

MONMOUTHSHIRE COUNTY CITIZENS ADVICE BUREAU LTD

England & Wales · Charity number 1125068

Details

Other names	CHEPSTOW & DISTRICT CITIZENS ADVICE BUREAU LTD
Status	Registered
Legal form	Charitable company
Company number	06532431
Registered	2008-07-21
Register	View on the Charity Commission register

Contact

Address	Monmouthshire County Citizens Advice The Gate House High Street Chepstow NP16 5LH
Phone	01291422119
Email	sue.prescott@monca.org.uk

Activities

Objects: TO PROMOTE ANY CHARITABLE PURPOSE FOR THE PUBLIC BENEFIT BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS IN PARTICULAR, BUT WITHOUT LIMITATION, FOR THE BENEFIT OF THE COMMUNITY IN WALES AND SURROUNDING AREAS.

Activities: The provision of advice and information services in Monmouthshire and bordering Counties in England and Wales using trained volunteer advisers under the umbrella of the National Association of Citizens Advice Bureaux.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** Disability, The Prevention Or Relief Of Poverty, Accommodation/housing, Economic/community Development/employment, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** WALES AND SURROUNDING AREAS
- Gloucestershire
- Herefordshire
- Monmouthshire
- Newport City
- Torfaen

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£362,223	£451,224	-	-
2024-03-31	£462,063	£460,294	-	-
2023-03-31	£386,210	£353,076	-	-
2022-03-31	£304,270	£282,612	-	-
2021-03-31	£239,400	£217,974	-	-

Trustees

Name	Role	Appointed
Stephen Read	Chair	2022-12-06
Allan McBain		2023-04-17
Doug Gibson		2024-04-29
Maurice Barnes		2023-09-04
Michael Yhnell		2022-12-06
Rhona Parry-Keane		2026-04-27
Sally Meyrick		2024-12-04
Vilija Norke		2023-02-06

Accounts

REGISTERED COMPANY NUMBER: 06532431 (England and Wales)
REGISTERED CHARITY NUMBER: 1125068

**REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025
FOR
MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD
(A COMPANY LIMITED BY GUARANTEE)**

Arthur Gait & Company Limited
Chartered Certified Accountants
18 Gold Tops
Newport
NP20 5WJ

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

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FOR THE YEAR ENDED 31 MARCH 2025**

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**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2025**

TRUSTEES	S. Read - Chair V. Norke - Vice-Chair G. Wilde M. Yhnell - Treasurer A. McBain M. Barnes D. Gibson (appointed 29.4.24) S Meyrick (appointed 9.12.24)
REGISTERED OFFICE	The Gate House, High Street Chepstow Monmouthshire NP16 5LH
REGISTERED COMPANY NUMBER	06532431 (England and Wales)
REGISTERED CHARITY NUMBER	1125068
INDEPENDENT EXAMINER	Arthur Gait & Company Limited Chartered Certified Accountants 18 Gold Tops Newport NP20 5WJ
BANKERS	Co-operative Bank P.O. Box 250 Delf House Southway Skelmersdale WN8 6WT Monmouthshire Building Society Monmouthshire House John Frost Square Newport South Wales NP20 1PX
KEY MANAGEMENT	Mal Edgson - Chief Executive

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

Monmouthshire County Citizens Advice Bureau Ltd is a registered charity and a company limited by guarantee. It is governed by a board of trustees who are also directors for the purposes of the Companies Act 2006. This is their annual report and the financial statements of the charity for the year ended 31 March 2025.

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

The charitable purpose of Monmouthshire County Citizens Advice Bureau Ltd is "to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Monmouthshire and surrounding areas".

The trustees have agreed the following aims:

- to provide the advice people need for the problems they face and to campaign to improve the policies and practices that affect people's lives;
- to provide a service that is free, independent, confidential and impartial; and
- to value diversity, promote equality and challenge discrimination.

In pursuing these aims we are focused on ensuring that advice is available when and where Monmouthshire people need it and that they are able to access that advice face to face, by telephone or digitally in the way that best meets their needs. Our campaigning involves engaging with government agencies locally and nationally as both can have a significant impact on Monmouthshire people and the problems they face.

In furtherance of these aims we seek to secure training and employment opportunities for local people providing bilingual digital advice, usually by phone, email or webchat, across Wales and England.

Significant activities

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

Public benefit

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken during the year. The trustees are satisfied that the information provided in the report and financial statements meets the public benefit reporting requirements.

Grantmaking

The organisation makes no grants to other organisations. A small fund made available by Monmouthshire County Council is used to provide energy vouchers directly to clients in need.

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

ACHIEVEMENTS AND PERFORMANCE

Charitable activities - how our activities deliver public benefit

Provision of a broad based generalist information and advice service on a wide range of subjects including social security benefits, consumer rights, taxation, debt and credit, housing and eviction, employment rights, family and other relationships, energy, immigration and education.

Provision of specialist advice on debt, housing and eviction, and welfare rights including representation at Tribunals and County Court.

Raising public awareness of rights, entitlements and the effects of recent or proposed changes in the law by means of Citizens Advice information leaflets, talks, presentations, the website, the newsletter and through the local media.

Influencing developments in social policy as a result of information provided from our work with local people about how laws and policies affect our communities.

Building Community Cohesion through the provision of volunteering opportunities.

A review of charitable activities

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

Client and enquiry statistics

	2021-22	2022-23	2023-24	2024-25
Unique clients	5,675	5,823	3,630	3,285
Issues recorded	9,909	11,536	11,219	9,834
Clients from Monmouthshire area helped by us	1,386	1,834	1,973	2,062
Clients from Monmouthshire helped by whole service	2,098	2,608	2,762	2,815
Financial gains (Monmouthshire residents)	£1,281,105	£2,115,991	£2,903,099	£4,133,685
Debt written off (Monmouthshire residents)	£469,496	£318,274	£289,746	£350,660

Fundraising activities

The charity relies on grant aid from the donors identified in the accounts, whose support is most valued. The charity also has a service level agreement with Monmouthshire County Council. Grants are received from Welsh Government, The National Grid, Citizens Advice, The National Lottery, WCVA, and Local Community Councils.

Factors relevant to the achievement of the charity's objectives

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

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

FINANCIAL REVIEW

Financial position

The charity's overall deficit for the year amounted to £89,001 (2024 surplus £1,769).

At 31st March 2025, the charity had net assets and total funds amounting to £100,239 (2024 £189,240). Of these funds, £100,239 (2024 £148,421) are unrestricted and £0 (2024 £40,819) are restricted.

Given the reported deficit of £89,001 for the 24-25 financial year the Board of Monmouthshire County Citizens Advice Bureau Ltd have noted the following:

- A number of funds made available during the cost of living crisis and the COVID 19 pandemic have now ended.
- A mismatch between income and expenditure caused by the timing of two grants received in 2023-24 financial year and partially expended in 2024-25 have given the appearance of a substantial change in financial outturn between the years. This is evidenced by the change in restricted funds balances, detailed in note 13.
- Shortly after the 2024-25 year end a programme of redundancies was implemented that has enabled the organisation to project a balanced budget for 2025-26.
- Future core funding streams are locked in and not expected to change for the 2026-27 financial year allowing confidence that a balanced budget can be achieved into the future.

Principal funding sources

- Monmouthshire County Council and local community councils provide core funding that enables the provision of a broad based advice service across the county.
- Welsh Government Single Advice Fund Advicelink Cymru Community Focus Advice Project funds information, advice and specialist casework in debt, benefits, employment and other generalist advice areas predominantly delivered from community locations.
- The Trussell Trust provides advice to foodbank users in Monmouthshire.
- Warmer Wales offers energy advice to consumers across Wales but focussed on Monmouthshire.
- Welsh Government Claim What's Yours assists clients to claim their full benefit entitlements.
- The WCVA have funded a part time staff member to support volunteers and volunteer recruitment.

Investment policy and objectives

Our policy is that funds not required for current expenditure will be deposited in interest-bearing bank accounts with one or more secure and reputable banks in accounts providing access within a reasonable notice period.

Reserves policy and going concern

The reserves policy (agreed by trustees on 30 October 2023, to be reviewed annually, remains appropriate) that the trustees will seek to maintain sufficient reserves to provide a reasonable degree of resilience to its operation, by providing for unplanned adverse eventualities that have budgetary impacts.

The Board has considered the risks and uncertainties in detail, and taking into account the need for good stewardship, as well as prudence, conclude that it would be appropriate to set aside an amount equivalent to three months' annual budgeted operating expenditure (in 2024-25, an amount of £91,000) for this purpose.

As at 31 March 2025, the charity had unrestricted reserves totalling £100,239.

The charity's ability to continue to provide current services is largely dependent on funding from local authorities and government agencies. The funding available for 2025-26 is £359,142. The financial statements are prepared on a going concern basis based on the risk assessment and cash flow forecasting exercises undertaken.

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

LOOKING FORWARD

Transforming together: trusted advice in times of change

Purpose

We exist to shape a society where people face far fewer problems.

Who we support

Our information and advice is available to everyone. Structural inequalities lead to certain people facing disadvantages, making them more likely to need our help, and we prioritise their needs.

Our Missions

1 Provide advice fit for the future: Be there for people when they need us in the ways that help make the biggest impact.

2 Close the gap: End the disparities in access and experience for marginalised people.

3 Take early action: Prevent more people reaching crisis by addressing problems earlier.

Our identity

- Led by people's needs
- Trusted experts
- Rooted in the community
- One service with many leaders
- Strengthened by volunteers
- Good partners
- See the whole person

How we deliver

- Provide free, independent, confidential and impartial information and advice
- Use the power of our data to advocate and target solutions to underlying root causes of issues
- Learn, adapt and innovate

Our priority objectives are:

Sustaining and embedding our services in local communities: Consolidate our strong presence on our high streets, supported by digital services, so that people can access local advice delivered by local staff and volunteer advisers.

Regional Collaboration in the Welsh Context: Support and develop the CASEW LCA consortium and make the case for an evolution of Citizens Advice Services in Wales. Consistent with the 5 Ways of Working sustainable Development Principles.

Advice need and funding it: Review delivery model and its capacity to address demand, maintaining a bid ready position and exploring avenues of likely funding.

Our organisation enters the new financial year on a sound financial footing, delivering advice services from locations across the community it serves and in facilities convenient and accessible to the general public.

Our organisation is now part of a consortium of citizens advice offices registered as Citizens Advice South East Wales. The consortium comprises ourselves alongside the local citizens advice offices of Caerphilly Blaenau Gwent, Cardiff and Vale, Newport, Bridgend, Merthyr Tydfil, Rhondda Cynon Taf, and Monmouthshire. The consortium will work together to improve advice services across this wider region.

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is a company limited by guarantee established by its Memorandum of Association dated 12th March 2008 and governed by Articles of Association which were updated in 2022. It is registered with the Charity Commission. Anyone over the age of 18 years who is not a paid or volunteer worker of the Charity and any corporate body or unincorporated association interested in furthering the work of the charity, can become a member of the charity. The members each agree to contribute £1 in the event of the charity winding up. There are currently 8 individual members and no corporate members. Membership of the organisation is restricted to members of the Board.

Recruitment, training and appointment of trustees

As set out in the Articles of Association, the maximum number of trustees is 15 and the minimum is 4 being either:

- a) elected at an annual general meeting (maximum 10 such elected trustees in total), or
- b) co-opted by the trustee board provided that on appointment the total number of co-opted trustees is no more than one third of the total number of trustees.

All elected trustees retire from office at the third annual general meeting following their election, but may be re-elected. All co-opted trustees retire from office at the third annual general meeting following the meeting of the trustee board at which they were appointed, but may then be re-appointed.

In line with best practice, vacancies for trustees are advertised and applicants are interviewed by a panel. However, any member can nominate an individual to be a trustee by giving notice of their intention to nominate that individual between fourteen days and thirty five days before the AGM.

New trustees undergo an induction session to brief them on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision making processes, the business plan, and recent financial performance of the charity. During the induction they meet key employees and other trustees. Trustees are encouraged to attend appropriate external events.

Organisational structure

Monmouthshire County Citizens Advice Bureau Ltd is managed by a board of trustees who are ultimately responsible for all aspects of its activities and administration. The Chief Executive is appointed by the trustees to manage the day to day operations of the charity; authority for operational matters including finance and employment has been delegated by the trustees to the Chief Executive. The board meets quarterly.

Key management remuneration

The remuneration of paid staff is set by reference to norms in the voluntary sector and in particular other local Citizens Advice offices.

Wider network

The charity is a member of Citizens Advice (National Association of Citizens Advice Bureaux). Membership of Citizens Advice confers rights and responsibilities. As a condition of membership the charity follows a performance and quality framework consisting of a combination of self-assessment and external checking. The charity agrees to submit itself to periodic audits as is reasonably required and to provide access to Citizens Advice staff or any other person authorised by Citizens Advice. The charity has to ensure that its governing body can demonstrate responsibility, accountability, and compliance with statutory legislation and show that its decisions are based on clear understanding of the relevant issues.

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Related parties

As stated above, Monmouthshire County Citizens Advice Bureau Ltd is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. It also provides a secure electronic case management tool which must be used by the charity as a condition of membership. Operating policies are based on national guidance and model procedures where provided, but are independently determined by the trustee board of the charity, in order to fulfil its charitable objects and in compliance with national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and council departments on behalf of clients. Where one of the trustees holds the position of trustee or director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

Our organisation is now part of a consortium of citizens advice offices registered as Citizens Advice South East Wales. The consortium comprises ourselves alongside the local citizens advice offices of Caerphilly, Blaenau Gwent, Cardiff and Vale, Newport, Bridgend, Merthyr Tydfil, Rhondda Cynon Taff, and Torfaen. The consortium will work together to improve advice services across this wider region.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The trustees recognise that any major risk the charity is exposed to needs to be reviewed and systems put in place to mitigate those risks. To that end the charity has produced a risk register and action plan to address priority risks and set up a framework for the continuous management and monitoring of risks. Systems are in place to mitigate the risks as they are identified. The risk register is regularly reviewed and in response to medium risks improved emergency procedures and contingency plans are developed.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 10 December 2025 and signed on its behalf by:

M. Yhnell - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

Independent examiner's report to the trustees of Monmouthshire County Citizens Advice Bureau Ltd ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

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.

Mahin Khawaja FCCA
The Association of Chartered Certified Accountants

Arthur Gait & Company Limited
Chartered Certified Accountants
18 Gold Tops
Newport
NP20 5WJ

10 December 2025

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2025**

	Notes	Unrestricted fund £	Restricted funds £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	124,726	235,798	360,524	460,112
Investment income	3	1,699	-	1,699	1,951
Total		<u>126,425</u>	<u>235,798</u>	<u>362,223</u>	<u>462,063</u>
 EXPENDITURE ON					
Charitable activities	4				
Charitable activities		<u>142,058</u>	<u>309,166</u>	<u>451,224</u>	<u>460,294</u>
 NET INCOME/(EXPENDITURE)					
Transfers between funds	13	(15,633) <u>(32,549)</u>	(73,368) <u>32,549</u>	(89,001) <u>-</u>	1,769 <u>-</u>
Net movement in funds		(48,182)	(40,819)	(89,001)	1,769
 RECONCILIATION OF FUNDS					
Total funds brought forward		<u>148,421</u>	<u>40,819</u>	<u>189,240</u>	<u>187,471</u>
 TOTAL FUNDS CARRIED FORWARD		<u><u>100,239</u></u>	<u><u>-</u></u>	<u><u>100,239</u></u>	<u><u>189,240</u></u>

The notes form part of these financial statements

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD (REGISTERED NUMBER: 06532431)**

**BALANCE SHEET
31 MARCH 2025**

	Notes	Unrestricted fund £	Restricted funds £	2025 Total funds £	2024 Total funds £
FIXED ASSETS					
Tangible assets	9	2,894	-	2,894	4,051
CURRENT ASSETS					
Debtors	10	3,893	-	3,893	7,507
Cash at bank and in hand		104,409	-	104,409	194,839
		<u>108,302</u>	<u>-</u>	<u>108,302</u>	<u>202,346</u>
CREDITORS					
Amounts falling due within one year	11	(10,957)	-	(10,957)	(17,157)
NET CURRENT ASSETS		<u>97,345</u>	<u>-</u>	<u>97,345</u>	<u>185,189</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>100,239</u>	<u>-</u>	<u>100,239</u>	<u>189,240</u>
NET ASSETS		<u>100,239</u>	<u>-</u>	<u>100,239</u>	<u>189,240</u>
FUNDS	13				
Unrestricted funds				100,239	148,421
Restricted funds				-	40,819
TOTAL FUNDS				<u>100,239</u>	<u>189,240</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The notes form part of these financial statements

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD (REGISTERED NUMBER: 06532431)**

**BALANCE SHEET - continued
31 MARCH 2025**

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

The financial statements were approved by the Board of Trustees and authorised for issue on 10 December 2025 and were signed on its behalf by:

M. Yhnell - Trustee

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

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.

The trustees consider there are no material uncertainties about the charity's ability to continue as a going concern.

The charity is a private company, limited by guarantee, registered in England and Wales and consequently does not have a share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of winding up. The address of the charity's registered office can be found on page 1.

The presentation currency of the financial statements is the Pound Sterling (£).

Income

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

Donated services and facilities are included at the value to the charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts.

Voluntary income is received by way of grants (including Government grants), donations and gifts, including gift aid where applicable, and is included in full in the statement of financial activities when receivable. Income from grants, where related to performance and specific deliverables, is accounted for when it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Expenditure

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

Expenditure on raising funds comprises the costs associated with attracting voluntary income.

Charitable expenditure includes those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them. All costs have been allocated to activity cost categories on a basis consistent with the use of resources.

Support costs include all those overhead costs of office accommodation, utility services and other services and costs which support the charity's activities. Also, the costs of meeting the constitutional and statutory requirements of the charity and costs linked to the strategic management of the charity.

Tangible fixed assets and depreciation

Tangible fixed assets for use by the charity are stated at cost or, in cases where fixed assets have been donated, at valuation at time of acquisition, less depreciation. The cost of minor additions or those costing below £1,000 are not capitalised.

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

1. ACCOUNTING POLICIES - continued

Tangible fixed assets and depreciation

Depreciation is provided at the following annual rates to write off the cost of each asset over its estimated useful life:

- Office/IT equipment - 20% reducing balance basis

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 of the company at the discretion of the trustees.

Designated funds are unrestricted funds earmarked by the trustees for a particular purpose.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors, or which have been raised by the company for specific purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Any restricted funds that over-spent and are in deficit, are supported using core funding by means of a transfer between funds.

Operating leases and hire purchase agreements

The charity classifies leases of property and printing and telecommunications equipment as operating leases; the title to the property and equipment remains with the lessor. Rental charges are expensed on a straight line basis over the term of the lease.

Pension costs and other post-retirement benefits

The charity enrolls staff in a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate. Differences between contributions payable in the year and contributions paid are shown as either accruals or prepayments in the balance sheet

Financial instruments

The charity only enters into basic financial instruments, transactions that result in the recognition of financial assets and liabilities like accounts receivable and payable. Financial assets and liabilities are offset and the net amount reported in the balance sheet only when there is an enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Debtors

Debtors that are receivable within one year and do not constitute a financing transaction are recorded at the undiscounted amount expected to be received, net of impairment.

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and in hand.

Creditors

Creditors are initially recognised at the transaction price and are thereafter stated at amortised cost using the effective interest method unless the effect of discounting would be immaterial, in which case they are stated at cost.

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

2. DONATIONS AND LEGACIES

	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
Donations	1,156	-	1,156	1,263
Grants	123,570	235,798	359,368	458,849
	<u>124,726</u>	<u>235,798</u>	<u>360,524</u>	<u>460,112</u>

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

	2025 £	2024 £
Single Advice	74,483	84,133
Claim What's Yours	75,600	75,600
Various	2,675	3,925
Abergavenny Town Council	16,000	14,000
Monmouth Town Council	16,000	12,000
Monmouthshire County Council	51,945	51,945
Chepstow Town Council	-	20,950
Caldicot Town Council	12,000	12,000
Caerwent Community Council	2,500	2,500
Portskewett Community Council	1,500	1,500
Magor and Undy Community Council	-	3,000
Trellech Community Council	-	3,500
Warmer Monmouthshire	-	604
Warmer Wales	41,479	41,479
Warm Home Discount: Energy Advice Programme	-	15,750
Advice Project Worker	-	30,000
Chepstow Town Council Cost of Living	20,950	21,339
Trussell Fuel Vouchers	-	7,688
Trussell Foodbank adviser	21,736	22,016
National Lottery Website	-	9,920
Postcode Lottery Cost of Living adviser	-	25,000
WCVA Volunteer Co-ordinator	22,500	-
	<u>359,368</u>	<u>458,849</u>

3. INVESTMENT INCOME

	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
Deposit account interest	<u>1,699</u>	<u>-</u>	<u>1,699</u>	<u>1,951</u>

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

4. CHARITABLE ACTIVITIES COSTS

	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
Charitable activities				
Direct costs	58,894	233,742	292,636	314,162
Support costs (see below)	83,164	75,424	158,588	146,132
	<u>142,058</u>	<u>309,166</u>	<u>451,224</u>	<u>460,294</u>
Support costs				
Management/support staff	37,087	32,102	69,189	58,409
Governance	928	810	1,738	812
Other operating costs	45,149	42,512	87,661	86,911
	<u>83,164</u>	<u>75,424</u>	<u>158,588</u>	<u>146,132</u>

Support costs are shared overhead costs, shared on the basis of staff full time equivalents.

5. NET INCOME/(EXPENDITURE)

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

	2025 £	2024 £
Depreciation - owned assets	1,157	1,158
Independent examiner's fee	960	840
Operating lease costs	<u>10,778</u>	<u>10,778</u>

6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

In 2024, one trustee claimed out-of-pocket expenses amounting to £29 for attending a trustee meeting.

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

7. STAFF COSTS

	2025	2024
	£	£
Wages and salaries	270,969	258,385
Social security costs	13,961	13,139
Pension costs	4,994	4,614
	<u>289,924</u>	<u>276,138</u>

The average number of employees during the year was 17.0 (2024 17.5)

The average number of full time equivalent paid employees, analysed by function, was:

	2025	2024
Chief Officer	0.2	0.2
Advice and information services	9.8	9.3
Admin and support	1.7	1.5
	<u>11.7</u>	<u>11.0</u>

No employee received remuneration of more than £60,000.

The charity consider its key management personnel to comprise the trustees and the Chief Executive. Total emoluments of the key management personnel were £13,923 (2024 £13,584).

The charity enrolls staff in a defined contribution pension scheme administered by The People's Pension under auto-enrolment regulations. The pension cost charge for the year represents contributions payable by the charity to the fund and amount to £4,994 (2024 £4,614).

8. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	126,583	333,529	460,112
Investment income	1,951	-	1,951
Total	<u>128,534</u>	<u>333,529</u>	<u>462,063</u>
EXPENDITURE ON			
Charitable activities			
Charitable activities	132,302	327,992	460,294
NET INCOME/(EXPENDITURE)	(3,768)	5,537	1,769
Transfers between funds	<u>(11,675)</u>	<u>11,675</u>	<u>-</u>
Net movement in funds	(15,443)	17,212	1,769
RECONCILIATION OF FUNDS			
Total funds brought forward	163,864	23,607	187,471

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

8. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted fund £	Restricted funds £	Total funds £
TOTAL FUNDS CARRIED FORWARD	<u>148,421</u>	<u>40,819</u>	<u>189,240</u>

9. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2024 and 31 March 2025	<u>5,209</u>	<u>6,700</u>	<u>11,909</u>
DEPRECIATION			
At 1 April 2024	1,158	6,700	7,858
Charge for year	<u>1,157</u>	<u>-</u>	<u>1,157</u>
At 31 March 2025	<u>2,315</u>	<u>6,700</u>	<u>9,015</u>
NET BOOK VALUE			
At 31 March 2025	<u>2,894</u>	<u>-</u>	<u>2,894</u>
At 31 March 2024	<u>4,051</u>	<u>-</u>	<u>4,051</u>

10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Other debtors	-	3,938
Prepayments and accrued income	<u>3,893</u>	<u>3,569</u>
	<u>3,893</u>	<u>7,507</u>

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Social security and other taxes	3,782	5,025
Accruals	<u>7,175</u>	<u>12,132</u>
	<u>10,957</u>	<u>17,157</u>

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

12. LEASING AGREEMENTS

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

	2025 £	2024 £
Within one year	10,454	10,778
Between one and five years	40,227	-
	<u>50,681</u>	<u>10,778</u>

13. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	148,421	(15,633)	(32,549)	100,239
Restricted funds				
Single Advice Fund	-	(4,846)	4,846	-
Claim What's Yours	-	(795)	795	-
Warmer Wales	-	(1,760)	1,760	-
Advice Project Worker	10,684	(11,136)	452	-
Chepstow Town Council Cost of Living	11,267	(20,324)	9,057	-
Trussell Foodbank adviser	-	(3,049)	3,049	-
National Lottery Website	4,698	(4,703)	5	-
Postcode Lottery Cost of Living Adviser	14,170	(24,762)	10,592	-
WCVA Volunteer Co-ordinator	-	(1,993)	1,993	-
	<u>40,819</u>	<u>(73,368)</u>	<u>32,549</u>	<u>-</u>
TOTAL FUNDS	<u>189,240</u>	<u>(89,001)</u>	<u>-</u>	<u>100,239</u>

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

13. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	126,425	(142,058)	(15,633)
Restricted funds			
Single Advice Fund	74,483	(79,329)	(4,846)
Claim What's Yours	75,600	(76,395)	(795)
Warmer Wales	41,479	(43,239)	(1,760)
Advice Project Worker	-	(11,136)	(11,136)
Chepstow Town Council Cost of Living	-	(20,324)	(20,324)
Trussell Foodbank adviser	21,736	(24,785)	(3,049)
National Lottery Website	-	(4,703)	(4,703)
Postcode Lottery Cost of Living Adviser	-	(24,762)	(24,762)
WCVA Volunteer Co-ordinator	22,500	(24,493)	(1,993)
	<u>235,798</u>	<u>(309,166)</u>	<u>(73,368)</u>
TOTAL FUNDS	<u>362,223</u>	<u>(451,224)</u>	<u>(89,001)</u>

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

13. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	163,864	(3,768)	(11,675)	148,421
Restricted funds				
Single Advice Fund	-	(973)	973	-
Warmer Monmouthshire	-	47	(47)	-
FIM	4,754	(5,000)	246	-
Claim What's Yours	-	(1,293)	1,293	-
Moondance Energy	5,353	(5,500)	147	-
Monmouthshire County Council Cost of Living vouchers	13,500	(13,530)	30	-
Warmer Wales	-	(90)	90	-
Warm Home Discount: Energy Advice Programme	-	3,811	(3,811)	-
Advice Project Worker	-	10,684	-	10,684
Chepstow Town Council Cost of Living	-	11,267	-	11,267
Trussell Foodbank adviser	-	300	(300)	-
National Lottery Website	-	4,698	-	4,698
Postcode Lottery Cost of Living Adviser	-	14,170	-	14,170
Monmouthshire County Council Cost of Living	-	(13,054)	13,054	-
	<u>23,607</u>	<u>5,537</u>	<u>11,675</u>	<u>40,819</u>
TOTAL FUNDS	<u>187,471</u>	<u>1,769</u>	<u>-</u>	<u>189,240</u>

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

13. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	128,534	(132,302)	(3,768)
Restricted funds			
Single Advice Fund	84,133	(85,106)	(973)
Warmer Monmouthshire	604	(557)	47
FIM	-	(5,000)	(5,000)
Claim What's Yours	75,600	(76,893)	(1,293)
Moondance Energy	-	(5,500)	(5,500)
Monmouthshire County Council Cost of Living vouchers	-	(13,530)	(13,530)
Warmer Wales	41,479	(41,569)	(90)
Warm Home Discount: Energy Advice Programme	15,750	(11,939)	3,811
Advice Project Worker	30,000	(19,316)	10,684
Chepstow Town Council Cost of Living	21,339	(10,072)	11,267
Trussell Fuel Vouchers	7,688	(7,688)	-
Trussell Foodbank adviser	22,016	(21,716)	300
National Lottery Website	9,920	(5,222)	4,698
Postcode Lottery Cost of Living Adviser	25,000	(10,830)	14,170
Monmouthshire County Council Cost of Living	-	(13,054)	(13,054)
	<u>333,529</u>	<u>(327,992)</u>	<u>5,537</u>
TOTAL FUNDS	<u><u>462,063</u></u>	<u><u>(460,294)</u></u>	<u><u>1,769</u></u>

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

13. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	163,864	(19,401)	(44,224)	100,239
Restricted funds				
Single Advice Fund	-	(5,819)	5,819	-
Warmer Monmouthshire	-	47	(47)	-
FIM	4,754	(5,000)	246	-
Claim What's Yours	-	(2,088)	2,088	-
Moondance Energy	5,353	(5,500)	147	-
Monmouthshire County Council Cost of Living vouchers	13,500	(13,530)	30	-
Warmer Wales	-	(1,850)	1,850	-
Warm Home Discount: Energy Advice Programme	-	3,811	(3,811)	-
Advice Project Worker	-	(452)	452	-
Chepstow Town Council Cost of Living	-	(9,057)	9,057	-
Trussell Foodbank adviser	-	(2,749)	2,749	-
National Lottery Website	-	(5)	5	-
Postcode Lottery Cost of Living Adviser	-	(10,592)	10,592	-
Monmouthshire County Council Cost of Living	-	(13,054)	13,054	-
WCVA Volunteer Co-ordinator	-	(1,993)	1,993	-
	<u>23,607</u>	<u>(67,831)</u>	<u>44,224</u>	<u>-</u>
TOTAL FUNDS	<u>187,471</u>	<u>(87,232)</u>	<u>-</u>	<u>100,239</u>

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

13. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	254,959	(274,360)	(19,401)
Restricted funds			
Single Advice Fund	158,616	(164,435)	(5,819)
Warmer Monmouthshire	604	(557)	47
FIM	-	(5,000)	(5,000)
Claim What's Yours	151,200	(153,288)	(2,088)
Moondance Energy	-	(5,500)	(5,500)
Monmouthshire County Council Cost of Living vouchers	-	(13,530)	(13,530)
Warmer Wales	82,958	(84,808)	(1,850)
Warm Home Discount: Energy Advice Programme	15,750	(11,939)	3,811
Advice Project Worker	30,000	(30,452)	(452)
Chepstow Town Council Cost of Living	21,339	(30,396)	(9,057)
Trussell Fuel Vouchers	7,688	(7,688)	-
Trussell Foodbank adviser	43,752	(46,501)	(2,749)
National Lottery Website	9,920	(9,925)	(5)
Postcode Lottery Cost of Living Adviser	25,000	(35,592)	(10,592)
Monmouthshire County Council Cost of Living	-	(13,054)	(13,054)
WCVA Volunteer Co-ordinator	22,500	(24,493)	(1,993)
	<u>569,327</u>	<u>(637,158)</u>	<u>(67,831)</u>
TOTAL FUNDS	<u>824,286</u>	<u>(911,518)</u>	<u>(87,232)</u>

The purposes for which the restricted funds are held are as follows:

Single Advice Fund - provides general advice to people within their own communities.

Warmer Monmouthshire - provides energy advice to people in Monmouthshire.

FIM - provides general advice to people in Monmouthshire. This project is funded across two financial years.

Claim What's Yours - provides advice in claiming benefits for people in Wales.

Moondance Energy - provides energy advice to people in Wales.

Monmouthshire County Council Cost of Living - provides fuel vouchers for people in Monmouthshire.

Warmer Wales - provides energy advice to people in Wales, replacing Moondance.

Warm Home Discount: Energy Advice Programme - provides energy saving advice to people in Wales.

Advice Project Worker - provides general advice to people in Monmouthshire.

Chepstow Town Council Cost of Living - provides general advice to people from the Chepstow office.

Trussell Fuel Vouchers - provides fuel vouchers for the people of Monmouthshire.

Trussell Foodbank adviser - provides general advice to people visiting Trussell's Monmouthshire food banks.

National Lottery Website - project to deliver a Monmouthshire County Citizens Advice website.

Postcode Lottery Cost of Living adviser - general advice to people within Monmouthshire.

WCVA Volunteer Co-ordinator - funding a part time staff member to support volunteers and volunteer recruitment.

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

13. MOVEMENT IN FUNDS - continued

Transfers between funds

Any restricted funds that have overspent and are in deficit are supported by core funding by means of a transfer between funds.

14. RELATED PARTY DISCLOSURES

There were related party transactions between Monmouthshire County Citizens Advice Bureau Ltd and Citizens Advice (National Association of Citizens Advice Bureaux) during the year.

The charity paid £5,015 (2024 £4,855) to Citizens Advice in membership fees and to cover the cost of insurance, financial support, and information services.

No amounts were outstanding at the year end.

Accounts

**REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024
FOR
MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD
(A COMPANY LIMITED BY GUARANTEE)**

Arthur Gait & Company Limited
Chartered Certified Accountants
18 Gold Tops
Newport
NP20 5WJ

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

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FOR THE YEAR ENDED 31 MARCH 2024**

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**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2024**

TRUSTEES	C. D. Archer (resigned 17.4.23) N. Fletcher (resigned 4.12.23) S. Read - Chair V. Norke - Vice-Chair G. Wilde M. J. Yhnell - Treasurer A. McBain (appointed 17.4.23) M. Barnes (appointed 4.9.23) D. Gibson (appointed 29.4.24)
REGISTERED OFFICE	The Gate House, High Street Chepstow Monmouthshire NP16 5LH
REGISTERED COMPANY NUMBER	06532431 (England and Wales)
REGISTERED CHARITY NUMBER	1125068
INDEPENDENT EXAMINER	Arthur Gait & Company Limited Chartered Certified Accountants 18 Gold Tops Newport NP20 5WJ
BANKERS	Co-operative Bank P.O. Box 250 Delf House Southway Skelmersdale WN8 6WT
KEY MANAGEMENT	Mal Edgson - Chief Executive

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

Monmouthshire County Citizens Advice Bureau Ltd is a registered charity and a company limited by guarantee. It is governed by a board of trustees who are also directors for the purposes of the Companies Act 2006. This is their annual report and 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

The charitable purpose of Monmouthshire County Citizens Advice Bureau Ltd is "to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Monmouthshire and surrounding areas".

The trustees have agreed the following aims:

- to provide the advice people need for the problems they face and to campaign to improve the policies and practices that affect people's lives;
- to provide a service that is free, independent, confidential and impartial; and
- to value diversity, promote equality and challenge discrimination.

In pursuing these aims we are focused on ensuring that advice is available when and where Monmouthshire people need it and that they are able to access that advice face to face, by telephone or digitally in the way that best meets their needs. Our campaigning involves engaging with government agencies locally and nationally as both can have a significant impact on Monmouthshire people and the problems they face.

In furtherance of these aims we seek to secure training and employment opportunities for local people providing bilingual digital advice, usually by phone, email or webchat, across Wales and England.

Significant activities

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

Public benefit

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken during the year. The trustees are satisfied that the information provided in the report and financial statements meets the public benefit reporting requirements.

Grantmaking

The organisation makes no grants to other organisations. A small fund made available by Monmouthshire County Council is used to provide energy vouchers directly to clients in need.

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

ACHIEVEMENT AND PERFORMANCE

Charitable activities - how our activities deliver public benefit

Provision of a broad based generalist information and advice service on a wide range of subjects including social security benefits, consumer rights, taxation, debt and credit, housing and eviction, employment rights, family and other relationships, energy, immigration and education.

Provision of specialist advice on debt, housing and eviction, and welfare rights including representation at Tribunals and County Court.

Raising public awareness of rights, entitlements and the effects of recent or proposed changes in the law by means of Citizens Advice information leaflets, talks, presentations, the website, the newsletter and through the local media.

Influencing developments in social policy as a result of information provided from our work with local people about how laws and policies affect our communities.

Building Community Cohesion through the provision of volunteering opportunities.

A review of charitable activities

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

Client and enquiry statistics

	2020-21	2021-22	2022-23	2023-24
Unique clients	1,565	5,675	5,823	3,630
Issues recorded	4,925	9,909	11,536	11,219
Clients from Monmouthshire area helped by us	780	1,386	1,834	1,973
Clients from Monmouthshire helped by whole service	1,565	2,098	2,608	2,762
Financial gains (Monmouthshire residents)	£964,260	£1,281,105	£2,115,991	£2,903,099
Debt written off (Monmouthshire residents)	£240,872	£469,496	£318,274	£289,746

Fundraising activities

The charity relies on grant aid from the donors identified in the accounts, whose support is most valued. The charity also has a service level agreement with Monmouthshire County Council. Grants are received from Welsh Government, The Energy Redress Fund, and Citizens Advice, The People's Postcode Lottery Foundation, WCVA, and Local Community Councils

Factors relevant to the achievement of the charity's objectives

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

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

FINANCIAL REVIEW

Financial position

The charity's overall surplus for the year amounted to £1,769 (2023 £33,134).

At 31st March 2024, the charity had net assets and total funds amounting to £189,240 (2023 £187,471). Of these funds, £148,421 (2023 £163,684) are unrestricted and £40,819 (2023 £23,607) are restricted.

Principal funding sources

- Monmouthshire County Council and local community councils provide core funding that enables the provision of a broad based advice service across the county.
- Welsh Government Single Advice Fund Advicelink Cymru Community Focus Advice Project funds information, advice and specialist casework in debt, benefits, employment and other generalist advice areas predominantly delivered from community locations.
- Warmer Wales offers energy advice to consumers across Wales but focussed on Monmouthshire.
- Warmer Monmouthshire offers energy advice and energy saving equipment for people in Monmouthshire.
- Welsh Government Claim Whats Yours assists clients to claim their full benefit entitlements.

Investment policy and objectives

Our policy is that funds not required for current expenditure will be deposited in interest-bearing bank accounts with one or more secure and reputable banks in accounts providing access within a reasonable notice period.

Reserves policy and going concern

The reserves policy (agreed by trustees on 30 October 2023, to be reviewed annually, remains appropriate) that the trustees will seek to maintain sufficient reserves to provide a reasonable degree of resilience to its operation, by providing for unplanned adverse eventualities that have budgetary impacts.

The Board has considered the risks and uncertainties in detail, and taking into account the need for good stewardship, as well as prudence, conclude that it would be appropriate to set aside an amount equivalent to four months' annual budgeted operating expenditure (in 2023-24, an amount of £153,140) for this purpose.

As at 31 March 2024, the charity had unrestricted reserves totalling £148,421.

The charity's ability to continue to provide current services is largely dependent on funding from local authorities and government agencies. The funding available for 2024-25 is £364,762. The financial statements are prepared on a going concern basis based on the risk assessment and cash flow forecasting exercises undertaken.

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

LOOKING FORWARD

Transforming together: trusted advice in times of change

Purpose

We exist to shape a society where people face far fewer problems.

Who we support

Our information and advice is available to everyone. Structural inequalities lead to certain people facing disadvantages, making them more likely to need our help, and we prioritise their needs.

Our Missions

1 Provide advice fit for the future: Be there for people when they need us in the ways that help make the biggest impact.

2 Close the gap: End the disparities in access and experience for marginalised people.

3 Take early action: Prevent more people reaching crisis by addressing problems earlier.

Our identity

- o Led by people's needs
- o Trusted experts
- o Rooted in the community
- o One service with many leaders
- o Strengthened by volunteers
- o Good partners
- o See the whole person

How we deliver

- o Provide free, independent, confidential and impartial information and advice
- o Use the power of our data to advocate and target solutions to underlying root causes of issues
- o Learn, adapt and innovate

Our priority objectives are:

Sustaining and embedding our services in local communities: Consolidate our strong presence on our high streets, supported by digital services, so that people can access local advice delivered by local staff and volunteer advisers.

Regional Collaboration in the Welsh Context: Support and develop the CASEW LCA consortium and make the case for an evolution of Citizens Advice Services in Wales. Consistent with the 5 Ways of Working sustainable Development Principles

Advice need and funding it: Review delivery model and its capacity to address demand, maintaining a bid ready position and exploring avenues of likely funding.

Regional Collaboration in the Welsh Context: support and develop the SE Wales LCA consortium CASEW

Our organisation enters the new financial year on a sound financial footing, delivering advice services from locations across the community it serves and in facilities convenient and accessible to the general public.

Our organisation is now part of a consortium of citizens advice offices registered as Citizens Advice South East Wales. The consortium comprises ourselves alongside the local citizens advice offices of Caerphilly Blaenau Gwent, Cardiff and Vale, Newport, Bridgend, Merthyr Tydfil, Rhondda Cynon Taf, and Monmouthshire. The consortium will work together to improve advice services across this wider region.

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is a company limited by guarantee established by its Memorandum of Association dated 12th March 2008 and governed by Articles of Association which were updated in 2022. It is registered with the Charity Commission. Anyone over the age of 18 years who is not a paid or volunteer worker of the Charity and any corporate body or unincorporated association interested in furthering the work of the charity, can become a member of the charity. The members each agree to contribute £1 in the event of the charity winding up. There are currently 8 individual members and no corporate members. Membership of the organisation is restricted to members of the Board.

Recruitment, training and appointment of trustees

As set out in the Articles of Association, the maximum number of trustees is 15 and the minimum is 4 being either:

- a) elected at an annual general meeting (maximum 10 such elected trustees in total), or
- b) co-opted by the trustee board provided that on appointment the total number of co-opted trustees is no more than one third of the total number of trustees.

All elected trustees retire from office at the third annual general meeting following their election, but may be re-elected. All co-opted trustees retire from office at the third annual general meeting following the meeting of the trustee board at which they were appointed, but may then be re-appointed.

In line with best practice, vacancies for trustees are advertised and applicants are interviewed by a panel. However, any member can nominate an individual to be a trustee by giving notice of their intention to nominate that individual between fourteen days and thirty five days before the AGM.

New trustees undergo an induction session to brief them on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision making processes, the business plan, and recent financial performance of the charity. During the induction they meet key employees and other trustees. Trustees are encouraged to attend appropriate external events.

Organisational structure

Monmouthshire County Citizens Advice Bureau Ltd is managed by a board of trustees who are ultimately responsible for all aspects of its activities and administration. The Chief Executive is appointed by the trustees to manage the day to day operations of the charity; authority for operational matters including finance and employment has been delegated by the trustees to the Chief Executive. The board meets quarterly.

Key management remuneration

The remuneration of paid staff is set by reference to norms in the voluntary sector and in particular other local Citizens Advice offices.

Wider network

The charity is a member of Citizens Advice (National Association of Citizens Advice Bureaux). Membership of Citizens Advice confers rights and responsibilities. As a condition of membership the charity follows a performance and quality framework consisting of a combination of self-assessment and external checking. The charity agrees to submit itself to periodic audits as is reasonably required and to provide access to Citizens Advice staff or any other person authorised by Citizens Advice. The charity has to ensure that its governing body can demonstrate responsibility, accountability, and compliance with statutory legislation and show that its decisions are based on clear understanding of the relevant issues.

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Related parties

As stated above, Monmouthshire County Citizens Advice Bureau Ltd is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. It also provides a secure electronic case management tool which must be used by the charity as a condition of membership. Operating policies are based on national guidance and model procedures where provided, but are independently determined by the trustee board of the charity, in order to fulfil its charitable objects and in compliance with national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and council departments on behalf of clients. Where one of the trustees holds the position of trustee or director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

Our organisation is now part of a consortium of citizens advice offices registered as Citizens Advice South East Wales. The consortium comprises ourselves alongside the local citizens advice offices of Caerphilly, Blaenau Gwent, Cardiff and Vale, Newport, Bridgend, Merthyr Tydfil, Rhondda Cynon Taff, and Torfaen. The consortium will work together to improve advice services across this wider region.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The trustees recognise that any major risk the charity is exposed to needs to be reviewed and systems put in place to mitigate those risks. To that end the charity has produced a risk register and action plan to address priority risks and set up a framework for the continuous management and monitoring of risks. Systems are in place to mitigate the risks as they are identified. The risk register is regularly reviewed and in response to medium risks improved emergency procedures and contingency plans are developed.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

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

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

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

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 2 December 2024 and signed on its behalf by:

M. J. Yhnell - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

Independent examiner's report to the trustees of Monmouthshire County Citizens Advice Bureau Ltd ('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 Institute of Chartered Accountants in England and Wales, 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.

Christine Pritchard FCA
The Institute of Chartered Accountants in England and Wales

Arthur Gait & Company Limited
Chartered Certified Accountants
18 Gold Tops
Newport
NP20 5WJ

12 December 2024

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2024**

	Notes	Unrestricted fund £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	126,583	333,529	460,112	385,387
Charitable activities	4				
Charitable activities		-	-	-	87
Investment income	3	1,951	-	1,951	736
Total		<u>128,534</u>	<u>333,529</u>	<u>462,063</u>	<u>386,210</u>
EXPENDITURE ON					
Charitable activities	5				
Charitable activities		<u>132,302</u>	<u>327,992</u>	<u>460,294</u>	<u>353,076</u>
NET INCOME/(EXPENDITURE)		(3,768)	5,537	1,769	33,134
Transfers between funds	14	<u>(11,675)</u>	<u>11,675</u>	<u>-</u>	<u>-</u>
Net movement in funds		(15,443)	17,212	1,769	33,134
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>163,864</u>	<u>23,607</u>	<u>187,471</u>	<u>154,337</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>148,421</u></u>	<u><u>40,819</u></u>	<u><u>189,240</u></u>	<u><u>187,471</u></u>

The notes form part of these financial statements

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD (REGISTERED NUMBER: 06532431)**

**BALANCE SHEET
31 MARCH 2024**

	Notes	Unrestricted fund £	Restricted funds £	2024 Total funds £	2023 Total funds £
FIXED ASSETS					
Tangible assets	10	4,051	-	4,051	-
CURRENT ASSETS					
Debtors	11	7,507	-	7,507	14,708
Cash at bank and in hand		154,020	40,819	194,839	219,818
		<u>161,527</u>	<u>40,819</u>	<u>202,346</u>	<u>234,526</u>
CREDITORS					
Amounts falling due within one year	12	(17,157)	-	(17,157)	(47,055)
NET CURRENT ASSETS		<u>144,370</u>	<u>40,819</u>	<u>185,189</u>	<u>187,471</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>148,421</u>	<u>40,819</u>	<u>189,240</u>	<u>187,471</u>
NET ASSETS		<u>148,421</u>	<u>40,819</u>	<u>189,240</u>	<u>187,471</u>
FUNDS	14				
Unrestricted funds				148,421	163,864
Restricted funds				<u>40,819</u>	<u>23,607</u>
TOTAL FUNDS				<u>189,240</u>	<u>187,471</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

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The notes form part of these financial statements

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD (REGISTERED NUMBER: 06532431)**

**BALANCE SHEET - continued
31 MARCH 2024**

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

The financial statements were approved by the Board of Trustees and authorised for issue on 2 December 2024 and were signed on its behalf by:

M. J. Yhnell - Trustee

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.

The trustees consider there are no material uncertainties about the charity's ability to continue as a going concern.

The charity is a private company, limited by guarantee, registered in England and Wales and consequently does not have a share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of winding up. The address of the charity's registered office can be found on page 1.

The presentation currency of the financial statements is the Pound Sterling (£).

Income

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

Donated services and facilities are included at the value to the charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts.

Voluntary income is received by way of grants (including Government grants), donations and gifts, including gift aid where applicable, and is included in full in the statement of financial activities when receivable. Income from grants, where related to performance and specific deliverables, is accounted for when it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Expenditure

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

Expenditure on raising funds comprises the costs associated with attracting voluntary income.

Charitable expenditure includes those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them. All costs have been allocated to activity cost categories on a basis consistent with the use of resources.

Support costs include all those overhead costs of office accommodation, utility services and other services and costs which support the charity's activities. Also, the costs of meeting the constitutional and statutory requirements of the charity and costs linked to the strategic management of the charity.

Tangible fixed assets and depreciation

Tangible fixed assets for use by the charity are stated at cost or, in cases where fixed assets have been donated, at valuation at time of acquisition, less depreciation. The cost of minor additions or those costing below £1,000 are not capitalised.

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

1. ACCOUNTING POLICIES - continued

Tangible fixed assets and depreciation

Depreciation is provided at the following annual rates to write off the cost of each asset over its estimated useful life:

- Office/IT equipment - 20% reducing balance basis

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 of the company at the discretion of the trustees.

Designated funds are unrestricted funds earmarked by the trustees for a particular purpose.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors, or which have been raised by the company for specific purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Any restricted funds that over-spent and are in deficit, are supported using core funding by means of a transfer between funds.

Operating leases and hire purchase agreements

The charity classifies leases of property and printing and telecommunications equipment as operating leases; the title to the property and equipment remains with the lessor. Rental charges are expensed on a straight line basis over the term of the lease.

Pension costs and other post-retirement benefits

The charity enrolls staff in a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate. Differences between contributions payable in the year and contributions paid are shown as either accruals or prepayments in the balance sheet

Financial instruments

The charity only enters into basic financial instruments, transactions that result in the recognition of financial assets and liabilities like accounts receivable and payable. Financial assets and liabilities are offset and the net amount reported in the balance sheet only when there is an enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Debtors

Debtors that are receivable within one year and do not constitute a financing transaction are recorded at the undiscounted amount expected to be received, net of impairment.

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and in hand.

Creditors

Creditors are initially recognised at the transaction price and are thereafter stated at amortised cost using the effective interest method unless the effect of discounting would be immaterial, in which case they are stated at cost.

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

2. DONATIONS AND LEGACIES

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Donations	1,263	-	1,263	1,648
Grants	125,320	333,529	458,849	383,739
	<u>126,583</u>	<u>333,529</u>	<u>460,112</u>	<u>385,387</u>

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

	2024 £	2023 £
Single Advice	84,133	70,939
Claim What's Yours	75,600	72,000
HMPT	-	10,000
FIM	-	38,000
Various	3,925	6,400
Abergavenny Town Council	14,000	14,000
Monmouth Town Council	12,000	12,000
Monmouthshire County Council	51,945	51,945
Chepstow Town Council	20,950	20,950
Caldicot Town Council	12,000	15,000
Caerwent Community Council	2,500	2,500
Portskewett Community Council	1,500	1,500
Magor and Undy Community Council	3,000	3,000
Trellech Community Council	3,500	4,000
Warmer Monmouthshire	604	13,405
Moondance Energy	-	31,600
Monmouthshire County Council Cost of Living vouchers	-	16,500
Warmer Wales	41,479	-
Warm Home Discount: Energy Advice Programme	15,750	-
Advice Project Worker	30,000	-
Chepstow Town Council Cost of Living	21,339	-
Trussell Fuel Vouchers	7,688	-
Trussell Foodbank adviser	22,016	-
National Lottery Website	9,920	-
Postcode Lottery Cost of Living adviser	25,000	-
	<u>458,849</u>	<u>383,739</u>

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

3. INVESTMENT INCOME

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Deposit account interest	1,951	-	1,951	736
	<u>1,951</u>	<u>-</u>	<u>1,951</u>	<u>736</u>

4. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2024 £	2023 £
Other income	Charitable activities	-	87
		<u>-</u>	<u>87</u>

5. CHARITABLE ACTIVITIES COSTS

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Charitable activities				
Direct costs	70,508	243,653	314,162	219,624
Support costs (see below)	61,794	84,338	146,132	133,452
	<u>132,303</u>	<u>327,991</u>	<u>460,294</u>	<u>353,076</u>
Support costs				
Management/support staff	22,113	36,296	58,409	64,256
Governance	425	387	812	1,418
Other	39,256	47,655	86,911	67,778
	<u>61,794</u>	<u>84,338</u>	<u>146,132</u>	<u>133,452</u>

Support costs are shared overhead costs, shared on the basis of staff full time equivalents.

6. NET INCOME/(EXPENDITURE)

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

	2024 £	2023 £
Depreciation - owned assets	1,158	-
Independent examiner's fee	840	840
Operating lease costs	10,778	18,107
	<u>12,776</u>	<u>18,947</u>

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

7. 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

One trustee claimed out-of-pocket expenses amounting to £29 for attending a trustee meeting (2023 £0).

8. STAFF COSTS

	2024	2023
	£	£
Wages and salaries	258,385	216,970
Social security costs	13,139	16,116
Pension costs	4,614	3,654
	<u>276,138</u>	<u>236,741</u>

The average number of employees during the year was 17.5 (2023 16.0)

The average number of full time equivalent paid employees, analysed by function, was:

	2024	2023
Chief Officer	0.2	0.2
Advice and information services	9.3	8.1
Admin and support	1.5	1.5
	<u>11.0</u>	<u>9.8</u>

No employee received remuneration of more than £60,000.

The charity consider its key management personnel to comprise the trustees and the Chief Executive. Total emoluments of the key management personnel were £13,584 (2023 £11,677).

The charity enrolls staff in a defined contribution pension scheme administered by The People's Pension under auto-enrolment regulations. The pension cost charge for the year represents contributions payable by the charity to the fund and amount to £4,614 (2023: £3,654).

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	132,943	252,444	385,387
Charitable activities			
Charitable activities	87	-	87
Investment income	736	-	736
Total	<u>133,766</u>	<u>252,444</u>	<u>386,210</u>

EXPENDITURE ON

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted fund £	Restricted funds £	Total funds £
Charitable activities			
Charitable activities	122,498	230,578	353,076
NET INCOME	11,268	21,866	33,134
Transfers between funds	(1,741)	1,741	-
Net movement in funds	9,527	23,607	33,134
RECONCILIATION OF FUNDS			
Total funds brought forward	154,337	-	154,337
TOTAL FUNDS CARRIED FORWARD	163,864	23,607	187,471

10. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2023	-	6,700	6,700
Additions	5,209	-	5,209
At 31 March 2024	5,209	6,700	11,909
DEPRECIATION			
At 1 April 2023	-	6,700	6,700
Charge for year	1,158	-	1,158
At 31 March 2024	1,158	6,700	7,858
NET BOOK VALUE			
At 31 March 2024	4,051	-	4,051
At 31 March 2023	-	-	-

11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Other debtors	3,938	14,708
Prepayments and accrued income	3,569	-
	7,507	14,708

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Social security and other taxes	5,025	4,611
Other creditors	-	3,000
Accruals	12,132	9,444
Deferred income	-	30,000
	<u>17,157</u>	<u>47,055</u>

Deferred income comprises income from grants deferred to future accounting periods.

	2024	2023
	£	£
At 1 April	30,000	10,000
Amounts released to income	(30,000)	(10,000)
Amounts deferred in the year	-	30,000
	<u>-</u>	<u>30,000</u>
At 31 March	<u>-</u>	<u>30,000</u>

13. LEASING AGREEMENTS

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

	2024	2023
	£	£
Within one year	10,778	10,453
Between one and five years	-	13,175
	<u>10,778</u>	<u>23,628</u>

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

14. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	163,864	(3,768)	(11,675)	148,421
Restricted funds				
Single Advice Fund	-	(973)	973	-
Warmer Monmouthshire	-	47	(47)	-
FIM	4,754	(5,000)	246	-
Claim What's Yours	-	(1,293)	1,293	-
Moondance Energy	5,353	(5,500)	147	-
Monmouthshire County Council Cost of Living vouchers	13,500	(13,530)	30	-
Warmer Wales	-	(90)	90	-
Warm Home Discount: Energy Advice Programme	-	3,811	(3,811)	-
Advice Project Worker	-	10,684	-	10,684
Chepstow Town Council Cost of Living	-	11,267	-	11,267
Trussell Foodbank adviser	-	300	(300)	-
National Lottery Website	-	4,698	-	4,698
Postcode Lottery Cost of Living Adviser	-	14,170	-	14,170
Monmouthshire County Council Cost of Living	-	(13,054)	13,054	-
	<u>23,607</u>	<u>5,537</u>	<u>11,675</u>	<u>40,819</u>
TOTAL FUNDS	<u>187,471</u>	<u>1,769</u>	<u>-</u>	<u>189,240</u>

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

14. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	128,534	(132,302)	(3,768)
Restricted funds			
Single Advice Fund	84,133	(85,106)	(973)
Warmer Monmouthshire	604	(557)	47
FIM	-	(5,000)	(5,000)
Claim What's Yours	75,600	(76,893)	(1,293)
Moondance Energy	-	(5,500)	(5,500)
Monmouthshire County Council Cost of Living vouchers	-	(13,530)	(13,530)
Warmer Wales	41,479	(41,569)	(90)
Warm Home Discount: Energy Advice Programme	15,750	(11,939)	3,811
Advice Project Worker	30,000	(19,316)	10,684
Chepstow Town Council Cost of Living	21,339	(10,072)	11,267
Trussell Fuel Vouchers	7,688	(7,688)	-
Trussell Foodbank adviser	22,016	(21,716)	300
National Lottery Website	9,920	(5,222)	4,698
Postcode Lottery Cost of Living Adviser	25,000	(10,830)	14,170
Monmouthshire County Council Cost of Living	-	(13,054)	(13,054)
	<u>333,529</u>	<u>(327,992)</u>	<u>5,537</u>
TOTAL FUNDS	<u><u>462,063</u></u>	<u><u>(460,294)</u></u>	<u><u>1,769</u></u>

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

14. 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 fund	154,337	11,268	(1,741)	163,864
Restricted funds				
HMPT	-	1,774	(1,774)	-
Single Advice Fund	-	(2,301)	2,301	-
Warmer Monmouthshire	-	1,729	(1,729)	-
FIM	-	4,754	-	4,754
Claim What's Yours	-	(2,943)	2,943	-
Moondance Energy	-	5,353	-	5,353
Monmouthshire County Council Cost of Living vouchers	-	13,500	-	13,500
	-	21,866	1,741	23,607
TOTAL FUNDS	<u>154,337</u>	<u>33,134</u>	<u>-</u>	<u>187,471</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	133,766	(122,498)	11,268
Restricted funds			
HMPT	10,000	(8,226)	1,774
Single Advice Fund	70,939	(73,240)	(2,301)
Warmer Monmouthshire	13,405	(11,676)	1,729
FIM	38,000	(33,246)	4,754
Claim What's Yours	72,000	(74,943)	(2,943)
Moondance Energy	31,600	(26,247)	5,353
Monmouthshire County Council Cost of Living vouchers	16,500	(3,000)	13,500
	252,444	(230,578)	21,866
TOTAL FUNDS	<u>386,210</u>	<u>(353,076)</u>	<u>33,134</u>

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

14. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	154,337	7,500	(13,416)	148,421
Restricted funds				
HMPT	-	1,774	(1,774)	-
Single Advice Fund	-	(3,274)	3,274	-
Warmer Monmouthshire	-	1,776	(1,776)	-
FIM	-	(246)	246	-
Claim What's Yours	-	(4,236)	4,236	-
Moondance Energy	-	(147)	147	-
Monmouthshire County Council Cost of Living vouchers	-	(30)	30	-
Warmer Wales	-	(90)	90	-
Warm Home Discount: Energy Advice Programme	-	3,811	(3,811)	-
Advice Project Worker	-	10,684	-	10,684
Chepstow Town Council Cost of Living	-	11,267	-	11,267
Trussell Foodbank adviser	-	300	(300)	-
National Lottery Website	-	4,698	-	4,698
Postcode Lottery Cost of Living Adviser	-	14,170	-	14,170
Monmouthshire County Council Cost of Living	-	(13,054)	13,054	-
	-	27,403	13,416	40,819
TOTAL FUNDS	<u>154,337</u>	<u>34,903</u>	<u>-</u>	<u>189,240</u>

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

14. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	262,300	(254,800)	7,500
Restricted funds			
HMPT	10,000	(8,226)	1,774
Single Advice Fund	155,072	(158,346)	(3,274)
Warmer Monmouthshire	14,009	(12,233)	1,776
FIM	38,000	(38,246)	(246)
Claim What's Yours	147,600	(151,836)	(4,236)
Moondance Energy	31,600	(31,747)	(147)
Monmouthshire County Council Cost of Living vouchers	16,500	(16,530)	(30)
Warmer Wales	41,479	(41,569)	(90)
Warm Home Discount: Energy Advice Programme	15,750	(11,939)	3,811
Advice Project Worker	30,000	(19,316)	10,684
Chepstow Town Council Cost of Living	21,339	(10,072)	11,267
Trussell Fuel Vouchers	7,688	(7,688)	-
Trussell Foodbank adviser	22,016	(21,716)	300
National Lottery Website	9,920	(5,222)	4,698
Postcode Lottery Cost of Living Adviser	25,000	(10,830)	14,170
Monmouthshire County Council Cost of Living	-	(13,054)	(13,054)
	<u>585,973</u>	<u>(558,570)</u>	<u>27,403</u>
TOTAL FUNDS	<u>585,973</u>	<u>(558,570)</u>	<u>27,403</u>

The purposes for which the restricted funds are held are as follows:

HMPT - this project offered general advice for a short period of time.
Single Advice Fund - provides general advice to people within their own communities.
Warmer Monmouthshire - provides energy advice to people in Monmouthshire.
FIM - provides general advice to people in Monmouthshire. This project is funded across two financial years.
Claim What's Yours - provides advice in claiming benefits for people in Wales.
Moondance Energy - provides energy advice to people in Wales.
Monmouthshire County Council Cost of Living - provides fuel vouchers for people in Monmouthshire.
Warmer Wales - provides energy advice to people in Wales, replacing Moondance.
Warm Home Discount: Energy Advice Programme - provides energy saving advice to people in Wales.
Advice Project Worker - provides general advice to people in Monmouthshire.
Chepstow Town Council Cost of Living - provides general advice to people from the Chepstow office.
Trussell Fuel Vouchers - provides fuel vouchers for the people of Monmouthshire.
Trussell Foodbank adviser - provides general advice to people visiting Trussell's Monmouthshire food banks.
National Lottery Website - project to deliver a Monmouthshire County Citizens Advice website.
Postcode Lottery Cost of Living adviser - general advice to people within Monmouthshire.

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

14. MOVEMENT IN FUNDS - continued

Transfers between funds

Any restricted funds that have overspent and are in deficit are supported by core funding by means of a transfer between funds.

15. RELATED PARTY DISCLOSURES

There were related party transactions between Monmouthshire County Citizens Advice Bureau Ltd and Citizens Advice (National Association of Citizens Advice Bureaux) during the year.

The charity paid £4,855 (2023 £5,688) to Citizens Advice in membership fees and to cover the cost of insurance, financial support, and information services.

No amounts were outstanding at the year end.

MONMOUTHSHIRE COUNTY CITIZENS ADVICE BUREAU LTD

England & Wales - Charity number 1125068

Accounts

REGISTERED COMPANY NUMBER: 06532431 (England and Wales)
REGISTERED CHARITY NUMBER: 1125068

**REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023
FOR
MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD
(A COMPANY LIMITED BY GUARANTEE)**

Arthur Gait & Company Limited
Chartered Certified Accountants
18 Gold Tops
Newport
NP20 5WJ

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

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FOR THE YEAR ENDED 31 MARCH 2023**

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**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2023**

TRUSTEES	C. D. Archer (resigned 17.4.23) N. Fletcher (appointed 1.5.22) C. L. J. McIntyre (resigned 2.3.23) S. Read - Chair V. Uzurnyte - Vice-Chair (appointed 6.2.23) G. Wilde (appointed 26.9.22) M. J. Yhnell - Treasurer (appointed 5.12.22) L. P. Ross (resigned 6.2.23) R. C. Chater (resigned 5.12.22) P. S. Davey (resigned 26.9.22) G. Jones (resigned 9.5.22) A. McBain (appointed 17.4.23) M. Barnes (appointed 4.8.23)
REGISTERED OFFICE	The Gate House, High Street Chepstow Monmouthshire NP16 5LH
REGISTERED COMPANY NUMBER	06532431 (England and Wales)
REGISTERED CHARITY NUMBER	1125068
INDEPENDENT EXAMINER	Arthur Gait & Company Limited Chartered Certified Accountants 18 Gold Tops Newport NP20 5WJ
BANKERS	Co-operative Bank P.O. Box 250 Delf House Southway Skelmersdale WN8 6WT
KEY MANAGEMENT	Mal Edgson - Chief Executive

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

Monmouthshire County Citizens Advice Bureau Ltd is a registered charity and a company limited by guarantee. It is governed by a board of trustees who are also directors for the purposes of the Companies Act 2006. This is their annual report and 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

The charitable purpose of Monmouthshire County Citizens Advice Bureau Ltd is "to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Monmouthshire and surrounding areas".

The trustees have agreed the following aims:

- to provide the advice people need for the problems they face and to campaign to improve the policies and practices that affect people's lives;
- to provide a service that is free, independent, confidential and impartial; and
- to value diversity, promote equality and challenge discrimination.

In pursuing these aims we are focused on ensuring that advice is available when and where Monmouthshire people need it and that they are able to access that advice face to face, by telephone or digitally in the way that best meets their needs. Our campaigning involves engaging with government agencies locally and nationally as both can have a significant impact on Monmouthshire people and the problems they face.

In furtherance of these aims we seek to secure training and employment opportunities for local people providing bilingual digital advice, usually by phone, email or webchat, across Wales and England.

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

OBJECTIVES AND ACTIVITIES

Significant activities

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

Welsh Government Single Advice Fund Advicelink Cymru Community Focus Advice Project funds information, advice and specialist casework in debt, benefits, employment and other generalist advice areas predominantly delivered from community locations.

Warmer Wales (also known as Moondance) offers energy advice to consumers across Wales but focussed on Monmouthshire.

Warmer Monmouthshire offers energy advice and energy saving equipment for people across the county and is funded by the Energy Voluntary Redress Scheme.

Citizens Advice Cost of Living provided additional funds to increase advice services during the cost of living crisis.

Financial Inclusion Monmouthshire (FIM) and funding by Monmouthshire County Council provided additional funds to increase advice services during the cost of living crisis including the provision of fuel vouchers.

Additional funding was received from Monmouthshire County Council to provide extra advice services to meet local demand caused by the cost of living crisis.

The Welsh Government 'Claim What's Yours' service assists clients to claim their full benefits entitlements.

Public benefit

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken during the year. The trustees are satisfied that the information provided in the report and financial statements meets the public benefit reporting requirements.

Grantmaking

The trustees have not made grants in furtherance of the charity's objectives during the year.

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

ACHIEVEMENT AND PERFORMANCE

Charitable activities - how our activities deliver public benefit

Provision of a broad based generalist information and advice service on a wide range of subjects including social security benefits, consumer rights, taxation, debt and credit, housing and eviction, employment rights, family and other relationships, energy, immigration and education.

Provision of specialist advice on debt, housing and eviction, and welfare rights including representation at Tribunals and County Court.

Raising public awareness of rights, entitlements and the effects of recent or proposed changes in the law by means of Citizens Advice information leaflets, talks, presentations, the website, the newsletter and through the local media.

Influencing developments in social policy as a result of information provided from our work with local people about how laws and policies affect our communities.

Building Community Cohesion through the provision of volunteering opportunities.

A review of charitable activities

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

Client and enquiry statistics

	2019-20	2020-21	2021-22	2022-23
Unique clients	4,622	1,565	5,675	5,823
Issues recorded	8,865	4,925	9,909	11,536
Clients from Monmouthshire area helped by us	2,006	780	1,386	1,834
Clients from Monmouthshire helped by whole service	2,541	1,565	2,098	2,608
Financial gains (Monmouthshire residents)	£3,043,941	£964,260	£1,281,105	£2,115,991
Debt written off (Monmouthshire residents)	£719,599	£240,872	£469,496	£318,274

This year saw advice demand increase very significantly as the cost of living rose, peaking in quarter 4 as the height of winter and the peak in energy costs impacts our local communities. During the pandemic advice demand was suppressed due to many of the debt collection and eviction processes being suspended.

The majority of the delivery to clients from outside Monmouthshire is through our Claim What's Yours services funded as part of a Wales wide service by Welsh Government.

The demand for debt advice fell considerably during the pandemic. We believe this is because the covid lockdown led to repayment holidays, eviction moratoriums, and lack of bailiff and court activity. Demand rose at the beginning of 2023 and has now surpassed pre covid demand levels. We can see that household debt is rising sharply in our local communities with the return of illegal money lending in some areas.

Fundraising activities

The charity relies on grant aid from the donors identified in the accounts, whose support is most valued. The charity also has a service level agreement with Monmouthshire County Council. Grants are received from Welsh Government, Ofgen, and Citizens Advice, The Moondance Foundation, and Local Community Councils.

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

ACHIEVEMENT AND PERFORMANCE

Factors relevant to the achievement of the charity's objectives

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

FINANCIAL REVIEW

Financial position

There was an overall surplus for the year of £33,134. (The surplus in the previous year was £21,658).

Principal funding sources

The principal funding sources for the year's operations were:

Welsh Government

Monmouthshire County Council

The Moondance Foundation

Energy Voluntary Redress Scheme

The Town Councils of Abergavenny, Caldicot, Chepstow and Monmouth

Investment policy and objectives

Our policy is that funds not required for current expenditure will be deposited in interest-bearing bank accounts with one or more secure and reputable banks in accounts providing access within a reasonable notice period.

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

FINANCIAL REVIEW

Reserves policy and going concern

In the reporting period ending on 31 March 2023, Monmouthshire County Citizens Advice operated under a reserves policy that emphasized maintaining reserves equivalent to six months' operating expenditure, consistent with the financial health monitoring regime operated by Citizens Advice nationally, based on guidance from the Charity Commission.

Since the reporting period, a revised reserves policy has been adopted. In the updated policy, agreed by trustees on 30 October 2023, the trustees will seek to maintain sufficient reserves to provide a reasonable degree of resilience to its operation, by providing for unplanned adverse eventualities that have budgetary impacts.

The Board, having considered the risks and uncertainties in detail, and taking into account the need for good stewardship, as well as prudence, concluded that it would be appropriate to set aside an amount equivalent to four months' annual budgeted operating expenditure (in 2023-24, an amount of £145,000) for this purpose.

Having reviewed the risks and uncertainties faced by the Bureau, the trustees believe that this level of reserves should normally be sufficient to cover potential situations such as: an increase in the cost of premises upkeep and maintenance, potential redundancies, problematic reliability of income sources, the development of new opportunities, and litigation costs that fall outside of insurance cover.

As at 31 March 2023, the charity had unrestricted reserves totalling £163,864.

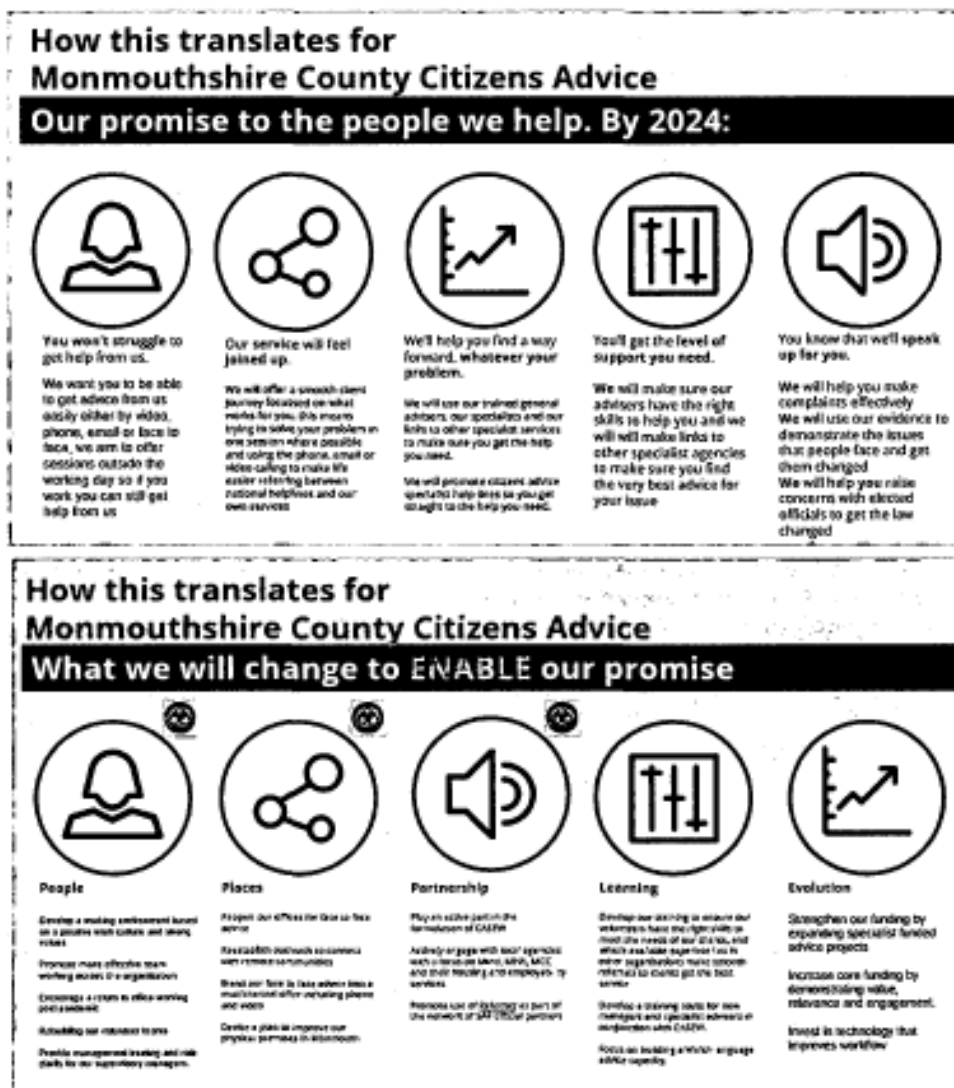
The charity's ability to continue to provide current services is largely dependent on funding from local authorities and government agencies. The funding available for 2023-24 is £412,100. The financial statements are prepared on a going concern basis based on the risk assessment and cash flow forecasting exercises undertaken.

MONMOUTHSHIRE COUNTY CITIZENS ADVICE BUREAU LTD

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

LOOKING FORWARD

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



Our organisation enters the new financial year on a sound financial footing, delivering advice services from locations across the community it serves and in facilities convenient and accessible to the general public.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is a company limited by guarantee established by its Memorandum of Association dated 12th March 2008 and governed by Articles of Association which were updated in 2022. It is registered with the Charity Commission. Anyone over the age of 18 years who is not a paid or volunteer worker of the Charity and any corporate body or unincorporated association interested in furthering the work of the charity, can become a member of the charity. The members each agree to contribute £1 in the event of the charity winding up. There are currently eight individual members and no corporate members.

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment, training and appointment of trustees

As set out in the Articles of Association, the maximum number of trustees is 15 and the minimum is 4 being either:

- a) elected at an annual general meeting (maximum ten such elected trustees in total), or
- b) co-opted by the trustee board provided that on appointment the total number of co-opted trustees is no more than one third of the total number of trustees.

All elected trustees retire from office at the third annual general meeting following their election, but may be re-elected. All co-opted trustees retire from office at the third annual general meeting following the meeting of the trustee board at which they were appointed, but may then be re-appointed.

In line with best practice, vacancies for trustees are advertised and applicants are interviewed by a panel. However, any member can nominate an individual to be a trustee by giving notice of their intention to nominate that individual between fourteen days and thirty five days before the AGM.

New trustees undergo an induction session to brief them on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision making processes, the business plan, and recent financial performance of the charity. During the induction they meet key employees and other trustees. Trustees are encouraged to attend appropriate external events.

Organisational structure

Monmouthshire County Citizens Advice Bureau Ltd is managed by a board of trustees who are ultimately responsible for all aspects of its activities and administration. The Chief Executive is appointed by the trustees to manage the day to day operations of the charity; authority for operational matters including finance and employment has been delegated by the trustees to the Chief Executive. The board meets quarterly.

Key management remuneration

The remuneration of paid staff is set by reference to norms in the voluntary sector and in particular other local Citizens Advice offices.

Wider network

The charity is a member of Citizens Advice (National Association of Citizens Advice Bureaux). Membership of Citizens Advice confers rights and responsibilities. As a condition of membership the charity follows a performance and quality framework consisting of a combination of self-assessment and external checking. The charity agrees to submit itself to periodic audits as is reasonably required and to provide access to Citizens Advice staff or any other person authorised by Citizens Advice. The charity has to ensure that its governing body can demonstrate responsibility, accountability, and compliance with statutory legislation and show that its decisions are based on clear understanding of the relevant issues.

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Related parties

As stated above, Monmouthshire County Citizens Advice Bureau Ltd is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. It also provides a secure electronic case management tool which must be used by the charity as a condition of membership. Operating policies are based on national guidance and model procedures where provided, but are independently determined by the trustee board of the charity, in order to fulfil its charitable objects and in compliance with national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and council departments on behalf of clients. Where one of the trustees holds the position of trustee or director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

Our organisation is now part of a consortium of citizens advice offices registered as Citizens Advice South East Wales. The consortium comprises ourselves alongside the local citizens advice offices of Caerphilly, Blaenau Gwent, Cardiff and Vale, Newport, Bridgend, Merthyr Tydfil, Rhondda Cynon Taff, and Torfaen. The consortium will work together to improve advice services across this wider region.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The trustees recognise that any major risk the charity is exposed to needs to be reviewed and systems put in place to mitigate those risks. To that end the charity has produced a risk register and action plan to address priority risks and set up a framework for the continuous management and monitoring of risks. Systems are in place to mitigate the risks as they are identified. The risk register is regularly reviewed and in response to medium risks improved emergency procedures and contingency plans are developed.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

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

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

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

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 12/12/23 and signed on its behalf by:



Trustee

S. Read - Chair

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

Independent examiner's report to the trustees of Monmouthshire County Citizens Advice Bureau Ltd ('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.

Christine Pritchard FCA
Institute of Chartered Accountants in England and Wales
Arthur Gait & Company Limited
Chartered Certified Accountants
18 Gold Tops
Newport
NP20 5WJ

Date: 18/12/23



**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2023**

	Notes	Unrestricted fund £	Restricted funds £	31.3.23 Total funds £	31.3.22 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	132,943	252,444	385,387	296,248
Charitable activities	4				
Charitable activities		87	-	87	7,700
Investment income	3	<u>736</u>	<u>-</u>	<u>736</u>	<u>322</u>
Total		<u>133,766</u>	<u>252,444</u>	<u>386,210</u>	<u>304,270</u>
 EXPENDITURE ON					
Charitable activities	5				
Charitable activities		<u>122,498</u>	<u>230,578</u>	<u>353,076</u>	<u>282,612</u>
 NET INCOME					
Transfers between funds	14	<u>11,268</u> <u>(1,741)</u>	<u>21,866</u> <u>1,741</u>	<u>33,134</u> <u>-</u>	<u>21,658</u> <u>-</u>
Net movement in funds		<u>9,527</u>	<u>23,607</u>	<u>33,134</u>	<u>21,658</u>
 RECONCILIATION OF FUNDS					
Total funds brought forward		<u>154,337</u>	<u>-</u>	<u>154,337</u>	<u>132,679</u>
 TOTAL FUNDS CARRIED FORWARD		<u>163,864</u>	<u>23,607</u>	<u>187,471</u>	<u>154,337</u>

The notes form part of these financial statements

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD (REGISTERED NUMBER: 06532431)**

**BALANCE SHEET
31 MARCH 2023**

	Notes	Unrestricted fund £	Restricted funds £	31.3.23 Total funds £	31.3.22 Total funds £
CURRENT ASSETS					
Debtors	11	14,708	-	14,708	4,500
Cash at bank and in hand		<u>196,211</u>	<u>23,607</u>	<u>219,818</u>	<u>171,445</u>
		210,919	23,607	234,526	175,945
CREDITORS					
Amounts falling due within one year	12	(47,055)	-	(47,055)	(21,608)
		<u>163,864</u>	<u>23,607</u>	<u>187,471</u>	<u>154,337</u>
NET CURRENT ASSETS					
		<u>163,864</u>	<u>23,607</u>	<u>187,471</u>	<u>154,337</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>163,864</u>	<u>23,607</u>	<u>187,471</u>	<u>154,337</u>
NET ASSETS					
		<u>163,864</u>	<u>23,607</u>	<u>187,471</u>	<u>154,337</u>
FUNDS	14				
Unrestricted funds				163,864	154,337
Restricted funds				<u>23,607</u>	<u>-</u>
TOTAL FUNDS				<u>187,471</u>	<u>154,337</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 notes form part of these financial statements

MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD (REGISTERED NUMBER: 06532431)

BALANCE SHEET - continued
31 MARCH 2023

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

The financial statements were approved by the Board of Trustees and authorised for issue on 12/12/23 and were signed on its behalf by:



Trustee
S. Read - Chair

The notes form part of these financial statements

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**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.

The trustees consider there are no material uncertainties about the charity's ability to continue as a going concern.

The charity is a private company, limited by guarantee, registered in England and Wales and consequently does not have a share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of winding up. The address of the charity's registered office can be found on page 1.

The presentation currency of the financial statements is the Pound Sterling (£).

Income

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

Donated services and facilities are included at the value to the charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts.

Voluntary income is received by way of grants (including Government grants), donations and gifts, including gift aid where applicable, and is included in full in the statement of financial activities when receivable. Income from grants, where related to performance and specific deliverables, is accounted for when it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Expenditure

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

Expenditure on raising funds comprises the costs associated with attracting voluntary income.

Charitable expenditure includes those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them. All costs have been allocated to activity cost categories on a basis consistent with the use of resources.

Support costs include all those overhead costs of office accommodation, utility services and other services and costs which support the charity's activities. Also, the costs of meeting the constitutional and statutory requirements of the charity and costs linked to the strategic management of the charity.

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

1. ACCOUNTING POLICIES - continued

Tangible fixed assets and depreciation

Tangible fixed assets for use by the charity are stated at cost or, in cases where fixed assets have been donated, at valuation at time of acquisition, less depreciation. The cost of minor additions or those costing below £1,000 are not capitalised.

Depreciation is provided at the following annual rates to write off the cost of each asset over its estimated useful life:

- Office/IT equipment - 20% reducing balance basis

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 of the company at the discretion of the trustees.

Designated funds are unrestricted funds earmarked by the trustees for a particular purpose.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors, or which have been raised by the company for specific purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Any restricted funds that over-spent and are in deficit, are supported using core funding by means of a transfer between funds.

Operating leases and hire purchase agreements

The charity classifies leases of property and printing and telecommunications equipment as operating leases; the title to the property and equipment remains with the lessor. Rental charges are expensed on a straight line basis over the term of the lease.

Pension costs and other post-retirement benefits

The charity enrolls staff in a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate. Differences between contributions payable in the year and contributions paid are shown as either accruals or prepayments in the balance sheet.

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

2. DONATIONS AND LEGACIES

	Unrestricted funds £	Restricted funds £	31.3.23 Total funds £	31.3.22 Total funds £
Donations	1,648	-	1,648	743
Grants	<u>131,295</u>	<u>252,444</u>	<u>383,739</u>	<u>295,505</u>
	<u>132,943</u>	<u>252,444</u>	<u>385,387</u>	<u>296,248</u>

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

	31.3.23 £	31.3.22 £
Single Advice	70,939	78,119
Claim What's Yours	72,000	28,500
HMPT	10,000	29,557
FIM	38,000	19,941
Various	6,400	4,858
Abergavenny Town Council	14,000	12,000
Monmouth Town Council	12,000	12,000
Monmouthshire County Council	51,945	51,945
Chepstow Town Council	20,950	20,950
Caldicot Town Council	15,000	15,000
Caerwent Community Council	2,500	2,500
Portskewett Community Council	1,500	1,500
Magor and Undy Community Council	3,000	3,000
Trellech Community Council	4,000	3,500
Warmer Monmouthshire	13,405	12,135
Moondance Energy	31,600	-
Monmouthshire County Council Cost of Living	<u>16,500</u>	<u>-</u>
	<u>383,739</u>	<u>295,505</u>

3. INVESTMENT INCOME

	Unrestricted funds £	Restricted funds £	31.3.23 Total funds £	31.3.22 Total funds £
Deposit account interest	<u>736</u>	<u>-</u>	<u>736</u>	<u>322</u>

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

4. INCOME FROM CHARITABLE ACTIVITIES

		31.3.23	31.3.22
	Activity	£	£
Room hire	Charitable activities	-	7,000
Other income	Charitable activities	<u>87</u>	<u>700</u>
		<u>87</u>	<u>7,700</u>

5. CHARITABLE ACTIVITIES COSTS

	Unrestricted funds £	Restricted funds £	31.3.23 Total funds £	31.3.22 Total funds £
Charitable activities				
Direct costs	47,903	171,721	219,624	164,287
Support costs (see below)	<u>74,595</u>	<u>58,857</u>	<u>133,452</u>	<u>118,325</u>
	<u>122,497</u>	<u>230,578</u>	<u>353,076</u>	<u>282,612</u>
 Support costs				
Management/support staff	34,316	29,940	64,256	35,049
Governance	840	578	1,418	866
Other	<u>39,439</u>	<u>28,340</u>	<u>67,778</u>	<u>82,410</u>
	<u>74,595</u>	<u>58,857</u>	<u>133,452</u>	<u>118,325</u>

Support costs are shared overhead costs, shared on the basis of staff full time equivalents.

6. NET INCOME/(EXPENDITURE)

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

	31.3.23	31.3.22
	£	£
Independent examiner's fee	840	840
Operating lease costs	<u>18,107</u>	<u>18,003</u>

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

7. 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

There were no trustees' expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

8. STAFF COSTS

	31.3.23	31.3.22
	£	£
Wages and salaries	216,970	180,507
Social security costs	16,116	8,792
Pension costs	<u>3,654</u>	<u>2,192</u>
	<u>236,741</u>	<u>191,491</u>

The average number of employees during the year was 16 (2022 13)

The average number of full time equivalent paid employees, analysed by function, was:

	31.3.23	31.3.22
Chief Officer	0.2	0.2
Advice and information services	8.1	7.5
Admin and support	<u>1.5</u>	<u>1.3</u>
	<u>9.8</u>	<u>9.0</u>

No employee received remuneration of more than £60,000.

The charity consider its key management personnel to comprise the trustees and the Chief Executive. Total emoluments of the key management personnel were £11,677 (2022 £11,243).

The charity enrolls staff in a defined contribution pension scheme administered by The People's Pension under auto-enrolment regulations. The pension cost charge for the year represents contributions payable by the charity to the fund and amount to £3,654 (2022: £2,192).

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	127,996	168,252	296,248
Charitable activities			
Charitable activities	7,700	-	7,700
Investment income	<u>322</u>	<u>-</u>	<u>322</u>
Total	<u>136,018</u>	<u>168,252</u>	<u>304,270</u>
EXPENDITURE ON			
Charitable activities			
Charitable activities	<u>111,477</u>	<u>171,135</u>	<u>282,612</u>
NET INCOME/(EXPENDITURE)	24,541	(2,883)	21,658
Transfers between funds	<u>(130,911)</u>	<u>130,911</u>	<u>-</u>
Net movement in funds	(106,370)	128,028	21,658
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>260,707</u>	<u>(128,028)</u>	<u>132,679</u>
TOTAL FUNDS CARRIED FORWARD	<u>154,337</u>	<u>-</u>	<u>154,337</u>

10. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
At 1 April 2022 and 31 March 2023	<u>6,700</u>
DEPRECIATION	
At 1 April 2022 and 31 March 2023	<u>6,700</u>
NET BOOK VALUE	
At 31 March 2023	<u>-</u>
At 31 March 2022	<u>-</u>

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	31.3.23	31.3.22
	£	£
Other debtors	<u>14,708</u>	<u>4,500</u>

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	31.3.23	31.3.22
	£	£
Social security and other taxes	4,611	3,763
Other creditors	3,000	-
Accruals	9,444	7,845
Deferred income	<u>30,000</u>	<u>10,000</u>
	<u>47,055</u>	<u>21,608</u>

Deferred income comprises income from grants deferred to future accounting periods.

	31.3.23	31.3.22
	£	£
At 1 April	10,000	-
Amounts released to income	(10,000)	-
Amounts deferred in the year	<u>30,000</u>	<u>10,000</u>
At 31 March	<u>30,000</u>	<u>10,000</u>

13. LEASING AGREEMENTS

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

	31.3.23	31.3.22
	£	£
Within one year	10,453	10,817
Between one and five years	<u>13,175</u>	<u>23,628</u>
	<u>23,628</u>	<u>34,445</u>

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

14. MOVEMENT IN FUNDS

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	154,337	11,268	(1,741)	163,864
Restricted funds				
HMPT	-	1,774	(1,774)	-
Single Advice Fund	-	(2,301)	2,301	-
Warmer Monmouthshire	-	1,729	(1,729)	-
FIM	-	4,754	-	4,754
Claim What's Yours	-	(2,943)	2,943	-
Moondance Energy	-	5,353	-	5,353
Monmouthshire County Council Cost of Living	-	13,500	-	13,500
	-	21,866	1,741	23,607
TOTAL FUNDS	<u>154,337</u>	<u>33,134</u>	<u>-</u>	<u>187,471</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	133,766	(122,498)	11,268
Restricted funds			
HMPT	10,000	(8,226)	1,774
Single Advice Fund	70,939	(73,240)	(2,301)
Warmer Monmouthshire	13,405	(11,676)	1,729
FIM	38,000	(33,246)	4,754
Claim What's Yours	72,000	(74,943)	(2,943)
Moondance Energy	31,600	(26,247)	5,353
Monmouthshire County Council Cost of Living	16,500	(3,000)	13,500
	<u>252,444</u>	<u>(230,578)</u>	<u>21,866</u>
TOTAL FUNDS	<u>386,210</u>	<u>(353,076)</u>	<u>33,134</u>

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

14. 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 fund	260,707	24,541	(130,911)	154,337
Restricted funds				
HMPT	(385)	(608)	993	-
Single Advice Fund	(5,036)	(575)	5,611	-
Warmer Monmouthshire	-	(411)	411	-
FIM	-	(842)	842	-
Claim What's Yours	-	(447)	447	-
Better Advice Better Lives	(44,791)	-	44,791	-
Better Advice Better Health	(56,863)	-	56,863	-
Monmouth	(20,953)	-	20,953	-
	<u>(128,028)</u>	<u>(2,883)</u>	<u>130,911</u>	<u>-</u>
TOTAL FUNDS	<u>132,679</u>	<u>21,658</u>	<u>-</u>	<u>154,337</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	136,018	(111,477)	24,541
Restricted funds			
HMPT	29,557	(30,165)	(608)
Single Advice Fund	78,119	(78,694)	(575)
Warmer Monmouthshire	12,135	(12,546)	(411)
FIM	19,941	(20,783)	(842)
Claim What's Yours	28,500	(28,947)	(447)
	<u>168,252</u>	<u>(171,135)</u>	<u>(2,883)</u>
TOTAL FUNDS	<u>304,270</u>	<u>(282,612)</u>	<u>21,658</u>

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

14. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	260,707	35,809	(132,652)	163,864
Restricted funds				
HMPT	(385)	1,166	(781)	-
Single Advice Fund	(5,036)	(2,876)	7,912	-
Warmer Monmouthshire	-	1,318	(1,318)	-
FIM	-	3,912	842	4,754
Claim What's Yours	-	(3,390)	3,390	-
Better Advice Better Lives	(44,791)	-	44,791	-
Better Advice Better Health	(56,863)	-	56,863	-
Monmouth	(20,953)	-	20,953	-
Moondance Energy	-	5,353	-	5,353
Monmouthshire County Council Cost of Living	-	13,500	-	13,500
	<u>(128,028)</u>	<u>18,983</u>	<u>132,652</u>	<u>23,607</u>
TOTAL FUNDS	<u>132,679</u>	<u>54,792</u>	<u>-</u>	<u>187,471</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	269,784	(233,975)	35,809
Restricted funds			
HMPT	39,557	(38,391)	1,166
Single Advice Fund	149,058	(151,934)	(2,876)
Warmer Monmouthshire	25,540	(24,222)	1,318
FIM	57,941	(54,029)	3,912
Claim What's Yours	100,500	(103,890)	(3,390)
Moondance Energy	31,600	(26,247)	5,353
Monmouthshire County Council Cost of Living	16,500	(3,000)	13,500
	<u>420,696</u>	<u>(401,713)</u>	<u>18,983</u>
TOTAL FUNDS	<u>690,480</u>	<u>(635,688)</u>	<u>54,792</u>

**MONMOUTHSHIRE COUNTY CITIZENS ADVICE
BUREAU LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

14. MOVEMENT IN FUNDS - continued

The purposes for which the restricted funds are held are as follows:

HMPT - this project offered general advice for a short period of time.
Single Advice Fund - provides general advice to people within their own communities.
Warmer Monmouthshire - provides energy advice to people in Monmouthshire.
FIM - provides general advice to people in Monmouthshire. This project is funded across two financial years.
Claim What's Yours - provides advice in claiming benefits for people in Wales.
Better Advice Better Lives - provided general advice to people in health care settings.
Better Advice Better Health - provided general advice to people in health care settings.
Monmouth - historic funds transfer following merger.
Moondance Energy - provides energy advice to people in Wales.
Monmouthshire County Council Cost of Living - provides fuel vouchers for people in Monmouthshire.

Transfers between funds

Any restricted funds that have overspent and are in deficit are supported by core funding by means of a transfer between funds.

15. RELATED PARTY DISCLOSURES

There were related party transactions between Monmouthshire County Citizens Advice Bureau Ltd and Citizens Advice (National Association of Citizens Advice Bureaux) during the year.

The charity paid £5,688 to Citizens Advice in membership fees and to cover the cost of insurance, financial support, and information services.

No amounts were outstanding at the year end.

Accounts

Company registration number: 06532431
Charity registration number: 1125068

Monmouthshire County Citizens Advice Bureau Ltd

(A company limited by guarantee)

Annual Report and Financial Statements
for the Year Ended 31 March 2022

bdhc Chartered Accountants
11 Moor Street
Chepstow
Monmouthshire
NP16 5DD

Monmouthshire County Citizens Advice Bureau Ltd

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The following pages do not form part of the statutory financial statements:

Statement of financial activities per fund	14 to 19
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Monmouthshire County Citizens Advice Bureau Ltd
Reference and Administrative Details

Charity name	Monmouthshire County Citizens Advice Bureau Ltd
Charity registration number	1125068
Company registration number	06532431
Registered office	Gate House High Street Chepstow Monmouthshire NP16 5LH
Trustees	B W Counsell (resigned Dec 2021) R C Chater P S Davey (resigned Sept 2022) P R McGahey (resigned 3 August 2021) P Farley (resigned 7 December 2021) S D Hodgson (resigned 3 August 2021) C L McIntyre L P Ross G Jones (resigned May 2022) C Archer (appointed 13 January 2022) C Du Toit (appointed 7 December 2021) M Roderick (appointed 7 December 2021) S Read (appointed Feb 2022) N Fletcher (appointed May 2022) G Wilde (appointed Sept 2022)
Accountant	bdhc Chartered Accountants 11 Moor Street Chepstow Monmouthshire NP16 5DD

Monmouthshire County Citizens Advice Bureau Ltd
Trustees' Report

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing documents, Memorandum and Articles of Association, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

Small company provisions

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

Approved by the Board and signed on its behalf by:

.....

R C Chater
Trustee

Date:.....

Independent Examiner's Report to the Trustees of
Monmouthshire County Citizens Advice Bureau Ltd

I report on the accounts of the company for the year ended 31 March 2022, which are set out on pages 4 to 13.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act ;
- follow the procedures laid down in the General Directions given by the Charity Commission under section 145 (5) (b) of the 2011 Act ; and
- state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respect the requirements:
 - to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charitieshave not been met; or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

.....
bdhc Chartered Accountants

Date:.....

11 Moor Street
Chepstow
Monmouthshire

NP16 5DD

Monmouthshire County Citizens Advice Bureau Ltd
Statement of Financial Activities (including Income and Expenditure Account)
for the Year Ended 31 March 2022

		Unrestricted Funds	Restricted Funds	Total Funds 2022	Total Funds 2021
	Note	£	£	£	£
Incoming resources					
Incoming resources from generated funds					
Voluntary income	2	127,996	168,252	296,248	232,076
Investment income	4	322	-	322	324
Incoming resources from charitable activities	5	7,700	-	7,700	7,000
Total incoming resources		<u>136,018</u>	<u>168,252</u>	<u>304,270</u>	<u>239,400</u>
Resources expended					
Charitable activities	6	110,611	171,135	281,746	206,941
Governance costs	6	866	-	866	11,033
Total resources expended		<u>111,477</u>	<u>171,135</u>	<u>282,612</u>	<u>217,974</u>
Net movements in funds		24,541	(2,883)	21,659	21,426
Reconciliation of funds					
Total funds brought forward		260,707	(128,028)	132,679	111,253
Transfers between funds		(130,911)	130,911		
Total funds carried forward		<u>154,337</u>	<u>-</u>	<u>154,337</u>	<u>132,679</u>

All incoming resources and resources expended derive from continuing activities.

Any restricted funds that over-spent and are in deficit, are supported using core funding by means of a transfer between funds.

The notes on pages 7 to 13 form an integral part of these financial statements.

**Monmouthshire County Citizens Advice Bureau Ltd (Registration number:
06532431)**

Balance Sheet as at 31 March 2022

		2022		2021	
	Note	£	£	£	£
Current assets					
Debtors	10	4,500		20,153	
Cash at bank and in hand		<u>171,445</u>		<u>184,865</u>	
			175,945		205,018
Creditors: Amounts falling due within one year	11		<u>(21,608)</u>		<u>(12,841)</u>
Net current assets			154,337		192,177
Creditors: Amounts falling due after more than one year	12		<u>-</u>		<u>(59,498)</u>
Net assets			<u><u>154,337</u></u>		<u><u>132,679</u></u>
The funds of the charity:					
Restricted funds in deficit					
Better advice better lives			(-)		(44,791)
Better advice better health			(-)		(56,863)
Monmouth			(-)		(20,953)
Saf			(-)		(5,036)
Hmpt			(-)		(385)
CWY			(-)		
FIM			(-)		
Warmer Monmouthshire			<u>(-)</u>		
Total restricted funds			(-)		(128,028)
Unrestricted funds					
Unrestricted income funds			154,337		260,707
Total charity funds			<u><u>154,337</u></u>		<u><u>132,679</u></u>

The notes on pages 7 to 13 form an integral part of these financial statements.

**Monmouthshire County Citizens Advice Bureau Ltd (Registration number:
06532431)**

Balance Sheet as at 31 March 2022

..... *continued*

For the financial year ended 31 March 2022, the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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

Approved by the Board on and signed on its behalf by:

.....

R C Chater
Trustee

The notes on pages 7 to 13 form an integral part of these financial statements.

Monmouthshire County Citizens Advice Bureau Ltd

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

1 Accounting policies

Basis of preparation

The financial statements have been prepared under the historical cost convention and in accordance with the Statement of Recommended Practice 'Accounting and Reporting by Charities (SORP 2005)', issued in March 2005, applicable accounting standards and the Companies Act 2006.

Fund accounting policy

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Restricted funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Further details of each fund are disclosed in note 16.

Incoming resources

Voluntary income including donations and grants that provide core funding or are of a general nature is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income recognised as earned (as the related goods or services are provided) under contract.

Resources expended

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

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

Governance costs

Governance costs include costs of the preparation and examination of the statutory accounts, the costs of trustee meetings and the cost of any legal advice to trustees on governance or constitutional matters.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Monmouthshire County Citizens Advice Bureau Ltd

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

..... continued

Depreciation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Office equipment 20% reducing balance basis

Pensions

The charity operates a defined contribution pension scheme. Contributions are charged in the statement of financial activities as they become payable in accordance with the rules of the scheme.

2 Voluntary income

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Donations and legacies				
Donations	744	-	744	2,224
Grants				
Grants - various	127,252	168,252	295,504	229,852
	<u>127,996</u>	<u>168,252</u>	<u>296,248</u>	<u>232,076</u>

Monmouthshire County Citizens Advice Bureau Ltd

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

..... continued

3 Grants receivable

	Unrestricted Funds	Restricted Funds	Total Funds 2022	Total Funds 2021
	£	£	£	£
Grants - various	4,857	-	4,857	16,039
Chepstow Town Council Grant	20,950	-	20,950	20,950
Monmouthshire CC Grant	51,945	-	51,945	51,945
Caerwent CC Grant	2,500	-	2,500	2,500
Abergavenny Town Council	12,000	-	12,000	12,000
Caldicot TC	15,000	-	15,000	23,000
Claim What's Yours	-	28,500	28,500	-
Portskewett Community Council	1,500	-	1,500	1,250
Magor and Undy Community Council	3,000	-	3,000	3,000
FIM	-	19,941	19,941	-
Warmer Monmouthshire	-	12,135	12,135	-
Trellech Community Council	3,500	-	3,500	3,500
Monmouth Town Council	12,000	-	12,000	-
SAF	-	78,119	78,119	71,309
Covid grants	-	-	-	10,000
VSEF	-	-	-	1,916
HMPT	-	29,557	29,557	12,443
	<u>127,252</u>	<u>168,252</u>	<u>295,505</u>	<u>229,852</u>

4 Investment income

	Unrestricted Funds	Restricted Funds	Total Funds 2022	Total Funds 2021
	£	£	£	£
Interest on cash deposits	322	-	322	324

5 Incoming resources from charitable activities

	Unrestricted Funds	Restricted Funds	Total Funds 2022	Total Funds 2021
	£	£	£	£
Charitable activities				
Room hire	7,000	-	7,000	7,000
Other income	700	-	700	-

Monmouthshire County Citizens Advice Bureau Ltd

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

..... continued

6 Total resources expended

	Charitable activities	Governance	Total
	£	£	£
Direct costs	164,287	-	164,287
Repairs and maintenance	118,325	-	118,325
	<u>282,612</u>	<u>-</u>	<u>282,612</u>
Support costs			
Employment costs	35,049	-	35,049
Other support costs	82,410	-	82,410
Accountancy fees	-	866	866
	<u>117,459</u>	<u>866</u>	<u>118,325</u>

7 Employees' remuneration

The aggregate payroll costs of these persons were as follows:

	2022 £	2021 £
Wages and salaries	126,265	126,265
Social security	4,881	4,881
Other pension costs	1,514	1,514
	<u>132,660</u>	<u>132,660</u>

8 Taxation

The company is a registered charity and is, therefore, exempt from taxation.

Monmouthshire County Citizens Advice Bureau Ltd

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

..... *continued*

9 Tangible fixed assets

	Fixtures, fittings and equipment £
Cost	
As at 1 April 2021 and 31 March 2022	<u>6,700</u>
Depreciation	
As at 1 April 2021 and 31 March 2022	<u>6,700</u>
Net book value	
As at 31 March 2022	-
As at 31 March 2021	<u><u>-</u></u>

10 Debtors

	2022 £	2021 £
Trade debtors	<u>4,500</u>	<u>20,153</u>

11 Creditors: Amounts falling due within one year

	2022 £	2021 £
Trade creditors	-	1,853
Taxation and social security	3,763	2,288
Accruals and deferred income	<u>17,845</u>	<u>8,700</u>
	<u><u>21,608</u></u>	<u><u>12,841</u></u>

Monmouthshire County Citizens Advice Bureau Ltd
Notes to the Financial Statements for the Year Ended 31 March 2022

..... *continued*

12 Creditors: Amounts falling due after more than one year

	2022 £	2021 £
Accruals and deferred income	<u>-</u>	<u>59,498</u>

Creditors amounts falling due after more than one year includes deferred income:

	2022 £	2021 £
Amount deferred in the year	<u>-</u>	<u>59,498</u>
As at 31 March 2022	<u><u>-</u></u>	<u><u>59,498</u></u>

13 Members' liability

The charity is a private company limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

14 Pension scheme

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the period represents contributions payable by the charity to the scheme and amounted to £1,514 (2021 - £1,700).

There were no outstanding or prepaid contributions at either the beginning or end of the financial year.

Monmouthshire County Citizens Advice Bureau Ltd
Notes to the Financial Statements for the Year Ended 31 March 2022

..... *continued*

15 Related parties

Controlling entity

The charity is controlled by the trustees who are all directors of the company.

16 Analysis of funds

	At 1 April 2021	Incoming resources	Resources expended	At 31 March 2022
	£	£	£	£
General Funds				
General fund	234,895	155,648	(129,836)	260,707
Restricted Funds				
Better Advice Better Lives	(44,791)	-	-	(44,791)
Better Advice Better Health	(56,863)	-	-	(56,863)
Monmouth	(20,953)	-	-	(20,953)
SAF	(1,035)	71,309	(75,310)	(5,036)
HMPT	-	12,443	(12,828)	(385)
	<u>(123,642)</u>	<u>83,752</u>	<u>(88,138)</u>	<u>(128,028)</u>
	<u>111,253</u>	<u>239,400</u>	<u>(217,974)</u>	<u>132,679</u>

17 Net assets by fund

Monmouthshire County Citizens Advice Bureau Ltd

Statement of financial activities by fund Year Ended 31 March 2022

	General fund 2022	General fund 2021
	£	£
Incoming resources		
Incoming resources from generated funds		
Voluntary income	127,996	148,324
Investment income	322	324
Incoming resources from charitable activities	7,700	7,000
Total incoming resources	<u>136,018</u>	<u>155,648</u>
Resources expended		
Charitable activities	110,644	118,803
Governance costs	833	11,033
Total resources expended	<u>111,477</u>	<u>129,836</u>
 Net movements in funds	 24,541	 25,812
Reconciliation of funds		
Total funds brought forward	260,707	234,895
Transfer to restricted funds re deficit balances	(130,911)	
Total funds carried forward	<u>154,337</u>	<u>260,707</u>

This page does not form part of the statutory financial statements.

Monmouthshire County Citizens Advice Bureau Ltd
Statement of financial activities by fund Year Ended 31 March 2022

..... *continued*

	Better Advice Better Lives 2022	Better Advice Better Lives 2021
	£	£
Incoming resources		
Incoming resources from generated funds		
Voluntary income	-	-
Total incoming resources	<u>-</u>	<u>-</u>
Resources expended		
Charitable activities	-	-
Governance costs	-	-
Total resources expended	<u>-</u>	<u>-</u>
Net movements in funds	-	-
Reconciliation of funds		
Total funds brought forward	(44,791)	(44,791)
Total funds carried forward (transfer from unrestricted to bring to zero)	<u>-</u>	<u>(44,791)</u>

This page does not form part of the statutory financial statements.

Monmouthshire County Citizens Advice Bureau Ltd
Statement of financial activities by fund Year Ended 31 March 2022

..... *continued*

	Better Advice Better Health 2022	Better Advice Better Health 2021
	£	£
Incoming resources		
Incoming resources from generated funds		
Voluntary income	-	-
Total incoming resources	<u>-</u>	<u>-</u>
Resources expended		
Charitable activities	-	-
Governance costs	-	-
Total resources expended	<u>-</u>	<u>-</u>
Net movements in funds	-	-
Reconciliation of funds		
Total funds brought forward	(56,863)	(56,863)
Total funds carried forward (transfer from unrestricted to bring to zero)	<u>-</u>	<u>(56,863)</u>

This page does not form part of the statutory financial statements.

Monmouthshire County Citizens Advice Bureau Ltd
Statement of financial activities by fund Year Ended 31 March 2022

..... *continued*

	Monmouth 2022	Monmouth 2021
	£	£
Net movements in funds – transfer from unrestricted fund to bring to zero	-	-
Reconciliation of funds		
Total funds brought forward	(20,953)	(20,953)
Total funds carried forward	<u>-</u>	<u>(20,953)</u>

This page does not form part of the statutory financial statements.

Monmouthshire County Citizens Advice Bureau Ltd
Statement of financial activities by fund Year Ended 31 March 2022

..... *continued*

	SAF 2022	SAF 2021
	£	£
Incoming resources		
Incoming resources from generated funds		
Voluntary income	78,119	71,309
Transfer from unrestricted fund	5,611	
Total incoming resources	83,730	71,309
Resources expended		
Charitable activities	78,694	75,310
Governance costs	-	-
Total resources expended	78,694	75,310
Net movements in funds	5,036	(4,001)
Reconciliation of funds		
Total funds brought forward	(5,036)	(1,035)
Total funds carried forward	-	(5,036)

This page does not form part of the statutory financial statements.

Monmouthshire County Citizens Advice Bureau Ltd
Statement of financial activities by fund Year Ended 31 March 2022

..... *continued*

	HMPT 2022	HMPT 2021
	£	£
Incoming resources		
Incoming resources from generated funds		
Voluntary income	29,557	12,443
Transfer from unrestricted fund	993	
Total incoming resources	<u>30,550</u>	<u>12,443</u>
Resources expended		
Charitable activities	<u>30,165</u>	<u>12,828</u>
Total resources expended	<u>30,165</u>	<u>12,828</u>
Reconciliation of funds		
Total funds carried forward	<u>-</u>	<u>(385)</u>

This page does not form part of the statutory financial statements.

Accounts

Monmouthshire County Citizens Advice - helping people find a way forward

Annual Report 2021

cyngor ar
bopeth

citizens
advice

Sir Fynwy
Monmouthshire County

Chair's Report – 2020/21 was indeed an unprecedented year for us as for so many others. However, on top of the disruption of the pandemic we had to establish a new leadership team following the retirement of our Chief Executive. I am pleased to say that was brought to a conclusion after careful review and we now have been able to draw on the skills of Mal Edgson as Chief Executive who we share with Torfaen Citizens Advice, reinforcing both the identity and strength of Monmouthshire Citizens Advice while reinforcing the collaboration that has been so valuable across South East Wales.

Although the essential priority to protect the health and safety both of our clients and our staff and volunteers has meant that virtually no face to face advice has been possible through this year, the figures show that the service has continued. New ways of working have been developed adding to the existing telephone service with email, webchat and video advice. For some this has been a welcome benefit, especially for those in work, younger clients used to more technological solutions and those whose rural location or disability might have made access to our offices difficult. But the loss of that ease of high street office accessibility is much regretted and we look forward to restoring that opportunity as soon as it is safe to do so, albeit inevitably not quite the same as before as we move cautiously forward.

None of this could have been achieved without the commitment of our staff and volunteers who have responded so positively to the challenge. Nor could we continue without the support we enjoy from the County, Town and Community Councils. In addition to my thanks to them, I thank also the team of Board members who have brought their skills and experience to help guide us through a difficult period and ensure the continuity of the vital service we aim to give the people of Monmouthshire.

Roger Chater, Chair, Monmouthshire County Citizens Advice

Key Statistics 2020-2021

Clients helped	4817
Issues	9486

Advice Categories

	Issues	Client
Benefits & Tax Credits	2375	1500
Employment	1681	1044
Housing	1417	902
Relationships & Family	715	437
Consumer goods and services	478	259
Debt	472	301
Other	2348	374

Authorised and Regulated by the Financial Conduct Authority - FRN 617672.

Registered Charity Number 1125068

Registered Company Number 6532431

Value of Volunteering

Volunteering with the Citizens Advice Service has many benefits. We help volunteers to:

- ❖ Have the experience and confidence to move into work
- ❖ Improve employment prospects through skills development
- ❖ Better manage mental health conditions such as depression
- ❖ Improve their self-esteem, reduce isolation and improve communication skills
- ❖ Experience a sense of belonging through working in their community
- ❖ Over 95 volunteers have supported us in 2019/20

Thank you to our funders

Welsh Government, Monmouthshire County Council, the Town Councils of Abergavenny, Caldicot, Chepstow, Monmouth and Usk. The Community Councils of Caerwent, Devauden, Goetre Fawr, Grosmont, Llanfoist Fawr, Llanover, Llantrisant Fawr, Magor with Undy, Mathern, Mitchel Troy, Portskewett and Sudbrook, Rogiet, St Arvans, Shirenewton, Tidenham and Trellech. Community Foundation in Wales, Monmouthshire Building Society, Moondance Foundation, Mopla Cottages Charity, Voluntary Services Emergency Fund and the Friends of Monmouthshire County Citizens Advice.

Thank you.

How we help people find a way forward



What we do:

Our Client and partner presented in early in 2020 in regard to several health issues they both suffered from. Over a period of time we assisted with many issues with regards to benefits, some of which are currently ongoing.

The client applied for PIP in June 2020 and was refused. We immediately began the appeals process, first submitting a reconsideration, then later a full appeal when the decision was not altered. Due to the pandemic, everything took a great deal of time to resolve. Throughout that time we were in constant touch with client, especially as there were so many other issues that demanded attention.

Eventually, a hearing date was scheduled and the client asked for support in attending. We helped client to gather the requested evidence and submitted it to the court as requested. Eventually, a second hearing was arranged, and this time client was successful, and was awarded PIP in May 2021. The entire process took 11 months, was incredibly stressful, draining and debilitating on our client.

Our client was incredibly grateful for the support throughout the process, and we continue to support the family with their continued problems and health issues.

Without our service, they would have been lost as to what to do next.

How we spend our money

Income:	£ 239,400
Expenditure:	
Charitable Activities	£ 206,941
Governance	£ 11,033
Total Expenditure	£ 217,974

Balance Sheet as at 31 March 2021

Fixed Assets	£ 0
Current Assets	£ 192,177
Net Assets	£ 132,679
Restricted Funds	£-128,028
Unrestricted Funds	£ 260,707

Our auditors are bdhc, Chartered Accountants

Free, confidential advice. Whoever and wherever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality and challenge discrimination and harassment. We're here for everyone.

How can we help you?

Our staff and volunteers are trained in many areas, including

- ❖ Welfare Benefits
- ❖ Money and debt issues
- ❖ Employment
- ❖ Consumer Rights
- ❖ Housing
- ❖ Neighbourhood disputes
- ❖ Making Complaints
- ❖ Tax issues
- ❖ Family and personal issues
- ❖ Energy switching, fuel saving and grants
- ❖ Pensions

Information Assurance

Monmouthshire County Citizens Advice Trustee Board oversee the information 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 that 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 Regulations and Data Protection Act 2018.



Our offices are in the process of a phased reopening for drop-in face to face advice but we are still giving advice over the telephone, by video, web chat and email

Abergavenny Office- 01873 856466
from 10 am to 2pm on Mon, Tues, Weds and Fri

Caldicot Office- 01291 422119 from 10 am to 2pm on Mon, Tues, Weds and Thurs

Chepstow Office- 01291 622185 from 10 am to 2pm on Mon, Tues, Weds and Thurs

Monmouth Office- 01600 773297 from 10 am to 2pm on Mon, Tues, Weds and Fri

Please call the offices on the numbers above for latest information.

Other means of accessing advice:

There is 24 hour access to the National Citizens Advice website at www.citizensadvice.org.uk/wales/

Telephone Advice is available Monday to Friday 9 to 5 on 0344 477 20 20 or 0300 3302117

A web chat service can be accessed from the National Citizens Advice website by typing "webchat" in the search bar

Company registration number: 06532431
Charity registration number: 1125068

Monmouthshire County Citizens Advice Bureau Ltd

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2021

bdhc Chartered Accountants
11 Moor Street
Chepstow
Monmouthshire
NP16 5DD

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Balance Sheet	5 to 6
Notes to the financial statements	7 to 13

The following pages do not form part of the statutory financial statements:

Statement of financial activities per fund	14 to 19
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Monmouthshire County Citizens Advice Bureau Ltd
Reference and Administrative Details

Charity name	Monmouthshire County Citizens Advice Bureau Ltd
Charity registration number	1125068
Company registration number	06532431
Registered office	Gate House High Street Chepstow Monmouthshire NP16 5LH
Trustees	B W Counsell R C Chater P S Davey P R McGahey (resigned 3 August 2020) P Farley (resigned 7 December 2020) S D Hodgson (resigned 3 August 2020) C L J McIntyre L P Ross G Jones C Archer (appointed 13 January 2021) C Du Toit (appointed 7 December 2020) M Roderick (appointed 7 December 2020)
Accountant	bdhc Chartered Accountants 11 Moor Street Chepstow Monmouthshire NP16 5DD

Monmouthshire County Citizens Advice Bureau Ltd

Trustees' Report

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing documents, Memorandum and Articles of Association, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

Small company provisions

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

Approved by the Board and signed on its behalf by:

.....

R C Chater
Trustee

Date:.....

Independent Examiner's Report to the Trustees of Monmouthshire County Citizens Advice Bureau Ltd

I report on the accounts of the company for the year ended 31 March 2021, which are set out on pages 4 to 13.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act ;
- follow the procedures laid down in the General Directions given by the Charity Commission under section 145 (5) (b) of the 2011 Act ; and
- state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respect the requirements:
 - to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charitieshave not been met; or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

.....
bdhc Chartered Accountants

Date:.....

11 Moor Street
Chepstow
Monmouthshire
NP16 5DD

Monmouthshire County Citizens Advice Bureau Ltd
Statement of Financial Activities (including Income and Expenditure Account)
for the Year Ended 31 March 2021

		Unrestricted Funds	Restricted Funds	Total Funds 2021	Total Funds 2020
	Note	£	£	£	£
Incoming resources					
Incoming resources from generated funds					
Voluntary income	2	148,324	83,752	232,076	193,970
Investment income	4	324	-	324	335
Incoming resources from charitable activities	5	7,000	-	7,000	9,865
Total incoming resources		<u>155,648</u>	<u>83,752</u>	<u>239,400</u>	<u>204,170</u>
Resources expended					
Charitable activities	6	118,803	88,138	206,941	218,421
Governance costs	6	11,033	-	11,033	1,778
Total resources expended		<u>129,836</u>	<u>88,138</u>	<u>217,974</u>	<u>220,199</u>
Net movements in funds		25,812	(4,386)	21,426	(16,029)
Reconciliation of funds					
Total funds brought forward		<u>234,895</u>	<u>(123,642)</u>	<u>111,253</u>	<u>127,282</u>
Total funds carried forward		<u><u>260,707</u></u>	<u><u>(128,028)</u></u>	<u><u>132,679</u></u>	<u><u>111,253</u></u>

All incoming resources and resources expended derive from continuing activities.

The notes on pages 7 to 13 form an integral part of these financial statements.

**Monmouthshire County Citizens Advice Bureau Ltd (Registration number:
06532431)**

Balance Sheet as at 31 March 2021

		2021		2020	
	Note	£	£	£	£
Current assets					
Debtors	10	20,153		-	
Cash at bank and in hand		<u>184,865</u>		<u>118,842</u>	
			205,018		118,842
Creditors: Amounts falling due within one year	11		<u>(12,841)</u>		<u>(7,589)</u>
Net current assets			192,177		111,253
Creditors: Amounts falling due after more than one year	12		<u>(59,498)</u>		<u>-</u>
Net assets			<u><u>132,679</u></u>		<u><u>111,253</u></u>
The funds of the charity:					
Restricted funds in deficit					
Better advice better lives			(44,791)		(44,791)
Better advice better health			(56,863)		(56,863)
Monmouth			(20,953)		(20,953)
Saf			(5,036)		(1,035)
Hmpt			<u>(385)</u>		<u>-</u>
Total restricted funds			(128,028)		(123,642)
Unrestricted funds					
Unrestricted income funds			<u>260,707</u>		<u>234,895</u>
Total charity funds			<u><u>132,679</u></u>		<u><u>111,253</u></u>

The notes on pages 7 to 13 form an integral part of these financial statements.

**Monmouthshire County Citizens Advice Bureau Ltd (Registration number:
06532431)**

Balance Sheet as at 31 March 2021

..... *continued*

For the financial year ended 31 March 2021, the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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

Approved by the Board on and signed on its behalf by:

.....

R C Chater
Trustee

The notes on pages 7 to 13 form an integral part of these financial statements.

Monmouthshire County Citizens Advice Bureau Ltd
Notes to the Financial Statements for the Year Ended 31 March 2021

I Accounting policies

Basis of preparation

The financial statements have been prepared under the historical cost convention and in accordance with the Statement of Recommended Practice 'Accounting and Reporting by Charities (SORP 2005)', issued in March 2005, applicable accounting standards and the Companies Act 2006.

Fund accounting policy

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Restricted funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Further details of each fund are disclosed in note 16.

Incoming resources

Voluntary income including donations and grants that provide core funding or are of a general nature is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income recognised as earned (as the related goods or services are provided) under contract.

Resources expended

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

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

Governance costs

Governance costs include costs of the preparation and examination of the statutory accounts, the costs of trustee meetings and the cost of any legal advice to trustees on governance or constitutional matters.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Monmouthshire County Citizens Advice Bureau Ltd

continued

Depreciation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Office equipment	20% reducing balance basis
------------------	----------------------------

Pensions

The charity operates a defined contribution pension scheme. Contributions are charged in the statement of financial activities as they become payable in accordance with the rules of the scheme.

2 Voluntary income

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Donations and legacies				
Donations	2,224	-	2,224	5,471
Grants				
Grants - various	<u>146,100</u>	<u>83,752</u>	<u>229,852</u>	<u>188,499</u>
	148,324	83,752	232,076	193,970

Monmouthshire County Citizens Advice Bureau Ltd
Notes to the Financial Statements for the Year Ended 31 March 2021

..... continued

3 Grants receivable

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Total Funds 2020
	£	£	£	£
Grants - various	16,039	-	16,039	13,900
Better Advice: Better Lives	-	-	-	38,750
Chepstow Town Council Grant	20,950	-	20,950	20,950
Monmouthshire CC Grant	51,945	-	51,945	52,470
Caerwent CC Grant	2,500	-	2,500	2,500
Abergavenny Town Council	12,000	-	12,000	12,000
Caldicot TC	23,000	-	23,000	13,000
Gateway Union	-	-	-	1,500
Portskewett Community Council	1,250	-	1,250	1,000
Magor and Undy Community Council	3,000	-	3,000	2,000
Welsh Government SAF	-	-	-	16,779
Trellech Community Council	3,500	-	3,500	3,000
Monmouth Town Council	-	-	-	10,000
CITA	-	-	-	650
SAF	-	71,309	71,309	-
Covid grants	10,000	-	10,000	-
VSEF	1,916	-	1,916	-
HMPT	-	12,443	12,443	-
	<u>146,100</u>	<u>83,752</u>	<u>229,852</u>	<u>188,499</u>

4 Investment income

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Total Funds 2020
	£	£	£	£
Interest on cash deposits	<u>324</u>	<u>-</u>	<u>324</u>	<u>335</u>

5 Incoming resources from charitable activities

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Total Funds 2020
	£	£	£	£
Charitable activities				
Room hire	<u>7,000</u>	<u>-</u>	<u>7,000</u>	<u>9,865</u>

Monmouthshire County Citizens Advice Bureau Ltd
Notes to the Financial Statements for the Year Ended 31 March 2021

..... continued

6 Total resources expended

	Charitable activities	Governance	Total
	£	£	£
Direct costs			
Employment costs	99,566	-	99,566
Repairs and maintenance	2,114	-	2,114
Subscriptions and donations	6,767	-	6,767
	<u>108,447</u>	<u>-</u>	<u>108,447</u>
Support costs			
Employment costs	48,299	-	48,299
Establishment costs	25,146	-	25,146
Office expenses	20,044	-	20,044
Printing, posting and stationery	3,580	-	3,580
Sundry and other costs	695	-	695
Advertising and promotion	730	-	730
Accountancy fees	-	1,200	1,200
Legal and professional costs	-	9,833	9,833
	<u>98,494</u>	<u>11,033</u>	<u>109,527</u>
	<u>206,941</u>	<u>11,033</u>	<u>217,974</u>

7 Employees' remuneration

The aggregate payroll costs of these persons were as follows:

	2021	2020
	£	£
Wages and salaries	126,265	136,553
Social security	4,881	5,993
Other pension costs	1,514	1,700
	<u>132,660</u>	<u>144,246</u>

8 Taxation

The company is a registered charity and is, therefore, exempt from taxation.

Monmouthshire County Citizens Advice Bureau Ltd
Notes to the Financial Statements for the Year Ended 31 March 2021

..... continued

9 Tangible fixed assets

	Fixtures, fittings and equipment £
Cost	
As at 1 April 2020 and 31 March 2021	<u>6,700</u>
Depreciation	
As at 1 April 2020 and 31 March 2021	<u>6,700</u>
Net book value	
As at 31 March 2021	<u><u>-</u></u>
As at 31 March 2020	<u><u>-</u></u>

10 Debtors

	2021 £	2020 £
Trade debtors	<u>20,153</u>	<u>-</u>

11 Creditors: Amounts falling due within one year

	2021 £	2020 £
Trade creditors	1,853	-
Taxation and social security	2,288	2,006
Accruals and deferred income	<u>8,700</u>	<u>5,583</u>
	<u><u>12,841</u></u>	<u><u>7,589</u></u>

Monmouthshire County Citizens Advice Bureau Ltd
Notes to the Financial Statements for the Year Ended 31 March 2021

..... continued

12 Creditors: Amounts falling due after more than one year

	2021 £	2020 £
Accruals and deferred income	<u>59,498</u>	<u>-</u>

Creditors amounts falling due after more than one year includes deferred income:

	2021 £	2020 £
Amount deferred in the year	<u>59,498</u>	<u>-</u>
As at 31 March 2021	<u>59,498</u>	<u>-</u>

13 Members' liability

The charity is a private company limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

14 Pension scheme

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the period represents contributions payable by the charity to the scheme and amounted to £1,514 (2020 - £1,700).

There were no outstanding or prepaid contributions at either the beginning or end of the financial year.

Monmouthshire County Citizens Advice Bureau Ltd
Notes to the Financial Statements for the Year Ended 31 March 2021

..... continued

15 Related parties

Controlling entity

The charity is controlled by the trustees who are all directors of the company.

16 Analysis of funds

	At 1 April 2020	Incoming resources	Resources expended	At 31 March 2021
	£	£	£	£
General Funds				
General fund	234,895	155,648	(129,836)	260,707
Restricted Funds				
Better Advice Better Lives	(44,791)	-	-	(44,791)
Better Advice Better Health	(56,863)	-	-	(56,863)
Monmouth	(20,953)	-	-	(20,953)
SAF	(1,035)	71,309	(75,310)	(5,036)
HMPT	-	12,443	(12,828)	(385)
	<u>(123,642)</u>	<u>83,752</u>	<u>(88,138)</u>	<u>(128,028)</u>
	<u>111,253</u>	<u>239,400</u>	<u>(217,974)</u>	<u>132,679</u>

17 Net assets by fund

Monmouthshire County Citizens Advice Bureau Ltd
Statement of financial activities by fund Year Ended 31 March 2021

	General fund 2021	General fund 2020
	£	£
Incoming resources		
Incoming resources from generated funds		
Voluntary income	148,324	138,441
Investment income	324	335
Incoming resources from charitable activities	7,000	9,865
Total incoming resources	<u>155,648</u>	<u>148,641</u>
Resources expended		
Charitable activities	118,803	119,516
Governance costs	11,033	1,366
Total resources expended	<u>129,836</u>	<u>120,882</u>
Net movements in funds	25,812	27,759
Reconciliation of funds		
Total funds brought forward	<u>234,895</u>	<u>207,136</u>
Total funds carried forward	<u><u>260,707</u></u>	<u><u>234,895</u></u>

This page does not form part of the statutory financial statements.

Monmouthshire County Citizens Advice Bureau Ltd
Statement of financial activities by fund Year Ended 31 March 2021

..... continued

	Better Advice Better Lives 2021	Better Advice Better Lives 2020
	£	£
Incoming resources		
Incoming resources from generated funds		
Voluntary income	-	19,750
Total incoming resources	-	19,750
Resources expended		
Charitable activities	-	41,793
Governance costs	-	225
Total resources expended	-	42,018
Net movements in funds	-	(22,268)
Reconciliation of funds		
Total funds brought forward	(44,791)	(22,523)
Total funds carried forward	(44,791)	(44,791)

This page does not form part of the statutory financial statements.

Monmouthshire County Citizens Advice Bureau Ltd
Statement of financial activities by fund Year Ended 31 March 2021

..... continued

	Better Advice Better Health 2021	Better Advice Better Health 2020
	£	£
Incoming resources		
Incoming resources from generated funds		
Voluntary income	-	19,000
Total incoming resources	-	19,000
Resources expended		
Charitable activities	-	39,331
Governance costs	-	154
Total resources expended	-	39,485
Net movements in funds	-	(20,485)
Reconciliation of funds		
Total funds brought forward	(56,863)	(36,378)
Total funds carried forward	(56,863)	(56,863)

This page does not form part of the statutory financial statements.

Monmouthshire County Citizens Advice Bureau Ltd
Statement of financial activities by fund Year Ended 31 March 2021

..... *continued*

	Monmouth 2021	Monmouth 2020
	£	£
Net movements in funds	-	-
Reconciliation of funds		
Total funds brought forward	<u>(20,953)</u>	<u>(20,953)</u>
Total funds carried forward	<u><u>(20,953)</u></u>	<u><u>(20,953)</u></u>

This page does not form part of the statutory financial statements.

Monmouthshire County Citizens Advice Bureau Ltd
Statement of financial activities by fund Year Ended 31 March 2021

..... continued

	SAF 2021	SAF 2020
	£	£
Incoming resources		
Incoming resources from generated funds		
Voluntary income	71,309	16,779
Total incoming resources	<u>71,309</u>	<u>16,779</u>
Resources expended		
Charitable activities	75,310	17,781
Governance costs	-	33
Total resources expended	<u>75,310</u>	<u>17,814</u>
Net movements in funds	(4,001)	(1,035)
Reconciliation of funds		
Total funds brought forward	<u>(1,035)</u>	-
Total funds carried forward	<u><u>(5,036)</u></u>	<u><u>(1,035)</u></u>

This page does not form part of the statutory financial statements.

Monmouthshire County Citizens Advice Bureau Ltd
Statement of financial activities by fund Year Ended 31 March 2021

..... continued

	HMPT 2021	HMPT 2020
	£	£
Incoming resources		
Incoming resources from generated funds		
Voluntary income	12,443	-
Total incoming resources	<u>12,443</u>	<u>-</u>
Resources expended		
Charitable activities	12,828	-
Total resources expended	<u>12,828</u>	<u>-</u>
Reconciliation of funds		
Total funds carried forward	<u>(385)</u>	<u>-</u>

This page does not form part of the statutory financial statements.

Company registration number: 06532431
Charity registration number: 1125068

Monmouthshire County Citizens Advice Bureau Ltd

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2021

bdhc Chartered Accountants
11 Moor Street
Chepstow
Monmouthshire
NP16 5DD

Monmouthshire County Citizens Advice Bureau Ltd
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Statement of financial activities per fund	14 to 19
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Monmouthshire County Citizens Advice Bureau Ltd
Reference and Administrative Details

Charity name	Monmouthshire County Citizens Advice Bureau Ltd
Charity registration number	1125068
Company registration number	06532431
Registered office	Gate House High Street Chepstow Monmouthshire NP16 5LH
Trustees	B W Counsell R C Chater P S Davey P R McGahey (resigned 3 August 2020) P Farley (resigned 7 December 2020) S D Hodgson (resigned 3 August 2020) C L J McIntyre L P Ross G Jones C Archer (appointed 13 January 2021) C Du Toit (appointed 7 December 2020) M Roderick (appointed 7 December 2020)
Accountant	bdhc Chartered Accountants 11 Moor Street Chepstow Monmouthshire NP16 5DD

Monmouthshire County Citizens Advice Bureau Ltd

Trustees' Report

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing documents, Memorandum and Articles of Association, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

Small company provisions

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

Approved by the Board and signed on its behalf by:

.....

R C Chater
Trustee

Date:.....

Independent Examiner's Report to the Trustees of Monmouthshire County Citizens Advice Bureau Ltd

I report on the accounts of the company for the year ended 31 March 2021, which are set out on pages 4 to 13.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act ;
- follow the procedures laid down in the General Directions given by the Charity Commission under section 145 (5) (b) of the 2011 Act ; and
- state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respect the requirements:
 - to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charitieshave not been met; or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

.....
bdhc Chartered Accountants

Date:.....

11 Moor Street
Chepstow
Monmouthshire
NP16 5DD

Monmouthshire County Citizens Advice Bureau Ltd
Statement of Financial Activities (including Income and Expenditure Account)
for the Year Ended 31 March 2021

		Unrestricted Funds	Restricted Funds	Total Funds 2021	Total Funds 2020
	Note	£	£	£	£
Incoming resources					
Incoming resources from generated funds					
Voluntary income	2	148,324	83,752	232,076	193,970
Investment income	4	324	-	324	335
Incoming resources from charitable activities	5	7,000	-	7,000	9,865
Total incoming resources		<u>155,648</u>	<u>83,752</u>	<u>239,400</u>	<u>204,170</u>
Resources expended					
Charitable activities	6	118,803	88,138	206,941	218,421
Governance costs	6	11,033	-	11,033	1,778
Total resources expended		<u>129,836</u>	<u>88,138</u>	<u>217,974</u>	<u>220,199</u>
Net movements in funds		25,812	(4,386)	21,426	(16,029)
Reconciliation of funds					
Total funds brought forward		<u>234,895</u>	<u>(123,642)</u>	<u>111,253</u>	<u>127,282</u>
Total funds carried forward		<u>260,707</u>	<u>(128,028)</u>	<u>132,679</u>	<u>111,253</u>

All incoming resources and resources expended derive from continuing activities.

The notes on pages 7 to 13 form an integral part of these financial statements.

**Monmouthshire County Citizens Advice Bureau Ltd (Registration number:
06532431)**

Balance Sheet as at 31 March 2021

		2021		2020	
	Note	£	£	£	£
Current assets					
Debtors	10	20,153		-	
Cash at bank and in hand		<u>184,865</u>		<u>118,842</u>	
			205,018		118,842
Creditors: Amounts falling due within one year	11		<u>(12,841)</u>		<u>(7,589)</u>
Net current assets			192,177		111,253
Creditors: Amounts falling due after more than one year	12		<u>(59,498)</u>		<u>-</u>
Net assets			<u><u>132,679</u></u>		<u><u>111,253</u></u>
The funds of the charity:					
Restricted funds in deficit					
Better advice better lives			(44,791)		(44,791)
Better advice better health			(56,863)		(56,863)
Monmouth			(20,953)		(20,953)
Saf			(5,036)		(1,035)
Hmpt			<u>(385)</u>		<u>-</u>
Total restricted funds			(128,028)		(123,642)
Unrestricted funds					
Unrestricted income funds			<u>260,707</u>		<u>234,895</u>
Total charity funds			<u><u>132,679</u></u>		<u><u>111,253</u></u>

The notes on pages 7 to 13 form an integral part of these financial statements.

**Monmouthshire County Citizens Advice Bureau Ltd (Registration number:
06532431)**

Balance Sheet as at 31 March 2021

..... *continued*

For the financial year ended 31 March 2021, the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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

Approved by the Board on and signed on its behalf by:

.....

R C Chater
Trustee

The notes on pages 7 to 13 form an integral part of these financial statements.

Monmouthshire County Citizens Advice Bureau Ltd
Notes to the Financial Statements for the Year Ended 31 March 2021

I Accounting policies

Basis of preparation

The financial statements have been prepared under the historical cost convention and in accordance with the Statement of Recommended Practice 'Accounting and Reporting by Charities (SORP 2005)', issued in March 2005, applicable accounting standards and the Companies Act 2006.

Fund accounting policy

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Restricted funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Further details of each fund are disclosed in note 16.

Incoming resources

Voluntary income including donations and grants that provide core funding or are of a general nature is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income recognised as earned (as the related goods or services are provided) under contract.

Resources expended

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

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

Governance costs

Governance costs include costs of the preparation and examination of the statutory accounts, the costs of trustee meetings and the cost of any legal advice to trustees on governance or constitutional matters.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Monmouthshire County Citizens Advice Bureau Ltd

..... continued

Depreciation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Office equipment	20% reducing balance basis
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Pensions

The charity operates a defined contribution pension scheme. Contributions are charged in the statement of financial activities as they become payable in accordance with the rules of the scheme.

2 Voluntary income

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Donations and legacies				
Donations	2,224	-	2,224	5,471
Grants				
Grants - various	<u>146,100</u>	<u>83,752</u>	<u>229,852</u>	<u>188,499</u>
	148,324	83,752	232,076	193,970

Monmouthshire County Citizens Advice Bureau Ltd
Notes to the Financial Statements for the Year Ended 31 March 2021

..... continued

3 Grants receivable

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Total Funds 2020
	£	£	£	£
Grants - various	16,039	-	16,039	13,900
Better Advice: Better Lives	-	-	-	38,750
Chepstow Town Council Grant	20,950	-	20,950	20,950
Monmouthshire CC Grant	51,945	-	51,945	52,470
Caerwent CC Grant	2,500	-	2,500	2,500
Abergavenny Town Council	12,000	-	12,000	12,000
Caldicot TC	23,000	-	23,000	13,000
Gateway Union	-	-	-	1,500
Portskewett Community Council	1,250	-	1,250	1,000
Magor and Undy Community Council	3,000	-	3,000	2,000
Welsh Government SAF	-	-	-	16,779
Trellech Community Council	3,500	-	3,500	3,000
Monmouth Town Council	-	-	-	10,000
CITA	-	-	-	650
SAF	-	71,309	71,309	-
Covid grants	10,000	-	10,000	-
VSEF	1,916	-	1,916	-
HMPT	-	12,443	12,443	-
	<u>146,100</u>	<u>83,752</u>	<u>229,852</u>	<u>188,499</u>

4 Investment income

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Total Funds 2020
	£	£	£	£
Interest on cash deposits	<u>324</u>	<u>-</u>	<u>324</u>	<u>335</u>

5 Incoming resources from charitable activities

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Total Funds 2020
	£	£	£	£
Charitable activities				
Room hire	<u>7,000</u>	<u>-</u>	<u>7,000</u>	<u>9,865</u>

Monmouthshire County Citizens Advice Bureau Ltd
Notes to the Financial Statements for the Year Ended 31 March 2021

..... continued

6 Total resources expended

	Charitable activities	Governance	Total
	£	£	£
Direct costs			
Employment costs	99,566	-	99,566
Repairs and maintenance	2,114	-	2,114
Subscriptions and donations	6,767	-	6,767
	<u>108,447</u>	<u>-</u>	<u>108,447</u>
Support costs			
Employment costs	48,299	-	48,299
Establishment costs	25,146	-	25,146
Office expenses	20,044	-	20,044
Printing, posting and stationery	3,580	-	3,580
Sundry and other costs	695	-	695
Advertising and promotion	730	-	730
Accountancy fees	-	1,200	1,200
Legal and professional costs	-	9,833	9,833
	<u>98,494</u>	<u>11,033</u>	<u>109,527</u>
	<u>206,941</u>	<u>11,033</u>	<u>217,974</u>

7 Employees' remuneration

The aggregate payroll costs of these persons were as follows:

	2021	2020
	£	£
Wages and salaries	126,265	136,553
Social security	4,881	5,993
Other pension costs	1,514	1,700
	<u>132,660</u>	<u>144,246</u>

8 Taxation

The company is a registered charity and is, therefore, exempt from taxation.

Monmouthshire County Citizens Advice Bureau Ltd
Notes to the Financial Statements for the Year Ended 31 March 2021

..... continued

9 Tangible fixed assets

	Fixtures, fittings and equipment £
Cost	
As at 1 April 2020 and 31 March 2021	<u>6,700</u>
Depreciation	
As at 1 April 2020 and 31 March 2021	<u>6,700</u>
Net book value	
As at 31 March 2021	<u><u>-</u></u>
As at 31 March 2020	<u><u>-</u></u>

10 Debtors

	2021 £	2020 £
Trade debtors	<u>20,153</u>	<u>-</u>

11 Creditors: Amounts falling due within one year

	2021 £	2020 £
Trade creditors	1,853	-
Taxation and social security	2,288	2,006
Accruals and deferred income	<u>8,700</u>	<u>5,583</u>
	<u><u>12,841</u></u>	<u><u>7,589</u></u>

Monmouthshire County Citizens Advice Bureau Ltd
Notes to the Financial Statements for the Year Ended 31 March 2021

..... continued

12 Creditors: Amounts falling due after more than one year

	2021 £	2020 £
Accruals and deferred income	<u>59,498</u>	<u>-</u>

Creditors amounts falling due after more than one year includes deferred income:

	2021 £	2020 £
Amount deferred in the year	<u>59,498</u>	<u>-</u>
As at 31 March 2021	<u>59,498</u>	<u>-</u>

13 Members' liability

The charity is a private company limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

14 Pension scheme

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the period represents contributions payable by the charity to the scheme and amounted to £1,514 (2020 - £1,700).

There were no outstanding or prepaid contributions at either the beginning or end of the financial year.

Monmouthshire County Citizens Advice Bureau Ltd
Notes to the Financial Statements for the Year Ended 31 March 2021

..... continued

15 Related parties

Controlling entity

The charity is controlled by the trustees who are all directors of the company.

16 Analysis of funds

	At 1 April 2020	Incoming resources	Resources expended	At 31 March 2021
	£	£	£	£
General Funds				
General fund	234,895	155,648	(129,836)	260,707
Restricted Funds				
Better Advice Better Lives	(44,791)	-	-	(44,791)
Better Advice Better Health	(56,863)	-	-	(56,863)
Monmouth	(20,953)	-	-	(20,953)
SAF	(1,035)	71,309	(75,310)	(5,036)
HMPT	-	12,443	(12,828)	(385)
	<u>(123,642)</u>	<u>83,752</u>	<u>(88,138)</u>	<u>(128,028)</u>
	<u>111,253</u>	<u>239,400</u>	<u>(217,974)</u>	<u>132,679</u>

17 Net assets by fund

Monmouthshire County Citizens Advice Bureau Ltd
Statement of financial activities by fund Year Ended 31 March 2021

	General fund 2021	General fund 2020
	£	£
Incoming resources		
Incoming resources from generated funds		
Voluntary income	148,324	138,441
Investment income	324	335
Incoming resources from charitable activities	7,000	9,865
Total incoming resources	<u>155,648</u>	<u>148,641</u>
Resources expended		
Charitable activities	118,803	119,516
Governance costs	11,033	1,366
Total resources expended	<u>129,836</u>	<u>120,882</u>
Net movements in funds	25,812	27,759
Reconciliation of funds		
Total funds brought forward	<u>234,895</u>	<u>207,136</u>
Total funds carried forward	<u><u>260,707</u></u>	<u><u>234,895</u></u>

This page does not form part of the statutory financial statements.

Monmouthshire County Citizens Advice Bureau Ltd
Statement of financial activities by fund Year Ended 31 March 2021

..... continued

	Better Advice Better Lives 2021	Better Advice Better Lives 2020
	£	£
Incoming resources		
Incoming resources from generated funds		
Voluntary income	-	19,750
Total incoming resources	-	19,750
Resources expended		
Charitable activities	-	41,793
Governance costs	-	225
Total resources expended	-	42,018
Net movements in funds	-	(22,268)
Reconciliation of funds		
Total funds brought forward	(44,791)	(22,523)
Total funds carried forward	(44,791)	(44,791)

This page does not form part of the statutory financial statements.

Monmouthshire County Citizens Advice Bureau Ltd
Statement of financial activities by fund Year Ended 31 March 2021

..... continued

	Better Advice Better Health 2021	Better Advice Better Health 2020
	£	£
Incoming resources		
Incoming resources from generated funds		
Voluntary income	-	19,000
Total incoming resources	-	19,000
Resources expended		
Charitable activities	-	39,331
Governance costs	-	154
Total resources expended	-	39,485
Net movements in funds	-	(20,485)
Reconciliation of funds		
Total funds brought forward	(56,863)	(36,378)
Total funds carried forward	(56,863)	(56,863)

This page does not form part of the statutory financial statements.

Monmouthshire County Citizens Advice Bureau Ltd
Statement of financial activities by fund Year Ended 31 March 2021

..... *continued*

	Monmouth 2021	Monmouth 2020
	£	£
Net movements in funds	-	-
Reconciliation of funds		
Total funds brought forward	<u>(20,953)</u>	<u>(20,953)</u>
Total funds carried forward	<u><u>(20,953)</u></u>	<u><u>(20,953)</u></u>

This page does not form part of the statutory financial statements.

Monmouthshire County Citizens Advice Bureau Ltd
Statement of financial activities by fund Year Ended 31 March 2021

..... continued

	SAF 2021	SAF 2020
	£	£
Incoming resources		
Incoming resources from generated funds		
Voluntary income	71,309	16,779
Total incoming resources	<u>71,309</u>	<u>16,779</u>
Resources expended		
Charitable activities	75,310	17,781
Governance costs	-	33
Total resources expended	<u>75,310</u>	<u>17,814</u>
Net movements in funds	(4,001)	(1,035)
Reconciliation of funds		
Total funds brought forward	<u>(1,035)</u>	-
Total funds carried forward	<u><u>(5,036)</u></u>	<u><u>(1,035)</u></u>

This page does not form part of the statutory financial statements.

Monmouthshire County Citizens Advice Bureau Ltd
Statement of financial activities by fund Year Ended 31 March 2021

..... continued

	HMPT 2021	HMPT 2020
	£	£
Incoming resources		
Incoming resources from generated funds		
Voluntary income	12,443	-
Total incoming resources	12,443	-
Resources expended		
Charitable activities	12,828	-
Total resources expended	12,828	-
Reconciliation of funds		
Total funds carried forward	(385)	-

This page does not form part of the statutory financial statements.