

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 2024
for
Pembrokeshire Citizens Advice Bureau

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

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for the Year Ended 31 March 2024**

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Pembrokeshire Citizens Advice Bureau

**Reference and Administrative Details
for the Year Ended 31 March 2024**

TRUSTEES

Mrs M Bowen
Mr A E Sangster (Chair)
Mr C Osborne
Mrs W Matthews
Mr R White
Miss C Sarrionandia
Mr A Glaze Trustee (appointed 31.10.23)

PCC REPRESENTATIVES

Cllr Steve Alderman
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

**Report of the Trustees
for the Year Ended 31 March 2024**

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 2024. 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 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.

**Report of the Trustees
for the Year Ended 31 March 2024**

OBJECTIVES AND ACTIVITIES

Significant activities

This year has seen ongoing challenges within 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. 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.

We initiated a strategic review in early 2024 with the aim to ensure we remain flexible in our response to challenge and that we use our resources effectively and efficiently, while putting the needs of our community and our team at the forefront of our thinking.

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 continued to forge strong and effective partnerships with other service providers in the statutory and Third Sector and our referrals to and from these agencies increased. In 2023-24 we received over 850 referrals from partner agencies.

Advice Statistics

In 2023-24 we helped 6,206 clients with 24,536 issues which represents a six-year high.

43% of issues were regarding welfare benefits and Universal Credit, 22.5% debt and financial capability, 40% of all welfare benefits enquiries concerned personal independence payments (PIP), 8% regarding Universal Credit. Where recorded, 68% of our clients were disabled or had a long-term health condition.

Income gains: £ 1,979,355

Debt write-offs: £ 219,110

Projects

General Advice

We are funded by Pembrokeshire County Council (PCC) to provide generalist advice services to all communities of Pembrokeshire through our local advice line and appointments and via emails. We also receive direct referrals for PCC tenants in need to debt advice and income maximisation.

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

PCC also funds us to deliver the People PoWeR Welfare Rights project. This enables us to work with families with children and young people to boost their incomes by identifying missing benefit entitlement that they can apply for. The service is based in schools and community, working in a multi-agency way with statutory and third sector family and children's support services.

**Report of the Trustees
for the Year Ended 31 March 2024**

OBJECTIVES AND ACTIVITIES

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.

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.

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. We delivered remote telephone support to clients across Wales checking callers' eligibility for additional benefits and assisting with claiming them. This service also provides generalist advice from the national remote overflow calls.

Partners for the Journey project, funded by Hywel Dda University Health Board and local GP clusters, 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.

Warmer Wales: We provide in-depth energy support by providing advice and information on energy debt, lowering usage, comparison checks, and bill queries remotely from our offices in Pembroke Dock and Haverfordwest. We also have the capacity to undertake home visits for vulnerable client through this project. Last Winter we were funded by the local authority to deliver fuel vouchers and pre-paid energy cards to clients.

Basic Income Pilot: The Welsh Government 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 include 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 2023-24, 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, Pobl/Gwalia, Pembrokeshire People First, and PATH, Social Care and Housing department, Education and Family Support department (Pembrokeshire County Council), DWP, Hywel Dda Health Board, Alzheimer's Society, Pembrokeshire Community Hub, Ateb, Care and Repair, 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.

**Report of the Trustees
for the Year Ended 31 March 2024**

OBJECTIVES AND ACTIVITIES

Research & Campaigns

Our Research and Campaign work involves raising awareness, both locally and nationally, of issues that our clients are experiencing. We do this by analysing the information and data we gather and also by completing case studies about issues that we think need to be raised with policy makers and service providers e.g. the lack of awareness of benefit entitlement in the pensioner age population; another was the widening gap between the local housing allowance and local rents. We met with prospective candidates in the general election and also presented at information sessions for candidates.

STRATEGIC REPORT

Overview

We continued to be funded by Pembrokeshire County Council without whom we could not continue to deliver our services. We also received major financial support from Welsh Government. We received funding from British Gas Energy Trust and the Moondance Foundation, Primary Care Clusters/Hywel Dda Health Board, and Pembroke Dock Town Council. We are also most grateful to all those who made donations. We employed an average of 26 staff and 14 volunteers throughout the year and salary costs accounted for 74% of our total budget.

Total Income £761,777

Total Expenditure £706,773

Surplus £55,004

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 2024/25 of £1,556

The trustees are mindful of continuing financial pressures: 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.

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.

**Report of the Trustees
for the Year Ended 31 March 2024**

STRATEGIC REPORT

Future developments 2024 - 25

Following a strategic review of our service which involved all members of our team, we will be focusing on the following priorities and outcomes

1. Provide advice to people in the best way for them and be flexible in how we do this.
 - Clients are better off (income gains, debt write-offs, etc.)
 - Quality of Advice (improved QAA)
 - Range of ways to access (phone, face-2-face, email, webchat and drop-ins when we can manage it.
 - People are better at helping themselves
 2. Improve access for the most vulnerable through focused partnerships
 - Better informed partners so that referrals are appropriate and clients are helped - 'wrap-around' support.
 - Shared funding and projects / resources
 - Two-way flow of referrals - training other organisations can help to receive appropriate referrals.
 3. Focus on our People and Culture
 - A work environment is maintained where all members of the workforce can thrive and achieve their fullest potential within our organisation.
 - Our organisation promotes equality, diversity and inclusion and challenges discrimination.
 - The volunteer experience and support offer has been improved
 - Our staff and volunteers are empowered - We trust our people to use their initiative
- Improve client outcomes through a focus on positioning, profile, and influence
- We continue to develop strong collaborative working relationships with other agencies in the county and regionally.
 - We have strengthened our Research & Campaigns effort and impact.
 - We have better communication systems - internal and external

Maintain a financially robust and sustainable organisation

- We have developed a more diverse funding base that allows us to establish a sustainable staffing level to meet rising demand.
- Our ICT and equipment infrastructure supports new and varied delivery platforms.

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.

**Report of the Trustees
for the Year Ended 31 March 2024**

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 15 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. 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 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, governance, and strategic development 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 Service Delivery Manager is responsible for supporting the Chief Executive to deliver the organisation's business plan, and development of new programmes and projects. He is also responsible for the day-to-day advice service delivery of the service. The Training and Quality Manager is responsible for developing and delivering the organisation's training programme and for ensuring quality of advice is maintained. They are supported by Managers/Supervisors in supporting our team of advisers, both paid and volunteer. The Office Manager is responsible for ensuring all administrative and support functions are maintained to a high order, including HR and IT. The Finance administrator is responsible for assisting the Chief Executive to undertake her finance duties.

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 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 Executive 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
for the Year Ended 31 March 2024**

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 7 November 2024 and signed on the board's behalf by:

A handwritten signature in blue ink, appearing to read 'A E Sangster', is written over a faint horizontal line.

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 2024.

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: 7.11.24

Pembrokeshire Citizens Advice Bureau

Statement of Financial Activities
for the Year Ended 31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	6,028	-	6,028	4,947
Charitable activities	4				
Charitable activities		304,523	441,738	746,261	593,173
Investment income	3	5,648	-	5,648	1,667
Other income	5	3,840	-	3,840	4,800
Total		<u>320,039</u>	<u>441,738</u>	<u>761,777</u>	<u>604,587</u>
EXPENDITURE ON					
Charitable activities	6				
Charitable activities		201,074	427,465	628,539	480,920
Support costs		52,984	24,515	77,499	61,756
Governance		284	451	735	598
Total		<u>254,342</u>	<u>452,431</u>	<u>706,773</u>	<u>543,274</u>
NET INCOME/(EXPENDITURE)		65,697	(10,693)	55,004	61,313
Transfers between funds	16	<u>(13,435)</u>	<u>13,435</u>	-	-
Net movement in funds		52,262	2,742	55,004	61,313
RECONCILIATION OF FUNDS					
Total funds brought forward		204,446	25,238	229,684	168,371
TOTAL FUNDS CARRIED FORWARD		<u><u>256,708</u></u>	<u><u>27,980</u></u>	<u><u>284,688</u></u>	<u><u>229,684</u></u>

The notes form part of these financial statements

Balance Sheet
31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
CURRENT ASSETS					
Debtors	13	73,996	630	74,626	83,627
Cash at bank and in hand		229,973	27,350	257,323	206,489
		<u>303,969</u>	<u>27,980</u>	<u>331,949</u>	<u>290,116</u>
CREDITORS					
Amounts falling due within one year	14	(47,261)	-	(47,261)	(60,432)
NET CURRENT ASSETS		<u>256,708</u>	<u>27,980</u>	<u>284,688</u>	<u>229,684</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>256,708</u>	<u>27,980</u>	<u>284,688</u>	<u>229,684</u>
NET ASSETS		<u>256,708</u>	<u>27,980</u>	<u>284,688</u>	<u>229,684</u>
FUNDS	16				
Unrestricted funds				256,708	204,446
Restricted funds				27,980	25,238
TOTAL FUNDS				<u>284,688</u>	<u>229,684</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 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 7 November 2024 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 2024**

	Notes	31.3.24 £	31.3.23 £
Cash flows from operating activities			
Cash generated from operations	1	49,616	10,632
Net cash provided by operating activities		<u>49,616</u>	<u>10,632</u>
Cash flows from investing activities			
Interest received		<u>5,648</u>	<u>1,667</u>
Net cash provided by investing activities		<u>5,648</u>	<u>1,667</u>
Change in cash and cash equivalents in the reporting period		<u>55,264</u>	<u>12,299</u>
Cash and cash equivalents at the beginning of the reporting period	2	<u>202,059</u>	<u>189,760</u>
Cash and cash equivalents at the end of the reporting period	2	<u><u>257,323</u></u>	<u><u>202,059</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 2024

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

	31.3.24	31.3.23
	£	£
Net income for the reporting period (as per the Statement of Financial Activities)	55,004	61,313
Adjustments for:		
Interest received	(5,648)	(1,667)
Decrease/(increase) in debtors	9,001	(46,103)
Decrease in creditors	(8,741)	(2,911)
Net cash provided by operations	<u>49,616</u>	<u>10,632</u>

2. ANALYSIS OF CASH AND CASH EQUIVALENTS

	31.3.24	31.3.23
	£	£
Cash in hand	215	215
Notice deposits (less than 3 months)	257,108	206,274
Overdrafts included in bank loans and overdrafts falling due within one year	-	(4,430)
Total cash and cash equivalents	<u>257,323</u>	<u>202,059</u>

3. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23	Cash flow	At 31.3.24
	£	£	£
Net cash			
Cash at bank and in hand	206,489	50,834	257,323
Bank overdraft	(4,430)	4,430	-
	<u>202,059</u>	<u>55,264</u>	<u>257,323</u>
Total	<u>202,059</u>	<u>55,264</u>	<u>257,323</u>

The notes form part of these financial statements

**Notes to the Financial Statements
for the Year Ended 31 March 2024**

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.

Pembrokeshire Citizens Advice Bureau

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

2. DONATIONS AND LEGACIES

	31.3.24	31.3.23
	£	£
Donations	549	3,811
Grants	5,479	1,136
	<u>6,028</u>	<u>4,947</u>

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

	31.3.24	31.3.23
	£	£
DRO grant	137	136
Pembroke Dock Town Council	5,000	-
Tesco	-	1,000
Other grants	342	-
	<u>5,479</u>	<u>1,136</u>

3. INVESTMENT INCOME

	31.3.24	31.3.23
	£	£
Deposit account interest	5,648	1,667

4. INCOME FROM CHARITABLE ACTIVITIES

	31.3.24	31.3.23
	£	£
Service level agreements	216,829	243,849
Grants	529,432	349,324
	<u>746,261</u>	<u>593,173</u>

Service agreements included in the above, are as follows:

	31.3.24	31.3.23
	£	£
Pembrokeshire County Council	145,000	136,467
Universal Credit, Help to Claim	-	(93)
Hywel Dda, GP Partners and Partners for the journey	-	55,000
Big Energy Saving Network / Energy Advice Programme	20,450	14,160
Financial Capability Forum	-	6,715
Moondance Foundation	-	31,600
Warmer Wales	51,379	-
	<u>216,829</u>	<u>243,849</u>

Pembrokeshire Citizens Advice Bureau

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

4. INCOME FROM CHARITABLE ACTIVITIES - continued

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

	31.3.24	31.3.23
	£	£
PAVS - Care in communities	49,039	-
Single Advice Fund	302,429	298,179
Hywel Dda Health Board - GP Partners	65,700	-
Kickstart Scheme	-	8,206
PCC - Welfare Rights	90,000	-
PAVS, Keep warm, keep well	-	42,939
Winter Capacity Funding	7,264	-
Guardian Fund	15,000	-
	<u>529,432</u>	<u>349,324</u>

During the year, Pembrokeshire Citizens Advice Bureau received £28,375 as agent from Citizens Advice - Advicelink, SAF funding. The funds were paid over in full to 3 partner organisations during the year.

5. OTHER INCOME

	31.3.24	31.3.23
	£	£
Room hire	<u>3,840</u>	<u>4,800</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 7) £	Support costs (see note 8) £	Totals £
Charitable activities	628,539	-	628,539
Support costs	-	77,499	77,499
Governance	-	735	735
	<u>628,539</u>	<u>78,234</u>	<u>706,773</u>

Pembrokeshire Citizens Advice Bureau

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

7. DIRECT COSTS OF CHARITABLE ACTIVITIES

	31.3.24	31.3.23
	£	£
Staff costs	501,541	372,894
Staff expenses	7,439	1,659
Office costs	33,857	23,716
Premises costs	37,807	32,030
Citizens Advice fees	5,191	5,773
Small equipment purchases	1,365	6,927
Volunteer travel	1,237	697
Staff training	617	1,619
Legal and Professional	-	1,400
Sundry	385	1,105
Energy vouchers	39,100	33,100
	<u>628,539</u>	<u>480,920</u>

8. SUPPORT COSTS

	Management	Finance	Governance	Totals
	£	£	costs £	£
Support costs	77,281	218	-	77,499
Governance	-	-	735	735
	<u>77,281</u>	<u>218</u>	<u>735</u>	<u>78,234</u>

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

Management

	31.3.24	31.3.23
	Support costs £	Total activities £
Wages	43,412	38,333
Pensions	1,309	886
Sundries	1,286	768
Office support costs	14,937	10,485
Rent and premises costs	5,251	4,514
Accountancy	9,312	4,910
Payroll fees	1,774	1,751
	<u>77,281</u>	<u>61,647</u>

Pembrokeshire Citizens Advice Bureau

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

8. SUPPORT COSTS - continued
Finance

	31.3.24 Support costs £	31.3.23 Total activities £
Bank charges	218	109
	<u>218</u>	<u>109</u>

Governance costs

	31.3.24 Governance £	31.3.23 Total activities £
Accountancy fees	551	550
Legal fees	184	48
	<u>735</u>	<u>598</u>

9. NET INCOME/(EXPENDITURE)

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

	31.3.24 £	31.3.23 £
Independent examiners fee	2,800	2,760
	<u>2,800</u>	<u>2,760</u>

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

11. STAFF COSTS

	31.03.24 £	31.03.23 £
Wages and salaries	506,371	380,238
Social Security costs	25,456	20,818
Other pension costs	14,327	11,057
	<u>546,154</u>	<u>412,113</u>

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

	31.3.24	31.3.23
All activities	26	22
	<u>26</u>	<u>22</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

11. STAFF COSTS - continued

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

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - 31.03.2023

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	4,947	-	4,947
Charitable activities			
Charitable activities	199,234	393,939	593,173
Investment income	1,667	-	1,667
Other income	4,800	-	4,800
Total	<u>210,648</u>	<u>393,939</u>	<u>604,587</u>
EXPENDITURE ON			
Charitable activities			
Charitable activities	104,218	376,702	480,920
Support costs	42,227	19,529	61,756
Governance	140	458	598
Total	<u>146,585</u>	<u>396,689</u>	<u>543,274</u>
NET INCOME/(EXPENDITURE)	64,063	(2,750)	61,313
Transfers between funds	<u>(3,665)</u>	<u>3,665</u>	<u>-</u>
Net movement in funds	60,398	915	61,313

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - 31.03.2023 - continued

	Unrestricted funds £	Restricted funds £	Total funds £
RECONCILIATION OF FUNDS			
Total funds brought forward	144,048	24,323	168,371
TOTAL FUNDS CARRIED FORWARD	<u>204,446</u>	<u>25,238</u>	<u>229,684</u>

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24 £	31.3.23 £
Accrued income	72,250	81,771
Prepaid expenses	2,376	1,856
	<u>74,626</u>	<u>83,627</u>

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24 £	31.3.23 £
Bank loans and overdrafts (see note 15)	-	4,430
Creditors	15,937	9,554
Accrued expenses	31,324	8,948
Deferred income	-	37,500
	<u>47,261</u>	<u>60,432</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.

Pembrokeshire Citizens Advice Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

16. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General advice	204,446	65,697	(13,435)	256,708
Restricted funds				
Warmer Wales	1,993	768	-	2,761
Advicelink	-	(13,431)	13,431	-
Partners for the Journey	20,772	(470)	-	20,302
Energy Advice Programme	1,686	2,444	-	4,130
British Gas Energy Trust - Community				
Reach	787	-	-	787
Cost of Living	-	(4)	4	-
	<u>25,238</u>	<u>(10,693)</u>	<u>13,435</u>	<u>27,980</u>
TOTAL FUNDS	<u>229,684</u>	<u>55,004</u>	<u>-</u>	<u>284,688</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General advice	320,039	(254,342)	65,697
Restricted funds			
Warmer Wales	41,479	(40,711)	768
Advicelink	302,429	(315,860)	(13,431)
Partners for the Journey	65,700	(66,170)	(470)
Energy Advice Programme	17,130	(14,686)	2,444
Cost of Living	15,000	(15,004)	(4)
	<u>441,738</u>	<u>(452,431)</u>	<u>(10,693)</u>
TOTAL FUNDS	<u>761,777</u>	<u>(706,773)</u>	<u>55,004</u>

Pembrokeshire Citizens Advice Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

16. MOVEMENT IN FUNDS - continued

Comparatives for 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	787	-	-	787
	<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>

Comparative 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	14,160	(12,474)	1,686
	<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>

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

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 £49,039 to the Charity and acted as its landlord.

