
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>

Comparative 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)
Advicelink	244,073	(262,916)	(18,843)
Partners for the Journey	60,000	(45,613)	14,387
Kickstart	11,212	(13,399)	(2,187)
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>577,807</u>	<u>(565,999)</u>	<u>11,808</u>

Pembrokeshire Citizens Advice Bureau

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

17. RELATED PARTY DISCLOSURES

Mr A.E. Sangster (Chairman) is a Trustee of Pembrokeshire Association of Voluntary Services (PAVS). During the period PAVS provided funding of £42,939 to the Charity and acted as its landlord.

Pembrokeshire Citizens Advice Bureau

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2023**

	31.3.23 £	31.3.22 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	3,811	2,239
Grants	<u>1,136</u>	<u>5,078</u>
	4,947	7,317
Investment income		
Deposit account interest	1,667	1,173
Charitable activities		
Service level agreements	243,849	234,985
Grants	<u>349,324</u>	<u>330,752</u>
	593,173	565,737
Other income		
Room hire	<u>4,800</u>	<u>3,580</u>
Total incoming resources	604,587	577,807
EXPENDITURE		
Charitable activities		
Wages	362,723	405,943
Pensions	10,171	11,777
Staff expenses	1,659	752
Office costs	23,716	26,146
Premises costs	32,030	35,457
Citizens Advice fees	5,773	5,773
Small equipment purchases	6,927	-
Volunteer travel	697	164
Staff training	1,619	1,783
Advertising	-	1,883
Legal and Professional	1,400	321
Sundry	1,105	108
Energy vouchers	<u>33,100</u>	<u>-</u>
	480,920	490,107
Support costs		
Management		
Wages	38,333	42,432
Pensions	886	1,056
Sundries	768	1,458
Office support costs	10,485	11,389
Rent and premises costs	4,514	6,736
Accountancy	4,910	7,840
Carried forward	59,896	70,911

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 2023**

	31.3.23 £	31.3.22 £
Management		
Brought forward	59,896	70,911
Payroll fees	<u>1,751</u>	<u>888</u>
	61,647	71,799
Finance		
Bank charges	109	148
Governance costs		
Accountancy fees	550	500
Legal fees	<u>48</u>	<u>3,445</u>
	<u>598</u>	<u>3,945</u>
Total resources expended	<u>543,274</u>	<u>565,999</u>
Net income	<u><u>61,313</u></u>	<u><u>11,808</u></u>

This page does not form part of the statutory financial statements

