

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

England & Wales · Charity number 1126473

Details

Status Registered

Legal form Charitable company

Company number [06654115](#)

Registered 2008-10-28

Register [View on the Charity Commission register](#)

Contact

Address Post Office Lane
Merthyr Tydfil
CF47 8BE

Phone 01685382188

Email admin@citizensadvicemt.org.uk

Website www.citizensadvicemt.org.uk

Activities

Objects: THE CHARITY'S OBJECTS ARE 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 THE BOROUGH OF MERTHYR TYDFIL BUT GENERALLY THROUGHOUT WALES. AND THE SURROUNDING AREAS ("THE AREA OF BENEFIT").

Activities: Advice Service

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research
- **What:** General Charitable Purposes
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** IN PARTICULAR, BUT WITHOUT LIMITATION, FOR THE BENEFIT OF THE IMMEDIATE COMMUNITIES IN THE BOROUGH OF MERTHYR TYDFIL BUT GENERALLY THROUGHOUT WALES.
- Merthyr Tydfil

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,512,773	£1,338,016	£1,257,207	41
2024-03-31	£1,246,127	£1,215,297	£1,082,450	44
2023-03-31	£1,208,732	£1,204,451	£1,051,620	54
2022-03-31	£1,656,482	£1,176,742	£1,047,339	47
2021-03-31	£882,386	£768,717	£567,599	32

Trustees

Name	Role	Appointed
Alyson Davies		2021-07-07
BRIAN ALBERT HEGGIE		2013-02-08
Beverley Ann Davies		2023-07-11
COLIN THOMAS		2022-09-21
KEITH WILLIAMS		
Linda Cunningham		2024-12-10
Mark Harrison		2024-12-10
Steve Taylor		2026-01-21
Victoria Winckler		2025-08-06

Accounts

REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025
FOR
MERTHYR TYDFIL CITIZENS ADVICE BUREAU

Baker Knolly Audit Limited
Chartered Certified Accountants
Orbit Business Centre
Rhydycar Business Park
Merthyr Tydfil
CF48 1DL

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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FOR THE YEAR ENDED 31 MARCH 2025

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REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 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).

The Trustee Report includes the Report of the Directors' as required by company law.

Merthyr Tydfil Citizens Advice Bureau, also known as Citizens Advice Merthyr Tydfil (CAMT) is a charitable company limited by guarantee. It was incorporated under the Companies Act 1985 on 23 July 2008.

OBJECTIVES AND ACTIVITIES

Objectives and Activities: Charitable Purposes

Citizens Advice Merthyr Tydfil (CAMT) is governed by its Memorandum and Articles of Association. The charity's purposes are:

- To promote charitable purposes for the benefit of individuals in Merthyr Tydfil and the surrounding area, including the advancement of education, the protection and preservation of health, and the relief of those in need due to financial hardship or other disadvantage.
- To provide free, independent, confidential, and impartial advice to help people resolve their legal, financial, and other problems.
- To influence policies and practices that affect the lives of local people.

Aims and Issues CAMT Seeks to Tackle

Citizens Advice Merthyr Tydfil (CAMT) provides accessible, high-quality advice on welfare benefits, debt, housing, employment, consumer rights, family matters, and discrimination. The charity supports individuals and families experiencing poverty, financial instability, health inequalities, and social exclusion, helping to reduce the wider impact of these issues on local communities and public services.

Key challenges in Merthyr Tydfil and the surrounding areas include rising poverty and financial distress, increasing demand for welfare and debt advice, housing insecurity, health inequalities, and barriers to accessing justice and financial support.

Through early intervention and expert advice, CAMT aims to improve financial resilience, prevent crises such as eviction or loss of income, enhance health and well-being, reduce pressure on statutory services, and empower people to exercise their rights and navigate complex systems.

Public benefit

The Trustees confirm that they have complied with their duty under Section 17 of the Charities Act 2011 to have due regard to the Charity Commission's guidance on public benefit.

Citizens Advice Merthyr Tydfil provides significant public benefit by delivering free, independent, confidential, high quality and impartial advice that improves financial stability, reduces poverty, prevents homelessness, and enhances health and well-being. Services are open to all, and support is prioritised according to need to ensure fairness, equality, and accessibility for all members of the community.

Volunteers

Volunteers play a critical role in administration, governance, and client-facing services, approximately 5 FTE's

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

STRATEGIC REPORT

Achievements and performance

Key funded services during 2024-25 include:

- **Help 2 Claim** - Supports first-time Universal Credit claims via phone, web chat, or email. Contract runs until December 2025.
- **Welsh Government: SAF** - Community Focus & Specialist - Provides generalist and specialist face-to-face advice across Merthyr Tydfil; secured three-year contract until 2028.
- **Welsh Government: CWY's (Claim What's Yours)** - Expands telephony capacity for income maximisation and benefit take-up through the Welsh Government campaign.
- **Energy Advice Programme (EAP)** - Offers one-to-one advice to clients in fuel poverty or at risk, delivered primarily via phone and web.
- **Warmer Wales - Funded by the Moondance Foundation** Supports energy debt advice and emergency crisis support; funding secured until March 2026.
- **CAB 4 Carers & Carers Hub** - Funded by CTMUHB Provides practical and hospital support for carers, with a dedicated hub for advice and information.
- **Help Through Hardship** -working in partnership with Citizens Advice Ynys Mon. Offers income maximisation advice and foodbank vouchers for clients in financial need.
- **EOP Fund** - Delivers proactive outreach in local communities, building partnerships to reach target groups.
- **Multiply (MTCBC)** - Enhances money management, debt support, and numeracy skills to empower clients financially.
- **(MTCBC) UK Shared Prosperity Fund (UK SPF)** - Strengthens community outreach, digital access, and regulated advice services while supporting local skills and businesses.
- **Pension Credit** - Funding from CTMUHB to promote update of pension credit in the community

Service Delivery 2024/25:

- Clients supported: 12,012
- Income gains for clients: £13.6 million
- Debts managed: £3.2 million

The charity continues to make a major contribution in relieving hardship among people in one of Wales's most deprived local authorities. Between 1st April 2024 and 31st March 2025 CAMT supported 12,012 clients - equivalent to one in five of the population of Merthyr Tydfil.

As a result of our work, we secured an additional £13.6 million income gains for clients, for example by supporting them with benefit claims or helping to resolve employment disputes. We also helped clients to manage over £3.2 million debts, for example by agreeing repayment plans or securing Debt Relief Orders.

The charity has had its year 2 Leadership Self Assessment (audit) in January 2025, which it passed successfully.

Fundraising activities

We do not carry out fundraising activities other than funding bids for projects. During this year we have both maintained current services and extended into new areas across the Borough.

All our work is dependent on core funding. Without this we are precluded from applying for further funding.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

STRATEGIC REPORT

Financial review

Financial Review of the Year

The statement of financial activities (SOFA) together with relevant notes show the work that the charity has undertaken in the past year and how these activities are financed. Incoming resources, detailing the type and source of income, together with funds brought forward, constitute the resources available. The SOFA also shows the division of resources between restricted and unrestricted resources. Restricted resources are funds received by the charity that can only be spent in the proposition of a specific service. These types of funds typically stipulate how the funds should be spent, and will have clawback clauses for funds which are unspent.

Unrestricted funds are those funds provided to the charity that the management and trustees can spend as they wish, within the requirements of the objectives of the charity. Often these resources will have been paid by the funder with the agreement that the charity provide a service with the decision being left to allocate the funds to the discretion of the management and trustees of the charity.

The charity continues to see an increase in incoming resources, rising from £1,246,127 last year to £1,512,773 this year. This growth is largely due to the increase in grants and contracts successfully secured by the organisation.

Citizens Advice Merthyr Tydfil owns its own premises. Between 2018 and 2021, the charity was successful in securing capital funding from Ffos y Fran, the Welsh Government's Community Facilities Grant, and the ICF Capital Grant. This allowed the organisation to purchase its premises and undertake a full refurbishment.

Owning the building helps reduce ongoing overheads, ensuring that our unit costs remain competitive when applying for grants and contracts. As a result, a greater proportion of funding can be directed towards frontline services, maximising the support we provide to our clients and community.

Citizens Advice Merthyr Tydfil remained financially stable at the year-end, despite external pressures. Income and expenditure reflect delivery of core services and project-funded activity.

Principal funding sources

Principal funding sources for the financial period 2024/25 is listed in the section 'Key funded services during 2024-25' under Achievements and Performance.

Financial Management Policies

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time, the financial position of the charity. The Trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Reserves policy

Trustees aim to have sufficient reserves to bridge the funding gaps between spending and receiving funding, and in the event of the LCA closing, to cover redundancy payments and 4 months running costs.

At the end of the financial year, restricted reserves were £762,793 and unrestricted reserves were £494,414, so in excess of the target of £443,750.

Reserves are managed according to the charity's reserves policy while funds required for cashflow are managed in interest-bearing, accessible accounts.

The Trustees are satisfied that there are no material uncertainties affecting the charity's ability to continue as a going concern.

Funds in deficit

There are no funds in deficit.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

STRATEGIC REPORT

Financial review

Relationship between Expenditure and the Charity's Key Objectives

Our objectives are highlighted in each funding bid that is submitted and we have to notify our funders if there is any deviation in the applications.

Review of the Charity's Financial Position

Citizens Advice Merthyr Tydfil has secured over £1.5 million of funding for the period April 2024- March 25 from a variety of funders including: Welsh Government, MTCBC, CTMUHB, National Grid, DWP and WCVA.

Future plans

The charity has been able to plan its activities for the coming year with a secure funding programme, with most projects scheduled to operate until 31 March 2026 or beyond. CAMT will continue to explore innovative ways to deliver services and reach as many people as possible, as the demand for high-quality, independent, impartial, and free advice continues to grow, and continues to look for opportunities to increase its services for the community.

Following a successful national Citizens Advice audit in January 2025, which reported excellent results across all key service indicators, the charity has continued to review all core policies and risk management procedures in line with its vision:

"To be the go-to advice service within Merthyr Tydfil, improving the lives of our community members and empowering clients across every demographic by providing accessible, impartial, confidential, and high-quality advice through multiple channels."

Positive engagement with funders will continue, with endorsement of necessary service delivery changes and re-prioritisation of some services. CAMT will focus on driving service growth to meet demand, using evidence-based, flexible solutions and multichannel delivery. The charity will continue to work with local, regional, and national partners to maintain, secure, and diversify funding. Governance will continue to be strengthened, the senior management team was restructured during the year, and three new trustees with the necessary skills and ambition were recruited. Trustee induction, development, mentoring, and ongoing training will continue to be enhanced. The governance structure is regularly reviewed to ensure effective support and scrutiny of staff and volunteers.

The Trustees have reassessed CAMT's ability to continue for at least twelve months from the date the accounts are signed and have concluded that no material uncertainties exist that would cast doubt on the charity's ability to continue as a going concern.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

CAMT is a charitable company limited by guarantee, incorporated under the Companies Act on 23 July 2008. It is governed by its Memorandum and Articles of Association.

The Board sets strategy, approves budgets, and monitors performance. Day-to-day management is delegated to the CEO, supported by the Senior Management Team:

- Operations Manager
- Business & Finance Manager
- Advice & Partnership Manager

The Board retains responsibility for major decisions including remuneration of senior management, risk management, and strategic planning.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment and appointment of new trustees

Citizens Advice Merthyr Tydfil is committed to its aim of ensuring that the Board of Trustees contains a broad range of skills, knowledge and expertise and are representative of the local community, such as people from minority and ethnic communities and people with disabilities. Creating a diverse board will also help create accountability and public confidence.

It is important that all trustees understand and are committed to the two main aims of Citizens Advice:

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

The responsibility of the recruitment of new trustees rests firmly with existing trustees. They use a variety of methods for recruitment including open advertisement, as well as personal recommendation.

Trustees undertake a comprehensive induction programme to familiarise themselves with the structure, key staff and frontline services, and fully briefed on their legal obligations under charity law, the committee, decision-making processes, Business Plan and recent financial performance of the Local Citizens Advice.

A skills audit is completed annually and an action plan developed.

Trustees are encouraged to attend appropriate Citizens Advice Cymru or external training events. Records of all Trustee Board members training are held in a central Bureau file, as are their qualifications, experience and on-going training.

Trustees Annual review: Funding and Service Overview

This review looks at our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous 12 months. The review looks at the success of each key activity and the benefits they have brought to the people who we have assisted. The review also helps us ensure our aim, objectives and activities remain focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aim and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set."

The organisation had its year 2 Leadership Self Assessment (audit) in January 2025, which we passed successfully, and is part of an annual cycle.

Citizens Advice Merthyr Tydfil (CAMT) has continued to grow its funding portfolio, enabling the charity to expand and improve services for the local community. Since 2018, capital grants from Ffos y Fran, the Welsh Government's Community Facilities Grant, and the ICF Capital Grant have enabled CAMT to purchase and refurbish its premises. This investment has reduced overheads and allowed more resources to be directed toward frontline support. Although the funding appears as unspent in the accounts, this is solely because it is being depreciated over the life of the asset. The full amount of funding was spent in accordance with the terms of the agreed capital grants and has been fully applied to the building works.

Organisational structure

The Board of Trustees, which can have up to 15 members, administers the charity. The Board meets, at least four times per year. There is a sub-committee made up of officers which can meet more frequently when necessary to cover development, membership, finance and audit.

Key management remuneration

Remuneration of the CEO and senior management staff is set by the Board based on sector benchmarks and affordability.

Wider network

Our affiliation to National Citizens Advice and working in collaboration with National Citizens Advice means that we are strategically aligned to the national priorities in Citizens Advice and therefore work to achieve a sustainable network, for which we play a key role at national and local level.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

STRUCTURE, GOVERNANCE AND MANAGEMENT

Related parties

Merthyr Tydfil County Borough Council provide Core Funding and have an elected member on the Board of Trustees.

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 have a risk management strategy which comprises:-

- an annual review of the risks the charity may face
- the establishment of systems and procedures to mitigate those risks identified in the plan
- the implementation of procedures designed to minimise any potential impact on the charity should those risks materialise
- A key element in the management of financial risk is the setting up of a reserve policy and its regular review by the Trustees.

Statement of Control

The local Citizens Advice Trustee Board oversees the management and safeguarding of all personal information relating to clients, staff, funders, and strategic partners. CAMT shares joint responsibility for client data held on our case management system with the national Citizens Advice Service.

An Information Assurance Management team is in place to ensure the confidentiality, integrity, and availability of all personal and sensitive data. All processes are designed to comply fully with the requirements of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, ensuring that personal data is securely managed and protected at all times.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

06654115 (England and Wales)

Registered Charity number

1126473

Registered office

1 Post Office Lane
Merthyr Tydfil
CF47 8BE

Trustees

K Williams
Dr S Ganesh
L Guard (resigned 19.7.24)
B Heggie
A Davies
C Thomas
B A Davies
L Cunningham (appointed 10.12.24)
M Harrison (appointed 10.12.24)
Dr V L Winckler (appointed 6.8.25)

Auditors

Baker Knolly Audit Limited
Chartered Certified Accountants
Orbit Business Centre
Rhydycar Business Park
Merthyr Tydfil
CF48 1DL

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

REFERENCE AND ADMINISTRATIVE DETAILS

Bankers

Barclays Bank
1 Churchill Place
London
E14 5HP

Legal Advisers

Worknest
HR20 Grosvenor Place
London
SW1X 7HN

Chairperson

Mr B Heggie - Chair
Alyson Davies - Vice Chair

Treasurer

Mr C Thomas

Secretary

Mrs Lisa Howell-Morgan

Chief Executive

Mrs Lisa Howell-Morgan

Senior Management Team:

Chief Executive: Mrs Lisa Howell-Morgan
Operations Manager: Elizabeth Lewis
Advice & Partnership Manager: Jack Bennett
Business & Finance Manager: Mary Hammond

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Merthyr Tydfil Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year. Under that law, the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under company law the trustees must not approve the financial statements unless they are satisfied that they 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 Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

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

In so far as the trustees are aware:

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

AUDITORS

The auditors, Baker Knogle Audit Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 17 December 2025 and signed on the board's behalf by:

C Thomas - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
MERTHYR TYDFIL CITIZENS ADVICE BUREAU

Opinion

We have audited the financial statements of Merthyr Tydfil Citizens Advice Bureau (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

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

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

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

Opinions on other matters prescribed by the Companies Act 2006

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

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

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
MERTHYR TYDFIL CITIZENS ADVICE BUREAU

Matters on which we are required to report by exception

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

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

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

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

Our responsibilities for the audit of the financial statements

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

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience through discussion with the Officers and other management (as required by auditing standards).
- We had regard to laws and regulations in areas that directly affect the financial statements including financial reporting (including related trade union legislation) and taxation legislation. We considered that extent of compliance with those laws and regulations as part of our procedures on the related financial statement items.
- With the exception of any known or possible non-compliance, and as required by auditing standards, our work in respect of these was limited to enquiry of the Officers.
- We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit.
- We addressed the risk of fraud through management override of controls, by testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

Our audit procedures were designed to respond to risks of material misstatement in the financial statements, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery, misrepresentations or through collusion. There are inherent limitations in the audit procedures performed and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we are to become aware of it.

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

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
MERTHYR TYDFIL CITIZENS ADVICE BUREAU

Use of our report

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

Richard Phillips FCCA (Senior Statutory Auditor)
for and on behalf of Baker Knogle Audit Limited
Chartered Certified Accountants
Orbit Business Centre
Rhydycar Business Park
Merthyr Tydfil
CF48 1DL

19 December 2025

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	40,103	1,453,863	1,493,966	1,239,132
Other trading activities	3	6,625	-	6,625	-
Investment income	4	12,182	-	12,182	5,538
Other income	5	-	-	-	1,457
Total		<u>58,910</u>	<u>1,453,863</u>	<u>1,512,773</u>	<u>1,246,127</u>
EXPENDITURE ON					
Raising funds	6	-	19,826	19,826	18,327
Charitable activities					
Advice Services	7	<u>2,210</u>	<u>1,315,980</u>	<u>1,318,190</u>	<u>1,196,970</u>
Total		<u>2,210</u>	<u>1,335,806</u>	<u>1,338,016</u>	<u>1,215,297</u>
NET INCOME		56,700	118,057	174,757	30,830
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>437,714</u>	<u>644,736</u>	<u>1,082,450</u>	<u>1,051,620</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>494,414</u></u>	<u><u>762,793</u></u>	<u><u>1,257,207</u></u>	<u><u>1,082,450</u></u>

The notes form part of these financial statements

BALANCE SHEET
31 MARCH 2025

	Notes	2025 £	2024 £
FIXED ASSETS			
Tangible assets	14	660,548	691,891
CURRENT ASSETS			
Debtors	15	129,391	106,663
Cash at bank		541,704	364,605
		671,095	471,268
CREDITORS			
Amounts falling due within one year	16	(74,436)	(80,709)
NET CURRENT ASSETS		596,659	390,559
TOTAL ASSETS LESS CURRENT LIABILITIES		1,257,207	1,082,450
NET ASSETS		1,257,207	1,082,450
FUNDS	19		
Unrestricted funds		494,414	437,714
Restricted funds		762,793	644,736
TOTAL FUNDS		1,257,207	1,082,450

The financial statements were approved by the Board of Trustees and authorised for issue on 17 December 2025 and were signed on its behalf by:

C Thomas - Trustee

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	2024 £
Cash flows from operating activities			
Cash generated from operations	1	164,917	54,995
Net cash provided by operating activities		164,917	54,995
Cash flows from investing activities			
Purchase of tangible fixed assets		-	(13,182)
Interest received		12,182	5,538
Net cash provided by/(used in) investing activities		12,182	(7,644)
Change in cash and cash equivalents in the reporting period		177,099	47,351
Cash and cash equivalents at the beginning of the reporting period		364,605	317,254
Cash and cash equivalents at the end of the reporting period		541,704	364,605

The notes form part of these financial statements

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2025

1.	RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES	2025	2024
		£	£
	Net income for the reporting period (as per the Statement of Financial Activities)	174,757	30,830
	Adjustments for:		
	Depreciation charges	31,343	31,523
	Interest received	(12,182)	(5,538)
	Increase in debtors	(22,728)	(23,153)
	(Decrease)/increase in creditors	(6,273)	21,333
	Net cash provided by operations	<u>164,917</u>	<u>54,995</u>

2.	ANALYSIS OF CHANGES IN NET FUNDS	At 1/4/24	Cash flow	At 31/3/25
		£	£	£
	Net cash			
	Cash at bank and in hand	364,605	177,099	541,704
		<u>364,605</u>	<u>177,099</u>	<u>541,704</u>
	Total	<u>364,605</u>	<u>177,099</u>	<u>541,704</u>

The notes form part of these financial statements

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.

Income

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

The following specific policies are applied:

Voluntary Income

Voluntary income received by way of grants, gifts or donation is included in full on receipt unless it is subject to a condition when it is treated as deferred income.

Government Grant Income is included in full on receipt unless it is subject to a condition when it is treated as deferred income.

Deferred Income

Income or grants received in advance are held as deferred income and carried forward to future accounting periods to be released when the defined purposes of the work or project have been completed, approved or certified.

Gifts in Kind

Gifts in kind are included in the income and expenditure account where they are applied in carrying out charitable activities, where the company would otherwise have to purchase the donated facility and the benefit is both quantifiable and material. The quantifiable benefit is shown as both incoming and expended resources within the appropriate funds. Where the gift is an asset it is treated as income and taken to stock or fixed assets as appropriate.

The value of services provided by volunteers is not quantified.

Investment Income

Investment income is included when receivable.

Trading Income

Trading Income is recognised when earned.

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.

Costs of generating funds

Costs of generating funds include the costs associated with attracting voluntary income and the costs of trading for fundraising purposes.

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

1. ACCOUNTING POLICIES - continued

Expenditure

Charitable expenditure

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

All expenditure

All expenditure is allocated between the categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned between categories on a basis that fairly reflects their usage.

Pension costs

Contributions are made to the employees own personal pension schemes. The pension cost charge represents those contributions payable to individual schemes.

Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs and overheads, finance, personnel, payroll and governance costs which support the charities Advice Service activities. The basis on which support costs have been allocated are set out in note 8.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property improvements	- 4% on cost
Freehold Property	- 2% on cost
Plant and machinery	- 25% on reducing balance

Tangible fixed assets are included in the balance sheet at historic cost less accumulated depreciation. Grant receipts which fund fixed asset acquisitions are taken to restricted funds and the appropriate depreciation charge is made against those funds over the expected useful life of the asset.

Capital grants are recognised when the associated expenditure has been incurred.

Taxation

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

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds are those unrestricted funds set aside for a specific purpose by the Board.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Fixed assets acquired under finance leases are included in the balance sheet at historic cost less accumulated depreciation. The present value of future rentals is shown as a liability. Interest payable in each period is charged as an expended resource in proportion to the amount outstanding under the lease. Operating lease rental are charged as expended resources as incurred.

Organisational Status

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

1. ACCOUNTING POLICIES - continued

The organisation is a company limited by guarantee and a registered charity. The directors are the trustees and are set out on page 3, they form a Board of Trustees which is the executive body of the charity. The aims and objectives and rules for governance are set out in the charitable company's Memorandum and Articles of Association.

Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price.

Ex-Gratia Termination Payment

Termination benefits are payable when employment is terminated by the Charity before the normal retirement date, or whenever an employee accepts voluntary redundancy in exchange for these benefits. The Charity recognises termination benefits when it is demonstrably committed to either

(i) terminating the employment of current employees according to a detailed formal plan without possibility of withdrawal or (ii) providing termination benefits as a result of an offer made to encourage voluntary redundancy.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist.

2. DONATIONS AND LEGACIES

	2025	2024
	£	£
Donations	875	2,043
Grants	1,458,709	1,202,707
Service Level Agreement	34,382	34,382
	1,493,966	1,239,132

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

	2025	2024
	£	£
Merthyr Tydfil County Borough Council	235,246	92,390
National Citizens Advice	832,485	804,323
Supporting People (MTCBC)	280,097	205,000
Age Concern Morgannwg	11,294	-
Rhondda Cynon Taff	69,950	72,397
National Grid Electricity Distribution	4,845	-
Moondance Foundation	24,792	28,597
	1,458,709	1,202,707

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

3. OTHER TRADING ACTIVITIES

	2025	2024
	£	£
Rent Received	6,625	-
	<u> </u>	<u> </u>

4. INVESTMENT INCOME

	2025	2024
	£	£
Deposit account interest	12,182	5,538
	<u> </u>	<u> </u>

5. OTHER INCOME

	2025	2024
	£	£
Other income	-	1,457
	<u> </u>	<u> </u>

6. RAISING FUNDS

Raising donations and legacies

	2025	2024
	£	£
Staff costs	19,826	18,327
	<u> </u>	<u> </u>

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 8) £	Totals £
Advice Services	1,302,786	15,404	1,318,190
	<u> </u>	<u> </u>	<u> </u>

8. SUPPORT COSTS

	Management £	Finance £	Human resources £	Governance costs £	Totals £
Advice Services	539	405	270	14,190	15,404
	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>

9. NET INCOME/(EXPENDITURE)

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

	2025	2024
	£	£
Depreciation - owned assets	31,343	31,523
Pension contributions	42,260	35,634
	<u> </u>	<u> </u>

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

10. 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

Four trustees received expense payments totalling £64 (2024: £96) for the year. These payments were reimbursement of travelling expenses.

All trustees received a Christmas gift. The total expenditure on these gifts was £500.

11. STAFF COSTS

	2025 £	2024 £
Wages and salaries	1,142,248	1,041,761
	<u>1,142,248</u>	<u>1,041,761</u>

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

	2025	2024
Advice Services	41	44
	<u>41</u>	<u>44</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2025	2024
£60,001 - £70,000	-	1
£70,001 - £80,000	1	-
	<u>1</u>	<u>1</u>

	2025 £	2024 £
Wages and Salaries	1,014,664	932,685
Social Security Costs	85,325	68,942
Pension Costs	42,260	35,634
	<u>1,142,249</u>	<u>1,037,261</u>

Pension Costs

The Charity contributes to employee's own personal pension schemes together with the government work place pension scheme. The pension cost charge represents contributions paid by the Charity to the individual schemes.

Key management remuneration

The key management of the charity comprises the Chief Executive Officer. The total benefits of the the key management personnel of the charity was £72,385 (2024: £65,690).

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	51,427	1,187,705	1,239,132
Investment income	5,538	-	5,538
Other income	1,426	31	1,457
Total	<u>58,391</u>	<u>1,187,736</u>	<u>1,246,127</u>
EXPENDITURE ON			
Raising funds	-	18,327	18,327
Charitable activities			
Advice Services	2,339	1,194,631	1,196,970
Total	<u>2,339</u>	<u>1,212,958</u>	<u>1,215,297</u>
NET INCOME/(EXPENDITURE)	56,052	(25,222)	30,830
Transfers between funds	6,568	(6,568)	-
Net movement in funds	<u>62,620</u>	<u>(31,790)</u>	<u>30,830</u>
RECONCILIATION OF FUNDS			
Total funds brought forward	375,094	676,526	1,051,620
TOTAL FUNDS CARRIED FORWARD	<u>437,714</u>	<u>644,736</u>	<u>1,082,450</u>

13. AUDITORS' REMUNERATION

	2025 £	2024 £
Fees payable to the charity's Independent auditors for the independent audit of the charity's financial statements	<u>3,600</u>	<u>3,600</u>

Amounts payable to Independent Auditors in relation to payroll, pension administration and other services provided to the charity were £10,590 (2024: £9,498).

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

14. TANGIBLE FIXED ASSETS

	Freehold property improvements £	Freehold Property £	Plant and machinery £	Totals £
COST				
At 1 April 2024 and 31 March 2025	661,055	95,880	49,896	806,831
DEPRECIATION				
At 1 April 2024	70,036	8,137	36,767	114,940
Charge for year	26,266	1,917	3,160	31,343
At 31 March 2025	96,302	10,054	39,927	146,283
NET BOOK VALUE				
At 31 March 2025	564,753	85,826	9,969	660,548
At 31 March 2024	591,019	87,743	13,129	691,891

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Other debtors	119,361	91,946
Prepayments	10,030	14,717
	<u>129,391</u>	<u>106,663</u>

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Accruals	28,247	46,637
Pension creditor	11,397	9,280
Deferred income	34,792	24,792
	<u>74,436</u>	<u>80,709</u>

Deferred Income

Included in Accruals and Deferred Income above, is the following movement relating to Deferred Income.

	2025 £	2024 £
Opening balance	24,792	43,597
Movement in the year	10,000	(18,805)
Deferred income carried forward	<u>34,792</u>	<u>24,792</u>
Being:		
CTM Health Board - Smoking Cessation Training	10,000	-
Moondance Foundation	24,792	24,792
	<u>34,792</u>	<u>24,792</u>

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

17. LEASING AGREEMENTS

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

	2025	2024
	£	£
Within one year	4,474	4,474
Between one and five years	8,072	12,543
	<u>12,546</u>	<u>17,017</u>

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Restricted funds	2025 Total funds	2024 Total funds
	£	£	£	£
Fixed Assets	79,621	580,927	660,548	691,891
Net Current Assets	414,793	181,866	596,659	390,559
	<u>494,414</u>	<u>762,793</u>	<u>1,257,207</u>	<u>1,082,450</u>

19. MOVEMENT IN FUNDS

	At 1/4/24	Net movement in funds	Transfers between funds	At 31/3/25
	£	£	£	£
Unrestricted funds				
General fund	350,992	58,684	5,117	414,793
Designated fixed asset fund	50,611	-	(5,117)	45,494
Church Act Asset Fund	36,111	(1,984)	-	34,127
	<u>437,714</u>	<u>56,700</u>	<u>-</u>	<u>494,414</u>
Restricted funds				
Supporting People Fund/UK SPF	(17,500)	17,500	-	-
Ffos y Fran (Property Asset Fund)	233,849	(8,164)	-	225,685
Cwm Taf CAB 4 Carers	31,948	45,989	-	77,937
ICF Discretionary Fund (CAB HUB Capital)	78,604	(3,628)	-	74,976
Ffos y Fran (Roof & Window)	64,115	(2,728)	-	61,387
EAP Energy	25,504	39,480	-	64,984
WAG Phase 3 Capital Fund	228,599	(9,720)	-	218,879
Energy Case Worker Fund	11,543	6,440	-	17,983
EOP Fund	3,500	4,094	-	7,594
MTCBC Multiply Fund	(17,500)	17,500	-	-
Winter Funding	2,074	-	-	2,074
Pension Credit Fund	-	11,294	-	11,294
	<u>644,736</u>	<u>118,057</u>	<u>-</u>	<u>762,793</u>
TOTAL FUNDS	<u>1,082,450</u>	<u>174,757</u>	<u>-</u>	<u>1,257,207</u>

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

19. 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	58,910	(226)	58,684
Church Act Asset Fund	-	(1,984)	(1,984)
	58,910	(2,210)	56,700
Restricted funds			
Supporting People Fund/UK SPF	280,098	(262,598)	17,500
Ffos y Fran (Property Asset Fund)	-	(8,164)	(8,164)
Cwm Taf CAB 4 Carers	45,989	-	45,989
SAF - Community Focus	63,666	(63,666)	-
SAF - Debt Fund	51,588	(51,588)	-
SAF - Specialist fund	12,243	(12,243)	-
ICF Discretionary Fund (CAB HUB Capital)	-	(3,628)	(3,628)
Ffos y Fran (Roof & Window)	-	(2,728)	(2,728)
SAF CWY	189,000	(189,000)	-
EAP Energy	39,480	-	39,480
WAG Phase 3 Capital Fund	-	(9,720)	(9,720)
Basic Income Pilot	23,961	(23,961)	-
Help 2 Claim Fund	260,282	(260,282)	-
Help for Hardship Fund	126,033	(126,033)	-
Warmer Wales Fund	41,479	(41,479)	-
Energy Case Worker Fund	34,629	(28,189)	6,440
EOP Fund	4,094	-	4,094
Guardian Fund	9,990	(9,990)	-
Moondance Fund	24,792	(24,792)	-
MTCBC Multiply Fund	235,245	(217,745)	17,500
Pension Credit Fund	11,294	-	11,294
	1,453,863	(1,335,806)	118,057
TOTAL FUNDS			
	1,512,773	(1,338,016)	174,757

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

19. 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	285,866	58,036	7,090	350,992
Designated fixed asset fund	51,133	-	(522)	50,611
Church Act Asset Fund	38,095	(1,984)	-	36,111
	375,094	56,052	6,568	437,714
Restricted funds				
Supporting People Fund/UK SPF	-	(17,500)	-	(17,500)
Ffos y Fran (Property Asset Fund)	237,992	(8,248)	4,105	233,849
Cwm Taf CAB 4 Carers	31,948	-	-	31,948
SAF - Community Focus	-	(3)	3	-
ICF Discretionary Fund (CAB HUB Capital)	82,232	(3,628)	-	78,604
Ffos y Fran (Roof & Window)	66,843	(2,728)	-	64,115
Specialist Debt Fund	5,848	(5,848)	-	-
EAP Energy	-	25,504	-	25,504
WAG Phase 3 Capital Fund	233,937	(9,635)	4,297	228,599
Ffos y Fran Fund	4,107	-	(4,107)	-
WAG Phase 3	4,345	-	(4,345)	-
Basic Income Pilot	-	1	(1)	-
Help 2 Claim Fund	-	(2,755)	2,755	-
Help for Hardship Fund	-	1	(1)	-
Community Matters Fund	9,274	-	(9,274)	-
Energy Case Worker Fund	-	11,543	-	11,543
EOP Fund	-	3,500	-	3,500
MTCBC Multiply Fund	-	(17,500)	-	(17,500)
Winter Funding	-	2,074	-	2,074
	676,526	(25,222)	(6,568)	644,736
TOTAL FUNDS				
	1,051,620	30,830	-	1,082,450

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

19. 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	58,391	(355)	58,036
Church Act Asset Fund	-	(1,984)	(1,984)
	58,391	(2,339)	56,052
Restricted funds			
Supporting People Fund/UK SPF	205,030	(222,530)	(17,500)
Ffos y Fran (Property Asset Fund)	-	(8,248)	(8,248)
Cwm Taf CAB 4 Carers	45,990	(45,990)	-
SAF - Community Focus	63,667	(63,670)	(3)
SAF - Debt Fund	51,586	(51,586)	-
SAF - Specialist fund	12,244	(12,244)	-
ICF Discretionary Fund (CAB HUB Capital)	-	(3,628)	(3,628)
Ffos y Fran (Roof & Window)	-	(2,728)	(2,728)
Specialist Debt Fund	-	(5,848)	(5,848)
SAF CWY	188,999	(188,999)	-
EAP Energy	56,700	(31,196)	25,504
WAG Phase 3 Capital Fund	(1)	(9,634)	(9,635)
Basic Income Pilot	26,408	(26,407)	1
Help 2 Claim Fund	165,564	(168,319)	(2,755)
Help for Hardship Fund	152,706	(152,705)	1
SAF - Partnership Fund	7,000	(7,000)	-
Warmer Wales Fund	41,479	(41,479)	-
Energy Case Worker Fund	11,543	-	11,543
EOP Fund	3,500	-	3,500
Guardian Fund	29,970	(29,970)	-
Moondance Fund	28,597	(28,597)	-
MTCBC Multiply Fund	92,390	(109,890)	(17,500)
Winter Funding	4,364	(2,290)	2,074
	1,187,736	(1,212,958)	(25,222)
TOTAL FUNDS	1,246,127	(1,215,297)	30,830

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

19. 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	285,866	116,720	12,207	414,793
Designated fixed asset fund	51,133	-	(5,639)	45,494
Church Act Asset Fund	38,095	(3,968)	-	34,127
	375,094	112,752	6,568	494,414
Restricted funds				
Ffos y Fran (Property Asset Fund)	237,992	(16,412)	4,105	225,685
Cwm Taf CAB 4 Carers	31,948	45,989	-	77,937
SAF - Community Focus	-	(3)	3	-
ICF Discretionary Fund (CAB HUB Capital)	82,232	(7,256)	-	74,976
Ffos y Fran (Roof & Window)	66,843	(5,456)	-	61,387
Specialist Debt Fund	5,848	(5,848)	-	-
EAP Energy	-	64,984	-	64,984
WAG Phase 3 Capital Fund	233,937	(19,355)	4,297	218,879
Ffos y Fran Fund	4,107	-	(4,107)	-
WAG Phase 3	4,345	-	(4,345)	-
Basic Income Pilot	-	1	(1)	-
Help 2 Claim Fund	-	(2,755)	2,755	-
Help for Hardship Fund	-	1	(1)	-
Community Matters Fund	9,274	-	(9,274)	-
Energy Case Worker Fund	-	17,983	-	17,983
EOP Fund	-	7,594	-	7,594
Winter Funding	-	2,074	-	2,074
Pension Credit Fund	-	11,294	-	11,294
	676,526	92,835	(6,568)	762,793
TOTAL FUNDS				
	1,051,620	205,587	-	1,257,207

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

19. 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	117,301	(581)	116,720
Church Act Asset Fund	-	(3,968)	(3,968)
	117,301	(4,549)	112,752
Restricted funds			
Supporting People Fund/UK SPF	485,128	(485,128)	-
Ffos y Fran (Property Asset Fund)	-	(16,412)	(16,412)
Cwm Taf CAB 4 Carers	91,979	(45,990)	45,989
SAF - Community Focus	127,333	(127,336)	(3)
SAF - Debt Fund	103,174	(103,174)	-
SAF - Specialist fund	24,487	(24,487)	-
ICF Discretionary Fund (CAB HUB Capital)	-	(7,256)	(7,256)
Ffos y Fran (Roof & Window)	-	(5,456)	(5,456)
Specialist Debt Fund	-	(5,848)	(5,848)
SAF CWY	377,999	(377,999)	-
EAP Energy	96,180	(31,196)	64,984
WAG Phase 3 Capital Fund	(1)	(19,354)	(19,355)
Basic Income Pilot	50,369	(50,368)	1
Help 2 Claim Fund	425,846	(428,601)	(2,755)
Help for Hardship Fund	278,739	(278,738)	1
SAF - Partnership Fund	7,000	(7,000)	-
Warmer Wales Fund	82,958	(82,958)	-
Energy Case Worker Fund	46,172	(28,189)	17,983
EOP Fund	7,594	-	7,594
Guardian Fund	39,960	(39,960)	-
Moondance Fund	53,389	(53,389)	-
MTCBC Multiply Fund	327,635	(327,635)	-
Winter Funding	4,364	(2,290)	2,074
Pension Credit Fund	11,294	-	11,294
	2,641,599	(2,548,764)	92,835
TOTAL FUNDS			
	2,758,900	(2,553,313)	205,587

Funds

Transfers between funds

Transfers between funds arise where unrestricted funds have been used to fund shortfalls in restricted projects.

Unrestricted Funds

The free reserves are available to provide funds to cashflow projects funded on a retrospective basis and are available with the approval of the trustees to fund any expenditure on projects or expenses which fall within the organisations general aims and objectives. They are accumulated in accordance with the reserve policy as stated in the trustees report.

Designated Funds

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

19. MOVEMENT IN FUNDS - continued

Funds - continued

Analysis of Designated Funds	2025	2024
	£	£
Designated Fixed Assets	45,494	50,611
Church Act Asset Fund	34,127	36,111
Designated funds	<u>79,621</u>	<u>86,722</u>

Designated fixed asset funds

This fund represent the amounts set aside to write down the remaining net book value of fixed assets held against unrestricted funds.

Church Act Asset Fund

The Fund supports expenditure of a capital nature including building works and purchase of items of equipment, to which CAMT received funds to refurbish the ground floor of its premises in post office Lane in 2017.

Restricted Funds

Restricted funds represent balances held to fund future projects where the resources have been received and are required by the donors to fund a specific project.

Activities undertaken within each major restricted fund

The restricted funds of the charity have been applied during the year or are held for future expenditure in the following area:

Citizens Advice Help to Claim Fund (H2C)

We continued to provide the Help to Claim service. This was rolled out fully in April 2019 and helps people to make a first claim for Universal Credit via telephone/web-chat/email We deliver the face to face service, including a presence at the local jobcentre. The phone and digital services are delivered from our office at Post office Lane.

CAB4CARERS Cwm Taf Health Board

CAB 4 Carers has been operating since 2018 and is funded by Cwm Taf Morgannwg UHB. It supports Carers both at home and in hospital settings.

- Provides information and support to Carers identified.
- Provide a link with nursing staff to signpost Carers and families to information and support and have a greater understanding of Carers issues.
- Raise awareness
- Link the Carer into other third sector organisations and recommendations for statutory services.
- Provides a link to the Social Services Teams across Cwm Taf (i.e. to refer Carers for a Carers Assessment).
- Provides generic support to Carers of older people, people with learning disabilities, people with mental health issues, people with physical disability and people with children, making it a fair and equitable service.
- Provide information and support to staff who are Carers.

Supporting People Fund/UK SPF

To advise, assist and support people in the Borough with benefit/housing issues.

Ffos y Fran (Property Asset Fund)

This was capital funding from MTCBC to purchase the premises of the organisation at Post Office Lane.

SAF: Advicelink Cymru: Community Focussed, Specialist & Debt

In 2018 the Welsh Government decided to change how they commission advice services across Wales to improve the quality and availability of advice services and encourage collaboration between advice providers -the new funding available was called the Single Advice Fund. In September 2019, Citizens Advice Merthyr Tydfil was awarded the funding for the generalist (Community Focussed) and specialist services for the Merthyr Tydfil area from 1 January 2020. The new services are called Advicelink Cymru.

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

19. MOVEMENT IN FUNDS - continued

Funds - continued

CAB HUB (Capital)

The Carers Hub creates a dedicated hub for Carers in Merthyr Tydfil, to come and obtain advice and support. It also drives forward integrated and collaborative working between social services departments, health board, third sector and other organisations fusing resources and support for carers. It was completed in the summer of 2021 and will become the central "core" for agencies involved in supporting and advising carers to test new approaches and to work collectively and efficiently to help regional partnership boards to pilot new approaches with service delivery models.

The Carers Hub - Care for Carers will provide support to carers of all ages in Merthyr Tydfil, which is a key principle of the Cwm Taf Carers Strategy.

WAG Phase 3

This was a capital grant from Welsh Government to support property improvements for the new building.

SAF - CWY

The purpose of this funding is to provide additional telephony capacity to support the Welsh Government's 'Claim What's Yours' income maximisation and benefit take up campaign. The funding forms part of the Single Advice Fund and as such should be used to provide free to client social welfare rights-based information and/or adviser services that meet the key aims of Advicelink Cymru.

SAF Partnership Fund

Funding to be shared between Cwm Taf Morgannwg LCA's. The funding is to improve stakeholders engagement and partnerships.

Help for Hardship Fund

This project is a service designed to give advice and information on income maximisation to clients and issue a foodbank voucher if they're unable to afford food.

Warmer Wales Fund

Funded by the Moondance Foundation. The number of people needing help with energy debts has more than doubled compared to pre-pandemic times, and is the highest on record. The funding will meet an immediate and pressing need and will ensure that thousands of people in Wales get the crucial advice they need to manage their energy more efficiently and avoid fuel poverty.

Community Matters Fund

The grant from the Community Matters Fund will assist Citizens Advice Merthyr Tydfil to help and advise many in its community with its Help to Heat project. The focus of the Help to Heat project will be to offer the much needed support to people in Merthyr Tydfil with the on-going Cost of Living crisis and fuel poverty.

EAP Energy

The Energy Advice Programme (EAP) funds a one to one energy advice appointments to clients who are in or at risk of fuel poverty, often vulnerable and may be struggling to pay their bills. Energy advice includes advice on fuel options, tariffs, energy grants, as well as energy efficiency advice, with the aim of reducing their bills. EAP is funded by National Grid.

Energy Case Worker

The Energy Caseworker Project is designed to deliver specialist energy advice and income maximisation support to clients experiencing fuel poverty in Merthyr Tydfil. This is a Caseworker model for delivering energy advice and is designed in order to provide support to clients who have complex needs or circumstances.

The advice will focus on energy advice issues, income maximisation and benefits advice. All clients seen through the project will receive a full benefits check and comprehensive energy efficiency advice, in addition to support with any other needs they may have.

EOP Fund

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

19. MOVEMENT IN FUNDS - continued

Funds - continued

A key focus of EOP is to provide advice in an outreach setting, to consumers who would not otherwise, access the service. The majority of the work will be delivered in a face-to-face setting.

EOP will be delivered in the community, as a proactive outreach service. Building links and partnerships with other organisations, and delivering EOP in the community in which the target audience live their lives.

Winter Funding

To fund an increase in client advice within the parameters of agreed SAF delivery over the winter months 2023/24. To support LCA's to deliver training to increase adviser knowledge and skills. Improving the quality of IT equipment, where necessary, to support the effective and efficient delivery of SAF.

Moondance Fund

The Moondance funding provides funding for a part-time Crisis worker to deliver emergency advice to clients that live in Merthyr Tydfil and the surrounding borough.

MTCBC Multiply Fund

The project is designed to provide advice and support to improve the lives of clients in Merthyr Tydfil.

The project provides effective money management, financial planning, debt support and household budgeting support in response to the economic climate. Enable adults to better manage their money through improving their numeracy skills. Develop individual's understanding and use of numeracy as a life skill, enabling them to recognise future learning opportunities.

This enables adults to better manage their money through improving their numeracy skills and develop an individual's understanding and use of numeracy as a life skill, enabling them to recognise future learning opportunities.

Guardian Fund

The project is to increase capacity for the service delivery that supports clients in deprived areas in innovative ways through the cost of living crisis via any channel or mix of channels (remote and/or face-to-face).

Pension Credit Fund

The Pension Credit Campaign was developed to ensure that eligible older adults had the necessary support to access Pension Credit, a vital benefit that can significantly improve the financial well-being of pensioners on low incomes. Many individuals who qualify for this support remain unaware or face barriers to applying, which this campaign aimed to address through targeted, flexible assistance.

20. EMPLOYEE BENEFIT OBLIGATIONS

The Charity operates a defined contribution pension scheme.

The majority of staff are enrolled in the People's Pension Scheme. Two staff members are part of a previous pension arrangement, under which they have chosen their own pension providers, and the company makes contributions on their behalf.

During the year the charity was committed to pay £42,260 (2024: £35,634) to the employees personal schemes.

At the year end contributions of £11,397 (2024: £9,280) were unpaid.

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

21. RELATED PARTY DISCLOSURES

The Chief Executives daughter was employed by the charity during the year. She was paid at rates commensurate with her position and in line with other members of staff. The appointment process was open and at arms length and the Trustees were fully informed of the relationship before the appointment.

The Chief Executive Lisa Howell-Morgan is also a trustee of Citizens Advice South East Wales. During the year a subscription of £Nil (2024: £1,210) was paid to the organisation.

22. ULTIMATE CONTROLLING PARTY

The ultimate controlling party is the Trustees/Directors.

23. GIFTS IN KIND

Volunteer Time

The value of volunteer time is not quantified in terms of money but the time contributed by volunteers is an invaluable resource in terms of the outstanding contribution made by them.

The number of hours contributed by volunteers in the year was 968 (2024: 1,338).

Accounts

REGISTERED COMPANY NUMBER: 06654115 (England and Wales)
REGISTERED CHARITY NUMBER: 1126473

REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024
FOR
MERTHYR TYDFIL CITIZENS ADVICE BUREAU

Baker Knogle Audit Limited
Chartered Certified Accountants
Orbit Business Centre
Rhydycar Business Park
Merthyr Tydfil
CF48 1DL

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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FOR THE YEAR ENDED 31 MARCH 2024

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REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The Trustee Report includes the Report of the Directors' as required by company law.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objects of the Charity are set out in the Memorandum of Association.

The Charity's objects are 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 Merthyr Tydfil, and surrounding areas.

The aims of the Charity are identical to the aims of Citizens Advice:

To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the service available to them or through an inability to express their needs effectively.

And equally:

'to exercise a responsible influence on the development of social policies and services, both locally and nationally'.

Help to Claim

We continued to provide the Help to Claim service. This was rolled out fully in April 2019 and helps people to make a first claim for Universal Credit via telephone/web-chat/email. The phone and digital services are delivered from our office at Post office Lane and from advisers working remotely.

SAF: Advicelink Cymru

In 2018 the Welsh Government decided to change how they commission advice services across Wales to improve the quality and availability of advice services and encourage collaboration -the new funding available was called the Single Advice Fund. In September 2019, Citizens Advice Merthyr Tydfil was awarded the funding for the generalist (Community Focussed) and specialist services for the Merthyr Tydfil area from 1 January 2020, called Advicelink Cymru

SAF: Claim What's Yours

The purpose of this funding is to provide additional telephony capacity to support the Welsh Government's 'Claim What's Yours' income maximisation and benefit take up campaign. The funding forms part of the Single Advice Fund and provides free to client social welfare rights-based information and/or adviser services that meet the key aims of Advicelink Cymru. Citizens Advice Merthyr Tydfil is required to deliver from our office at Post office Lane and adviser working remotely generalist welfare benefits advice via telephone to clients calling the Claim What's Yours helpline.

SAF: Advicelink Cymru: Community Focussed, Specialist & Debt

In 2018 the Welsh Government decided to change how they commission advice services across Wales to improve the quality and availability of advice services and encourage collaboration between advice providers -the new funding available was called the Single Advice Fund. In September 2019, Citizens Advice Merthyr Tydfil was awarded the funding for the generalist (Community Focussed) and specialist services for the Merthyr Tydfil area from 1 January 2020. The new services are called Advicelink Cymru

EAP: Energy Advice Programme

The Energy Advice Programme provides one-to-one advice to clients in fuel poverty, or in a fuel poverty risk group, who visit their local Citizens Advice and present an energy problem, or to clients who have been referred to their local Citizens Advice for energy advice support by local voluntary/public organisations. The project aims to proactively target fuel poor clients. The majority of advice sessions will be delivered via telephone or web platforms due to COVID-19.

CAB 4 Carers

CAB 4 Carers has been operating since 2018 and is funded by Cwm Taf Morgannwg UHB. It supports Carers both at home and in hospital settings.

-Provides information and support to Carers

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

-Provide a link with nursing staff to signpost Carers and families to information and support and have a greater understanding of Carers issues.

-Raises awareness

-Link the Carer into other third sector organisations and recommendations for statutory services.

-Provides a link to the Social Services Teams across Cwm Taf (i.e. to refer Carers for a Carers Assessment).

-Provides generic support to Carers of older people, people with learning disabilities, people with mental health issues, people with physical disability and people with children, making it a fair and equitable service.

-Provide information and support to staff who are Carers.

Help Through Hardship

CA Merthyr Tydfil worked, in collaboration with Citizens Advice Ynys Mon to deliver the Help through Hardship project. The purpose of the project is a service designed to give advice and information on income maximisation to clients and issue a foodbank voucher if they're unable to afford food.

SAF Partnership - Funding to be shared between Cwm Taf Morgannwg LCA's. The funding is to improve stakeholders engagement and partnerships.

Warmer Wales - Funded by the Moondance Foundation. The number of people needing help with energy debts has more than doubled compared to pre-pandemic times, and is the highest on record. The funding will meet an immediate and pressing need and will ensure that thousands of people in Wales get the crucial advice they need to manage their energy more efficiently and avoid fuel poverty.

Benefits In Place - Basic income for Care Leavers in Wales Pilot: policy design is available for those leaving care who are turning 18 years of age between 1 July 2022 and 30 June 2023. It enables all under 18's the option of taking up the grant for BIP or stay as they are. Advice is given as to what is the best option available and for the best outcome for the person concerned.

Energy Caseworker

The Energy Caseworker Project is designed to deliver specialist energy advice and income maximisation support to clients experiencing fuel poverty in Merthyr Tydfil. This is a Caseworker model for delivering energy advice and is designed in order to provide support to clients who have complex needs or circumstances.

The advice will focus on energy advice issues, income maximisation and benefits advice. All clients seen through the project will receive a full benefits check and comprehensive energy efficiency advice, in addition to support with any other needs they may have.

EOP Fund

A key focus of EOP is to provide advice in an outreach setting, to consumers who would not otherwise, access your service. We expect that you will deliver the majority of the work in a face-to-face setting.

EOP should be delivered in the community, as a proactive outreach service. Building links and partnerships with other organisations, and delivering EOP in the community in which our target audience live their lives, and is vital to ensuring EOP works as intended.

Winter Funding

Increase in client advice within the parameters of agreed SAF delivery over the winter months 2023/24. To support LCA's to deliver training to increase adviser knowledge and skills. Improving the quality of IT equipment, where necessary, to support the effective and efficient delivery of SAF

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

Moondance Local Fund

The Moondance funding provides funding for a part-time Crisis worker to deliver emergency advice to clients that live in Merthyr Tydfil and the surrounding borough.

Multiply (MTCBC)

The project is designed to provide advice and support to improve the lives of clients in Merthyr Tydfil.

The project provides effective money management, financial planning, debt support and household budgeting support in response to the economic climate. Enable adults to better manage their money through improving their numeracy skills. Develop individual's understanding and use of numeracy as a life skill, enabling them to recognise future learning opportunities.

This enables adults to better manage their money through improving their numeracy skills and develop an individual's understanding and use of numeracy as a life skill, enabling them to recognise future learning opportunities.

UK SPF

The UK Shared Prosperity Fund (UKSPF) is a government fund that provides funding to MTCBC for communities and people, and skills. The fund is a key part of the UK government's Levelling Up agenda and was established to replace the European Structural and Investment Programme (ESIF) after the UK left the EU.

Guardian Fund

The project is to increase capacity for the service delivery that supports clients in deprived areas in innovative ways through the cost of living crisis via any channel or mix of channels (remote and/or face-to-face).

Public benefit

The Trustees are aware that the Charity has a responsibility under the Charities Act to demonstrate that it has charitable aims that meet the public benefit requirement and are therefore charitable. The Trustees confirm that they have had regard to the Charity Commission's guidance on public benefit and comply with S17 Charities Act 2011 when considering, planning and implementing the activities of the charity. As Trustees, we believe that the aims of our organisation are charitable and for the public benefit. Furthermore, in our view, no detriment or harm arises from our Charity carrying out its work and we are not aware of any widespread views among others that such detriment or harm might arise.

We have complied with the duty in section 17 of the 2011 Charities Act to have due regard to guidance published by the Commission in respect of our duty to provide public benefit.

Volunteers

Volunteers contribute a considerable amount of time and expertise to the organisation. They provide face to face, telephone and web-chat advice, and reception services. Although the numbers of hours vary, it is estimated that volunteer hours in the organisation this year have amounted to approximately 7 FTE posts, including administration and generalist advisors.

STRATEGIC REPORT

Achievement and performance

Charitable activities

Merthyr Tydfil Citizens Advice Bureau is a professionally managed Bureau offering high levels of specialist advice in debt/welfare benefits in addition to advice on any subject matter at its main Bureau office and also has a wide coverage at various locations throughout the County Borough area (Please refer to our website for updated information).

Fundraising activities

We do not carry out fundraising activities other than funding bids for projects. During this year we have both maintained current services and extended into new areas across the Borough.

All our work is dependent on core funding. Without this we are precluded from applying for further funding.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

STRATEGIC REPORT

Financial review

Principal funding sources

Principal funding sources for the financial period 2023/24 is listed in the section **Funding and Projects delivered April 2023-March 2024**

Financial Management Policies

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time, the financial position of the charity. The Trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Reserves policy

Reserves are needed to bridge the funding gaps between spending and receiving funding, to cover sickness and maternity payments, and in the event of the LCA closing, to cover redundancy payments and 3 months running costs. Targeted reserves for 2024 were £299,495. The free reserves as at 31.3.2024 were £350,992 (2023: £285,866).

Funds in deficit

The Supporting People/UK SPF and MTCBC Multiply Funds were in deficit at the year end as a result of a provision for future costs. The deficit position on both funds reversed in the new financial year.

Relationship between Expenditure and the Charity's Key Objectives

Our objectives are highlighted in each funding bid that is submitted and we have to notify our funders if there is any deviation in the applications.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

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

Merthyr Tydfil Citizens Advice Bureau is a Company limited by guarantee. It is governed by the Memorandum and Articles of Association. The Bureau must comply with the Membership Scheme of the Citizens Advice Audit Service.

Recruitment and appointment of new trustees

The organisation advertises in the local press, in Community Newsletters, and recruitment agencies, to obtain people with relevant experience who can offer a range of key skills to support the objectives of our Business Plan.

Organisational structure

The Board of Trustees, which can have up to 15 members, administers the charity. The Board meets, at least four times per year. There is a sub-committee made up of officers which can meet more frequently when necessary to cover development, membership, finance and audit.

Induction and training of new trustees

New Trustees are interviewed by the CEO and two trustees. If successful they are co-opted at the next trustee board meeting and then formally appointed at the next AGM. They take part in a comprehensive Induction Programme to brief them on their legal obligations under charity law, the committee, decision making processes, Business Plan and recent financial performance of the LCA. During the induction they meet the senior management team, staff and volunteers. Trustees are encouraged to attend appropriate Citizens Advice Cymru or external training events. Records of all Trustee Board members training are held in a central Bureau file, as are their qualifications, experience and on-going training.

Key management remuneration

The board of trustees set the pay and remuneration for key management. Bench marks are also taken into account and the board compare salaries across the wider network/other local Citizens advice offices in combination with the local authority NJC scales.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

STRUCTURE, GOVERNANCE AND MANAGEMENT

Wider network

Our affiliation to National Citizens Advice and working in collaboration with National Citizens Advice means that we are strategically aligned to the national priorities in Citizens Advice and therefore work to achieve a sustainable network, for which we play a key role at national and local level.

Related parties

Merthyr Tydfil County Borough Council provide Core Funding and have an elected member on the Board of Trustees.

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 have a risk management strategy which comprises:-

- an annual review of the risks the charity may face
- the establishment of systems and procedures to mitigate those risks identified in the plan
- the implementation of procedures designed to minimise any potential impact on the charity should those risks materialise
- A key element in the management of financial risk is the setting up of a reserve policy and its regular review by the Trustees.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

06654115 (England and Wales)

Registered Charity number

1126473

Registered office

1 Post Office Lane
Merthyr Tydfil
CF47 8BE

Trustees

K Williams
Dr S Ganesh
L Guard
B Heggie
J Morgan Chair to June 2023 (resigned 2.6.23)
A Davies
C Thomas
B A Davies (appointed 11.7.23)

Auditors

Baker Knogle Audit Limited
Chartered Certified Accountants
Orbit Business Centre
Rhydycar Business Park
Merthyr Tydfil
CF48 1DL

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

REFERENCE AND ADMINISTRATIVE DETAILS

Bankers

Barclays Bank PLC
High Street
Merthyr Tydfil
CF47 8DL

Chairperson

Mr B Heggie - Chair
Alyson Davies - Vice Chair

Treasurer

Mr C Thomas

Secretary

Mrs Lisa Howell-Morgan

Chief Executive

Mrs Lisa Howell-Morgan

Senior Staff

Chief Executive: Mrs Lisa Howell-Morgan
Deputy Chief Executive: Kayleigh Nor-Val
Local Advice Services Manager: Angharad Hopkins
Local Advice Services Manager: Ryan Price resigned December 2023
Remote Advice Services Manager : Elizabeth Lewis
Remote Advice Services Manager: Christian Green

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Merthyr Tydfil Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- 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.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

In so far as the trustees are aware:

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

AUDITORS

The auditors, Baker Knogle Audit Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 10 December 2024 and signed on the board's behalf by:

C Thomas - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
MERTHYR TYDFIL CITIZENS ADVICE BUREAU

Opinion

We have audited the financial statements of Merthyr Tydfil Citizens Advice Bureau (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

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

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

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

Opinions on other matters prescribed by the Companies Act 2006

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

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

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
MERTHYR TYDFIL CITIZENS ADVICE BUREAU

Matters on which we are required to report by exception

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

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

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

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

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
MERTHYR TYDFIL CITIZENS ADVICE BUREAU

Our responsibilities for the audit of the financial statements

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

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience through discussion with the Officers and other management (as required by auditing standards).
- We had regard to laws and regulations in areas that directly affect the financial statements including financial reporting (including related trade union legislation) and taxation legislation. We considered that extent of compliance with those laws and regulations as part of our procedures on the related financial statement items.
- With the exception of any known or possible non-compliance, and as required by auditing standards, our work in respect of these was limited to enquiry of the Officers.
- We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit.
- We addressed the risk of fraud through management override of controls, by testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

Our audit procedures were designed to respond to risks of material misstatement in the financial statements, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery, misrepresentations or through collusion. There are inherent limitations in the audit procedures performed and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we are to become aware of it.

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

Use of our report

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

Richard Phillips FCCA (Senior Statutory Auditor)
for and on behalf of Baker Knogle Audit Limited
Chartered Certified Accountants
Orbit Business Centre
Rhydycar Business Park
Merthyr Tydfil
CF48 1DL

17 December 2024

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	51,427	1,187,705	1,239,132	1,207,340
Investment income	3	5,538	-	5,538	1,392
Other income	4	1,426	31	1,457	-
Total		<u>58,391</u>	<u>1,187,736</u>	<u>1,246,127</u>	<u>1,208,732</u>
 EXPENDITURE ON					
Raising funds	5	-	18,327	18,327	2,637
Charitable activities	6				
Advice Services		<u>2,339</u>	<u>1,194,631</u>	<u>1,196,970</u>	<u>1,201,814</u>
Total		<u>2,339</u>	<u>1,212,958</u>	<u>1,215,297</u>	<u>1,204,451</u>
 NET INCOME/(EXPENDITURE)					
Transfers between funds	18	<u>56,052</u> <u>6,568</u>	<u>(25,222)</u> <u>(6,568)</u>	<u>30,830</u> <u>-</u>	<u>4,281</u> <u>-</u>
Net movement in funds		62,620	(31,790)	30,830	4,281
 RECONCILIATION OF FUNDS					
Total funds brought forward		375,094	676,526	1,051,620	1,047,339
 TOTAL FUNDS CARRIED FORWARD		<u><u>437,714</u></u>	<u><u>644,736</u></u>	<u><u>1,082,450</u></u>	<u><u>1,051,620</u></u>

The notes form part of these financial statements

MERTHYR TYDFIL CITIZENS ADVICE BUREAU (REGISTERED NUMBER: 06654115)

BALANCE SHEET
31 MARCH 2024

	Notes	2024 £	2023 £
FIXED ASSETS			
Tangible assets	13	691,891	710,232
CURRENT ASSETS			
Debtors	14	106,663	83,510
Cash at bank and in hand		364,605	317,254
		471,268	400,764
CREDITORS			
Amounts falling due within one year	15	(80,709)	(59,376)
NET CURRENT ASSETS		390,559	341,388
TOTAL ASSETS LESS CURRENT LIABILITIES		1,082,450	1,051,620
NET ASSETS		1,082,450	1,051,620
FUNDS	18		
Unrestricted funds		437,714	375,094
Restricted funds		644,736	676,526
TOTAL FUNDS		1,082,450	1,051,620

The financial statements were approved by the Board of Trustees and authorised for issue on 10 December 2024 and were signed on its behalf by:

C Thomas - Trustee

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from operations	1	54,995	50,855
Net cash provided by operating activities		54,995	50,855
Cash flows from investing activities			
Purchase of tangible fixed assets		(13,182)	(12,931)
Interest received		5,538	1,392
Net cash used in investing activities		(7,644)	(11,539)
Change in cash and cash equivalents in the reporting period		47,351	39,316
Cash and cash equivalents at the beginning of the reporting period		317,254	277,938
Cash and cash equivalents at the end of the reporting period		364,605	317,254

The notes form part of these financial statements

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024

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

	2024	2023
	£	£
Net income for the reporting period (as per the Statement of Financial Activities)	30,830	4,281
Adjustments for:		
Depreciation charges	31,523	25,336
Interest received	(5,538)	(1,392)
(Increase)/decrease in debtors	(23,153)	7,661
Increase in creditors	21,333	14,969
	<u>54,995</u>	<u>50,855</u>
Net cash provided by operations	<u>54,995</u>	<u>50,855</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/23	Cash flow	At 31/3/24
	£	£	£
Net cash			
Cash at bank and in hand	317,254	47,351	364,605
	<u>317,254</u>	<u>47,351</u>	<u>364,605</u>
Total	<u>317,254</u>	<u>47,351</u>	<u>364,605</u>

The notes form part of these financial statements

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

Income

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

The following specific policies are applied:

Voluntary Income

Voluntary income received by way of grants, gifts or donation is included in full on receipt unless it is subject to a condition when it is treated as deferred income.

Government Grant Income is included in full on receipt unless it is subject to a condition when it is treated as deferred income.

Deferred Income

Income or grants received in advance are held as deferred income and carried forward to future accounting periods to be released when the defined purposes of the work or project have been completed, approved or certified.

Gifts in Kind

Gifts in kind are included in the income and expenditure account where they are applied in carrying out charitable activities, where the company would otherwise have to purchase the donated facility and the benefit is both quantifiable and material. The quantifiable benefit is shown as both incoming and expended resources within the appropriate funds. Where the gift is an asset it is treated as income and taken to stock or fixed assets as appropriate.

The value of services provided by volunteers is not quantified.

Investment Income

Investment income is included when receivable.

Trading Income

Trading Income is recognised when earned.

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.

Costs of generating funds

Costs of generating funds include the costs associated with attracting voluntary income and the costs of trading for fundraising purposes.

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

1. ACCOUNTING POLICIES - continued

Expenditure

Charitable expenditure

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

All expenditure

All expenditure is allocated between the categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned between categories on a basis that fairly reflects their usage.

Pension costs

Contributions are made to the employees own personal pension schemes. The pension cost charge represents those contributions payable to individual schemes.

Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs and overheads, finance, personnel, payroll and governance costs which support the charities Advice Service activities. The basis on which support costs have been allocated are set out in note 8.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property improvements	- 4% on cost
Freehold Property	- 2% on cost
Plant and machinery	- 25% on reducing balance

Tangible fixed assets are included in the balance sheet at historic cost less accumulated depreciation. Grant receipts which fund fixed asset acquisitions are taken to restricted funds and the appropriate depreciation charge is made against those funds over the expected useful life of the asset.

Capital grants are recognised when the associated expenditure has been incurred.

Taxation

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

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds are those unrestricted funds set aside for a specific purpose by the Board.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

1. ACCOUNTING POLICIES - continued

Hire purchase and leasing commitments

Fixed assets acquired under finance leases are included in the balance sheet at historic cost less accumulated depreciation. The present value of future rentals is shown as a liability. Interest payable in each period is charged as an expended resource in proportion to the amount outstanding under the lease. Operating lease rental are charged as expended resources as incurred.

Organisational Status

The organisation is a company limited by guarantee and a registered charity. The directors are the trustees and are set out on page 3, they form a Board of Trustees which is the executive body of the charity. The aims and objectives and rules for governance are set out in the charitable company's Memorandum and Articles of Association.

Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price.

Ex-Gratia Termination Payment

Termination benefits are payable when employment is terminated by the Charity before the normal retirement date, or whenever an employee accepts voluntary redundancy in exchange for these benefits. The Charity recognises termination benefits when it is demonstrably committed to either

(i) terminating the employment of current employees according to a detailed formal plan without possibility of withdrawal or (ii) providing termination benefits as a result of an offer made to encourage voluntary redundancy.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist.

2. DONATIONS AND LEGACIES

	2024	2023
	£	£
Donations	2,043	296
Grants	1,202,707	1,172,662
Service Level Agreement	34,382	34,382
	1,239,132	1,207,340

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

2. DONATIONS AND LEGACIES - continued

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

	2024	2023
	£	£
Merthyr Tydfil County Borough Council	92,390	-
National Citizens Advice	804,323	718,282
WCVA	-	102,392
Supporting People (MTCBC)	205,000	277,862
Rhondda Cynon Taff	72,397	64,852
National Grid Electricity Distribution	-	9,274
Moondance Foundation	28,597	-
	<u>1,202,707</u>	<u>1,172,662</u>

3. INVESTMENT INCOME

	2024	2023
	£	£
Deposit account interest	<u>5,538</u>	<u>1,392</u>

4. OTHER INCOME

	2024	2023
	£	£
Other income	<u>1,457</u>	<u>-</u>

5. RAISING FUNDS

Raising donations and legacies

	2024	2023
	£	£
Staff costs	<u>18,327</u>	<u>2,637</u>

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 7) £	Totals £
Advice Services	<u>1,182,666</u>	<u>14,304</u>	<u>1,196,970</u>

7. SUPPORT COSTS

	Management £	Finance £	Human resources £	Governance costs £	Totals £
Advice Services	<u>536</u>	<u>402</u>	<u>268</u>	<u>13,098</u>	<u>14,304</u>

8. NET INCOME/(EXPENDITURE)

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

	2024 £	2023 £
Depreciation - owned assets	31,523	25,336
Pension contributions	<u>35,634</u>	<u>36,185</u>

9. 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

Four trustees received expense payments totalling £96 (2022: £200) for the year. These payments were reimbursement of travelling expenses.

All trustees received a Christmas gift. The total expenditure on these gifts was £1,073.

10. STAFF COSTS

	2024 £	2023 £
Wages and salaries	<u>1,041,761</u>	<u>1,083,931</u>
	<u>1,041,761</u>	<u>1,083,931</u>

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

	2024	2023
Advice Services	<u>44</u>	<u>54</u>

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

10. STAFF COSTS - continued

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2024	2023
£60,001 - £70,000	<u>1</u>	<u>1</u>
	2024	2023
	£	£
Wages and Salaries	932,685	978,152
Social Security Costs	68,942	69,594
Pension Costs	35,634	36,185
	<u>1,037,261</u>	<u>1,083,931</u>

Included in Wages and Salaries is £13,000 Relating to other staff costs.

Pension Costs

The Charity contributes to employee's own personal pension schemes together with the government work place pension scheme. The pension cost charge represents contributions paid by the Charity to the individual schemes.

Key management remuneration

The key management of the charity comprises the Chief Executive Officer. The total benefits of the the key management personnel of the charity was £65,690 (2023: £65,810).

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	37,709	1,169,631	1,207,340
Investment income	1,392	-	1,392
Total	<u>39,101</u>	<u>1,169,631</u>	<u>1,208,732</u>
EXPENDITURE ON			
Raising funds	2,637	-	2,637
Charitable activities			
Advice Services	25,719	1,176,095	1,201,814
Total	<u>28,356</u>	<u>1,176,095</u>	<u>1,204,451</u>
NET INCOME/(EXPENDITURE)	10,745	(6,464)	4,281
Transfers between funds	9,964	(9,964)	-
Net movement in funds	20,709	(16,428)	4,281
RECONCILIATION OF FUNDS			
Total funds brought forward	354,385	692,954	1,047,339

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
TOTAL FUNDS CARRIED FORWARD	375,094	676,526	1,051,620

12. AUDITORS' REMUNERATION

	2024 £	2023 £
Fees payable to the charity's Independent auditors for the independent audit of the charity's financial statements	3,600	3,600

Amounts payable to Independent Auditors in relation to payroll, pension administration and other services provided to the charity were £9,498 (2023: £16,470).

13. TANGIBLE FIXED ASSETS

	Freehold property improvements £	Freehold Property £	Plant and machinery £	Totals £
COST				
At 1 April 2023	652,652	95,880	45,117	793,649
Additions	8,403	-	4,779	13,182
At 31 March 2024	661,055	95,880	49,896	806,831
DEPRECIATION				
At 1 April 2023	43,770	6,221	33,426	83,417
Charge for year	26,266	1,916	3,341	31,523
At 31 March 2024	70,036	8,137	36,767	114,940
NET BOOK VALUE				
At 31 March 2024	591,019	87,743	13,129	691,891
At 31 March 2023	608,882	89,659	11,691	710,232

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Other debtors	91,946	78,356
Prepayments	14,717	5,154
	<u>106,663</u>	<u>83,510</u>

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Other creditors	-	2
Accruals	46,637	10,372
Pension creditor	9,280	5,405
Deferred income	24,792	43,597
	<u>80,709</u>	<u>59,376</u>

Deferred Income

Included in Accruals and Deferred Income above, is the following movement relating to Deferred Income.

	2024	2023
	£	£
Opening balance	43,597	-
Movement in the year	(18,805)	43,597
	<u>24,792</u>	<u>43,597</u>
Deferred income carried forward	<u>24,792</u>	<u>43,597</u>
Being:		
Citizens Advice National	-	15,000
Moondance Foundation	24,792	28,597
	<u>24,792</u>	<u>43,597</u>

16. LEASING AGREEMENTS

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

	2024	2023
	£	£
Within one year	4,474	2,235
Between one and five years	12,543	6,431
In more than five years	-	252
	<u>17,017</u>	<u>8,918</u>

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Fixed Assets	86,722	605,169	691,891	710,232
Net Current Assets	350,992	39,567	390,559	341,388
	<u>437,714</u>	<u>644,736</u>	<u>1,082,450</u>	<u>1,051,620</u>

18. MOVEMENT IN FUNDS

	At 1/4/23 £	Net movement in funds £	Transfers between funds £	At 31/3/24 £
Unrestricted funds				
General fund	285,866	58,036	7,090	350,992
Designated fixed asset fund	51,133	-	(522)	50,611
Church Act Asset Fund	38,095	(1,984)	-	36,111
	<u>375,094</u>	<u>56,052</u>	<u>6,568</u>	<u>437,714</u>
Restricted funds				
Supporting People Fund/UK SPF	-	(17,500)	-	(17,500)
Ffos y Fran (Property Asset Fund)	237,992	(8,248)	4,105	233,849
Cwm Taf CAB 4 Carers	31,948	-	-	31,948
SAF - Community Focus	-	(3)	3	-
ICF Discretionary Fund (CAB HUB Capital)	82,232	(3,628)	-	78,604
Ffos y Fran (Roof & Window)	66,843	(2,728)	-	64,115
Specialist Debt Fund	5,848	(5,848)	-	-
EAP Energy	-	25,504	-	25,504
WAG Phase 3 Capital Fund	233,937	(9,635)	4,297	228,599
Ffos y Fran Fund	4,107	-	(4,107)	-
WAG Phase 3	4,345	-	(4,345)	-
Basic Income Pilot	-	1	(1)	-
Help 2 Claim Fund	-	(2,755)	2,755	-
Help for Hardship Fund	-	1	(1)	-
Community Matters Fund	9,274	-	(9,274)	-
Energy Case Worker Fund	-	11,543	-	11,543
EOP Fund	-	3,500	-	3,500
MTCBC Multiply Fund	-	(17,500)	-	(17,500)
Winter Funding	-	2,074	-	2,074
	<u>676,526</u>	<u>(25,222)</u>	<u>(6,568)</u>	<u>644,736</u>
TOTAL FUNDS	<u>1,051,620</u>	<u>30,830</u>	<u>-</u>	<u>1,082,450</u>

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

18. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	58,391	(355)	58,036
Church Act Asset Fund	-	(1,984)	(1,984)
	58,391	(2,339)	56,052
Restricted funds			
Supporting People Fund/UK SPF	205,030	(222,530)	(17,500)
Ffos y Fran (Property Asset Fund)	-	(8,248)	(8,248)
Cwm Taf CAB 4 Carers	45,990	(45,990)	-
SAF - Community Focus	63,667	(63,670)	(3)
SAF - Debt Fund	51,586	(51,586)	-
SAF - Specialist fund	12,244	(12,244)	-
ICF Discretionary Fund (CAB HUB Capital)	-	(3,628)	(3,628)
Ffos y Fran (Roof & Window)	-	(2,728)	(2,728)
Specialist Debt Fund	-	(5,848)	(5,848)
SAF CWY	188,999	(188,999)	-
EAP Energy	56,700	(31,196)	25,504
WAG Phase 3 Capital Fund	(1)	(9,634)	(9,635)
Basic Income Pilot	26,408	(26,407)	1
Help 2 Claim Fund	165,564	(168,319)	(2,755)
Help for Hardship Fund	152,706	(152,705)	1
SAF - Partnership Fund	7,000	(7,000)	-
Warmer Wales Fund	41,479	(41,479)	-
Energy Case Worker Fund	11,543	-	11,543
EOP Fund	3,500	-	3,500
Guardian Fund	29,970	(29,970)	-
Moondance Fund	28,597	(28,597)	-
MTCBC Multiply Fund	92,390	(109,890)	(17,500)
Winter Funding	4,364	(2,290)	2,074
	1,187,736	(1,212,958)	(25,222)
TOTAL FUNDS	1,246,127	(1,215,297)	30,830

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

18. 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	264,690	12,733	8,443	285,866
Designated fixed asset fund	49,612	-	1,521	51,133
Church Act Asset Fund	40,083	(1,988)	-	38,095
	354,385	10,745	9,964	375,094
Restricted funds				
Supporting People Fund/UK SPF	-	(4,754)	4,754	-
Ffos y Fran (Property Asset Fund)	239,525	(7,296)	5,763	237,992
Cwm Taf CAB 4 Carers	39,948	(8,000)	-	31,948
SAF - Community Focus	-	1	(1)	-
SAF - Debt Fund	-	1	(1)	-
AIF Youth	-	632	(632)	-
ICF Discretionary Fund (CAB HUB Capital)	86,500	(4,268)	-	82,232
Ffos y Fran (Roof & Window)	68,207	(1,364)	-	66,843
Active Inclusion 5	-	(218)	218	-
Active Inclusion 4	-	(7,833)	7,833	-
Active Inclusion Placements	-	72	(72)	-
Active Inclusion Placements Youth	-	10,062	(10,062)	-
Active Inclusion5 Placements	-	(2,592)	2,592	-
BESN (Big Energy Saving Network)	-	3,500	(3,500)	-
Specialist Debt Fund	5,848	-	-	5,848
SAF CWY	-	1	(1)	-
EAP Energy	-	13,095	(13,095)	-
WAG Phase 3 Capital Fund	238,711	(4,774)	-	233,937
Ffos y Fran Fund	9,870	-	(5,763)	4,107
WAG Phase 3	4,345	-	-	4,345
Help 2 Claim Fund	-	13	(13)	-
Help for Hardship Fund	-	(2,015)	2,015	-
SAF - Partnership Fund	-	(2)	2	-
Warmer Wales Fund	-	1	(1)	-
Community Matters Fund	-	9,274	-	9,274
	692,954	(6,464)	(9,964)	676,526
TOTAL FUNDS				
	1,047,339	4,281	-	1,051,620

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

18. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	39,101	(26,368)	12,733
Church Act Asset Fund	-	(1,988)	(1,988)
	39,101	(28,356)	10,745
Restricted funds			
Supporting People Fund/UK SPF	201,848	(206,602)	(4,754)
Ffos y Fran (Property Asset Fund)	-	(7,296)	(7,296)
Cwm Taf CAB 4 Carers	45,989	(53,989)	(8,000)
SAF - Community Focus	60,635	(60,634)	1
SAF - Debt Fund	49,130	(49,129)	1
SAF - Specialist fund	11,661	(11,661)	-
AIF Youth	16,761	(16,129)	632
ICF Discretionary Fund (CAB HUB Capital)	-	(4,268)	(4,268)
Ffos y Fran (Roof & Window)	-	(1,364)	(1,364)
Active Inclusion 5	22,639	(22,857)	(218)
Active Inclusion 4	5,602	(13,435)	(7,833)
Active Inclusion Placements	4,745	(4,673)	72
Active Inclusion Placements Youth	22,249	(12,187)	10,062
Active Inclusion5 Placements	30,395	(32,987)	(2,592)
BESN (Big Energy Saving Network)	3,500	-	3,500
Specialist Debt Fund	12,360	(12,360)	-
SAF CWY	180,000	(179,999)	1
Supporting People - Covid	76,014	(76,014)	-
EAP Energy	16,989	(3,894)	13,095
WAG Phase 3 Capital Fund	-	(4,774)	(4,774)
Basic Income Pilot	18,862	(18,862)	-
Help 2 Claim Fund	167,183	(167,170)	13
Help for Hardship Fund	165,629	(167,644)	(2,015)
SAF - Partnership Fund	6,666	(6,668)	(2)
Warmer Wales Fund	41,500	(41,499)	1
Community Matters Fund	9,274	-	9,274
	1,169,631	(1,176,095)	(6,464)
TOTAL FUNDS	1,208,732	(1,204,451)	4,281

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

18. 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	264,690	70,769	15,533	350,992
Designated fixed asset fund	49,612	-	999	50,611
Church Act Asset Fund	40,083	(3,972)	-	36,111
	354,385	66,797	16,532	437,714
Restricted funds				
Supporting People Fund/UK SPF	-	(22,254)	4,754	(17,500)
Ffos y Fran (Property Asset Fund)	239,525	(15,544)	9,868	233,849
Cwm Taf CAB 4 Carers	39,948	(8,000)	-	31,948
SAF - Community Focus	-	(2)	2	-
SAF - Debt Fund	-	1	(1)	-
AIF Youth	-	632	(632)	-
ICF Discretionary Fund (CAB HUB Capital)	86,500	(7,896)	-	78,604
Ffos y Fran (Roof & Window)	68,207	(4,092)	-	64,115
Active Inclusion 5	-	(218)	218	-
Active Inclusion 4	-	(7,833)	7,833	-
Active Inclusion Placements	-	72	(72)	-
Active Inclusion Placements Youth	-	10,062	(10,062)	-
Active Inclusion5 Placements	-	(2,592)	2,592	-
BESN (Big Energy Saving Network)	-	3,500	(3,500)	-
Specialist Debt Fund	5,848	(5,848)	-	-
SAF CWY	-	1	(1)	-
EAP Energy	-	38,599	(13,095)	25,504
WAG Phase 3 Capital Fund	238,711	(14,409)	4,297	228,599
Ffos y Fran Fund	9,870	-	(9,870)	-
WAG Phase 3	4,345	-	(4,345)	-
Basic Income Pilot	-	1	(1)	-
Help 2 Claim Fund	-	(2,742)	2,742	-
Help for Hardship Fund	-	(2,014)	2,014	-
SAF - Partnership Fund	-	(2)	2	-
Warmer Wales Fund	-	1	(1)	-
Community Matters Fund	-	9,274	(9,274)	-
Energy Case Worker Fund	-	11,543	-	11,543
EOP Fund	-	3,500	-	3,500
MTCBC Multiply Fund	-	(17,500)	-	(17,500)
Winter Funding	-	2,074	-	2,074
	692,954	(31,686)	(16,532)	644,736
TOTAL FUNDS				
	1,047,339	35,111	-	1,082,450

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

18. 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	97,492	(26,723)	70,769
Church Act Asset Fund	-	(3,972)	(3,972)
	97,492	(30,695)	66,797
Restricted funds			
Supporting People Fund/UK SPF	406,878	(429,132)	(22,254)
Ffos y Fran (Property Asset Fund)	-	(15,544)	(15,544)
Cwm Taf CAB 4 Carers	91,979	(99,979)	(8,000)
SAF - Community Focus	124,302	(124,304)	(2)
SAF - Debt Fund	100,716	(100,715)	1
SAF - Specialist fund	23,905	(23,905)	-
AIF Youth	16,761	(16,129)	632
ICF Discretionary Fund (CAB HUB Capital)	-	(7,896)	(7,896)
Ffos y Fran (Roof & Window)	-	(4,092)	(4,092)
Active Inclusion 5	22,639	(22,857)	(218)
Active Inclusion 4	5,602	(13,435)	(7,833)
Active Inclusion Placements	4,745	(4,673)	72
Active Inclusion Placements Youth	22,249	(12,187)	10,062
Active Inclusion5 Placements	30,395	(32,987)	(2,592)
BESN (Big Energy Saving Network)	3,500	-	3,500
Specialist Debt Fund	12,360	(18,208)	(5,848)
SAF CWY	368,999	(368,998)	1
Supporting People - Covid	76,014	(76,014)	-
EAP Energy	73,689	(35,090)	38,599
WAG Phase 3 Capital Fund	(1)	(14,408)	(14,409)
Basic Income Pilot	45,270	(45,269)	1
Help 2 Claim Fund	332,747	(335,489)	(2,742)
Help for Hardship Fund	318,335	(320,349)	(2,014)
SAF - Partnership Fund	13,666	(13,668)	(2)
Warmer Wales Fund	82,979	(82,978)	1
Community Matters Fund	9,274	-	9,274
Energy Case Worker Fund	11,543	-	11,543
EOP Fund	3,500	-	3,500
Guardian Fund	29,970	(29,970)	-
Moondance Fund	28,597	(28,597)	-
MTCBC Multiply Fund	92,390	(109,890)	(17,500)
Winter Funding	4,364	(2,290)	2,074
	2,357,367	(2,389,053)	(31,686)
TOTAL FUNDS	2,454,859	(2,419,748)	35,111

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

18. MOVEMENT IN FUNDS - continued

Funds

Transfers between funds

Transfers between funds arise where unrestricted funds have been used to fund shortfalls in restricted projects.

Unrestricted Funds

The free reserves are available to provide funds to cashflow projects funded on a retrospective basis and are available with the approval of the trustees to fund any expenditure on projects or expenses which fall within the organisations general aims and objectives. They are accumulated in accordance with the reserve policy as stated in the trustees report.

Designated Funds

Analysis of Designated Funds

	2024	2023
	£	£
Designated Fixed Assets	50,611	51,133
Church Act Asset Fund	36,111	38,095
Designated funds	86,722	89,228

Designated fixed asset funds

This fund represent the amounts set aside to write down the remaining net book value of fixed assets held against unrestricted funds.

Church Act Asset Fund

The Fund supports expenditure of a capital nature including building works and purchase of items of equipment, to which CAMT received funds to refurbish the ground floor of its premises in post office Lane in 2017.

Restricted Funds

Restricted funds represent balances held to fund future projects where the resources have been received and are required by the donors to fund a specific project.

Activities undertaken within each major restricted fund

The restricted funds of the charity have been applied during the year or are held for future expenditure in the following area:

Citizens Advice Help to Claim Fund (H2C)

We continued to provide the Help to Claim service. This was rolled out fully in April 2019 and helps people to make a first claim for Universal Credit via telephone/web-chat/email We deliver the face to face service, including a presence at the local jobcentre. The phone and digital services are delivered from our office at Post office Lane.

CAB4CARERS Cwm Taf Health Board

CAB 4 Carers has been operating since 2018 and is funded by Cwm Taf Morgannwg UHB. It supports Carers both at home and in hospital settings.

- Provides information and support to Carers identified.
- Provide a link with nursing staff to signpost Carers and families to information and support and have a greater understanding of Carers issues.
- Raise awareness
- Link the Carer into other third sector organisations and recommendations for statutory services.
- Provides a link to the Social Services Teams across Cwm Taf (i.e. to refer Carers for a Carers Assessment).

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

18. MOVEMENT IN FUNDS - continued

Funds - continued

-Provides generic support to Carers of older people, people with learning disabilities, people with mental health issues, people with physical disability and people with children, making it a fair and equitable service.
-Provide information and support to staff who are Carers.

Supporting People Fund/UK SPF

To advise, assist and support people in the Borough with benefit/housing issues.

Ffos y Fran (Property Asset Fund)

This was capital funding from MTCBC to purchase the premises of the organisation at Post Office Lane.

SAF: Advicelink Cymru: Community Focussed, Specialist & Debt

In 2018 the Welsh Government decided to change how they commission advice services across Wales to improve the quality and availability of advice services and encourage collaboration between advice providers -the new funding available was called the Single Advice Fund. In September 2019, Citizens Advice Merthyr Tydfil was awarded the funding for the generalist (Community Focussed) and specialist services for the Merthyr Tydfil area from 1 January 2020. The new services are called Advicelink Cymru.

CAB HUB (Capital)

The Carers Hub creates a dedicated hub for Carers in Merthyr Tydfil, to come and obtain advice and support. It also drives forward integrated and collaborative working between social services departments, health board, third sector and other organisations fusing resources and support for carers. It was completed in the summer of 2021 and will become the central "core" for agencies involved in supporting and advising carers to test new approaches and to work collectively and efficiently to help regional partnership boards to pilot new approaches with service delivery models.

The Carers Hub - Care for Carers will provide support to carers of all ages in Merthyr Tydfil, which is a key principle of the Cwm Taf Carers Strategy.

WAG Phase 3

This was a capital grant from Welsh Government to support property improvements for the new building.

SAF - CWY

The purpose of this funding is to provide additional telephony capacity to support the Welsh Government's 'Claim What's Yours' income maximisation and benefit take up campaign. The funding forms part of the Single Advice Fund and as such should be used to provide free to client social welfare rights-based information and/or adviser services that meet the key aims of Advicelink Cymru.

SAF Partnership Fund

Funding to be shared between Cwm Taf Morgannwg LCA's. The funding is to improve stakeholders engagement and partnerships.

Help for Hardship Fund

This project is a service designed to give advice and information on income maximisation to clients and issue a foodbank voucher if they're unable to afford food.

Warmer Wales Fund

Funded by the Moondance Foundation. The number of people needing help with energy debts has more than doubled compared to pre-pandemic times, and is the highest on record. The funding will meet an immediate and pressing need and will ensure that thousands of people in Wales get the crucial advice they need to manage their energy more efficiently and avoid fuel poverty.

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

18. MOVEMENT IN FUNDS - continued

Funds - continued

Community Matters Fund

The grant from the Community Matters Fund will assist Citizens Advice Merthyr Tydfil to help and advise many in its community with its Help to Heat project. The focus of the Help to Heat project will be to offer the much needed support to people in Merthyr Tydfil with the on-going Cost of Living crisis and fuel poverty.

EAP Energy

The Energy Advice Programme (EAP) funds a one to one energy advice appointments to clients who are in or at risk of fuel poverty, often vulnerable and may be struggling to pay their bills. Energy advice includes advice on fuel options, tariffs, energy grants, as well as energy efficiency advice, with the aim of reducing their bills. EAP is funded by National Grid.

Energy Case Worker

The Energy Caseworker Project is designed to deliver specialist energy advice and income maximisation support to clients experiencing fuel poverty in Merthyr Tydfil. This is a Caseworker model for delivering energy advice and is designed in order to provide support to clients who have complex needs or circumstances.

The advice will focus on energy advice issues, income maximisation and benefits advice. All clients seen through the project will receive a full benefits check and comprehensive energy efficiency advice, in addition to support with any other needs they may have.

EOP Fund

A key focus of EOP is to provide advice in an outreach setting, to consumers who would not otherwise, access the service. The majority of the work will be delivered in a face-to-face setting.

EOP will be delivered in the community, as a proactive outreach service. Building links and partnerships with other organisations, and delivering EOP in the community in which the target audience live their lives.

Winter Funding

To fund an increase in client advice within the parameters of agreed SAF delivery over the winter months 2023/24. To support LCA's to deliver training to increase adviser knowledge and skills. Improving the quality of IT equipment, where necessary, to support the effective and efficient delivery of SAF.

Moondance Fund

The Moondance funding provides funding for a part-time Crisis worker to deliver emergency advice to clients that live in Merthyr Tydfil and the surrounding borough.

MTCBC Multiply Fund

The project is designed to provide advice and support to improve the lives of clients in Merthyr Tydfil.

The project provides effective money management, financial planning, debt support and household budgeting support in response to the economic climate. Enable adults to better manage their money through improving their numeracy skills. Develop individual's understanding and use of numeracy as a life skill, enabling them to recognise future learning opportunities.

This enables adults to better manage their money through improving their numeracy skills and develop an individual's understanding and use of numeracy as a life skill, enabling them to recognise future learning opportunities.

Guardian Fund

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

18. MOVEMENT IN FUNDS - continued

Funds - continued

The project is to increase capacity for the service delivery that supports clients in deprived areas in innovative ways through the cost of living crisis via any channel or mix of channels (remote and/or face-to-face).

19. EMPLOYEE BENEFIT OBLIGATIONS

The Charity operates a defined contribution pension scheme.

During the year the charity was committed to pay £35,634 (2023: £36,185) to the employees personal schemes.

At the year end contributions of £9,280 (2023: £5,405) were unpaid.

20. RELATED PARTY DISCLOSURES

The Chief Executives daughter was employed by the charity during the year. She was paid at rates commensurate with her position and in line with other members of staff. The appointment process was open and at arms length and the Trustees were fully informed of the relationship before the appointment.

The Chief Executive Lisa Howell-Morgan is also a trustee of Citizens Advice South East Wales. During the year a subscription of £1,210 (2023: £4,412) was paid to the organisation.

21. ULTIMATE CONTROLLING PARTY

The ultimate controlling party is the Trustees/Directors.

22. GIFTS IN KIND

Volunteer Time

The value of volunteer time is not quantified in terms of money but the time contributed by volunteers is an invaluable resource in terms of the outstanding contribution made by them.

The number of hours contributed by volunteers in the year was 1,338 (2023: 1,158).

Accounts

REGISTERED COMPANY NUMBER: 06654115 (England and Wales)
REGISTERED CHARITY NUMBER: 1126473

REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023
FOR
MERTHYR TYDFIL CITIZENS ADVICE BUREAU

Baker Knolly Audit Limited
Chartered Certified Accountants
Orbit Business Centre
Rhydycar Business Park
Merthyr Tydfil
CF48 1DL

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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FOR THE YEAR ENDED 31 MARCH 2023

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REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The Trustee Report includes the Report of the Directors' as required by company law.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objects of the Charity are set out in the Memorandum of Association.

The Charity's objects are 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 Merthyr Tydfil, and surrounding areas.

The aims of the Charity are identical to the aims of Citizens Advice:

To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the service available to them or through an inability to express their needs effectively.

And equally:

'to exercise a responsible influence on the development of social policies and services, both locally and nationally'.

Funding and Projects delivered April 2022-March 2023

Help to Claim

We continued to provide the Help to Claim service. This was rolled out fully in April 2019 and helps people to make a first claim for Universal Credit via telephone/web-chat/email. The phone and digital services are delivered from our office at Post office Lane and from advisers working remotely.

SAF: Advicelink Cymru

In 2018 the Welsh Government decided to change how they commission advice services across Wales to improve the quality and availability of advice services and encourage collaboration -the new funding available was called the Single Advice Fund. In September 2019, Citizens Advice Merthyr Tydfil was awarded the funding for the generalist (Community Focussed) and specialist services for the Merthyr Tydfil area from 1 January 2020, called Advicelink Cymru

SAF: Claim What's Yours

The purpose of this funding is to provide additional telephony capacity to support the Welsh Government's 'Claim What's Yours' income maximisation and benefit take up campaign. The funding forms part of the Single Advice Fund and provides free to client social welfare rights-based information and/or adviser services that meet the key aims of Advicelink Cymru. Citizens Advice Merthyr Tydfil is required to deliver from our office at Post office Lane and adviser working remotely generalist welfare benefits advice via telephone to clients calling the Claim What's Yours helpline.

SAF: Advicelink Cymru: Community Focussed, Specialist & Debt

In 2018 the Welsh Government decided to change how they commission advice services across Wales to improve the quality and availability of advice services and encourage collaboration between advice providers -the new funding available was called the Single Advice Fund. In September 2019, Citizens Advice Merthyr Tydfil was awarded the funding for the generalist (Community Focussed) and specialist services for the Merthyr Tydfil area from 1 January 2020. The new services are called Advicelink Cymru

EAP: Energy Advice Programme

The Energy Advice Programme provides one-to-one advice to clients in fuel poverty, or in a fuel poverty risk group, who visit their local Citizens Advice and present an energy problem, or to clients who have been referred to their local Citizens Advice for energy advice support by local voluntary/public organisations. The project aims to proactively target fuel poor clients. The majority of advice sessions will be delivered via telephone or web platforms due to COVID-19.

CAB 4 Carers

CAB 4 Carers has been operating since 2018 and is funded by Cwm Taf Morgannwg UHB. It supports Carers both at home and in hospital settings.

-Provides information and support to Carers

-Provide a link with nursing staff to signpost Carers and families to information and support and have a greater understanding of Carers issues.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

-Raises awareness

-Link the Carer into other third sector organisations and recommendations for statutory services.

-Provides a link to the Social Services Teams across Cwm Taf (i.e. to refer Carers for a Carers Assessment).

-Provides generic support to Carers of older people, people with learning disabilities, people with mental health issues, people with physical disability and people with children, making it a fair and equitable service.

-Provide information and support to staff who are Carers.

Help Through Hardship

CA Merthyr Tydfil worked, in collaboration with Citizens Advice Ynys Mon to deliver the Help through Hardship project. The purpose of the project is a service designed to give advice and information on income maximisation to clients and issue a foodbank voucher if they're unable to afford food.

Community Matters

The grant from the Community Matters Fund will assist Citizens Advice Merthyr Tydfil to help and advise many in its community with its Help to Heat project. The focus of the Help to Heat project will be to offer the much needed support to people in Merthyr Tydfil with the on-going Cost of Living crisis and fuel poverty.

SAF CWY

The purpose of this funding is to provide additional telephony capacity to support the Welsh Government's 'Claim What's Yours' income maximisation and benefit take up campaign. The funding forms part of the Single Advice Fund and as such should be used to provide free to client social welfare rights-based information and/or adviser services that meet the key aims of Advicelink Cymru

SAF Partnership

Funding to be shared between Cwm Taf Morgannwg LCA's. The funding is to improve stakeholders engagement and partnerships.

Warmer Wales

Funded by the Moondance Foundation. The number of people needing help with energy debts has more than doubled compared to pre-pandemic times, and is the highest on record. The funding will meet an immediate and pressing need and will ensure that thousands of people in Wales get the crucial advice they need to manage their energy more efficiently and avoid fuel poverty.

Benefits In Place

Basic income for Care Leavers in Wales Pilot: policy design is available for those leaving care who are turning 18 years of age between 1 July 2022 and 30 June 2023. It enables all under 18's the option of taking up the grant for BIP or stay as they are. Advice is given as to what is the best option available and for the best outcome for the person concerned.

Supporting People Covid

A Floating Support Service for individuals and families who have Covid pandemic related debt and housing support needs due to redundancy, furlough, reduction in employment hours and/or associated costs. The project will support those service users who have been negatively impacted by the ongoing Covid-19 pandemic. Support will be tailored to the individual's needs and address debt in order of priority, focusing on maintaining tenancies / homes. There will also be a focus on building capacity and financial resilience to manage any potential future crisis and prevent homelessness in the longer-term.

AIF: Youth Funded by WCVA

"You're Hired Youth!" supports the under -25's with work limited health conditions who lack confidence & experience by supporting them into employment through paid placements at Citizens Advice Merthyr Tydfil. It aids them to become economically active, closer to employment, developing transferable skills e.g. business administration, IT skills, customer service.

AIF 4

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

"You're Hired 4!" Support over 25's with Work limited health conditions in Merthyr Tydfil back into work through supported paid placements. It supports participants who are LTU and EI with skills and confidence to enter employment and develop transferable skills e.g. business administration, customer service.

AIF 5

"You're Hired 5!" Support over 25's with either economically inactive or long term unemployed in Merthyr Tydfil back into work through supported paid placements. It supports participants with skills and confidence to enter employment and develop transferable skills e.g. business administration, customer service.

We successfully delivered services on all our projects. During the 2022-2023 period advice was given to 12074 clients with 38919 different issues.

We have also helped clients across England and Wales via some of our call centre services which are not included in these figures.

Public benefit

The Trustees are aware that the Charity has a responsibility under the Charities Act to demonstrate that it has charitable aims that meet the public benefit requirement and are therefore charitable. The Trustees confirm that they have had regard to the Charity Commission's guidance on public benefit and comply with S17 Charities Act 2011 when considering, planning and implementing the activities of the charity. As Trustees, we believe that the aims of our organisation are charitable and for the public benefit. Furthermore, in our view, no detriment or harm arises from our Charity carrying out its work and we are not aware of any widespread views among others that such detriment or harm might arise.

We have complied with the duty in section 17 of the 2011 Charities Act to have due regard to guidance published by the Commission in respect of our duty to provide public benefit.

Volunteers

Volunteers contribute a considerable amount of time and expertise to the organisation. They provide face to face, telephone and web-chat advice, and reception services. Although the numbers of hours vary, it is estimated that volunteer hours in the organisation this year have amounted to approximately 7 FTE posts including administration and generalist advisors.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Merthyr Tydfil Citizens Advice Bureau is a professionally managed Bureau offering high levels of specialist advice in debt/welfare benefits in addition to advice on any subject matter at its main Bureau office and also has a wide coverage at various locations throughout the County Borough area (Please refer to our website for updated information).

Fundraising activities

We do not carry out fundraising activities other than funding bids for projects. During this year we have both maintained current services and extended into new areas across the Borough.

All our work is dependent on core funding. Without this we are precluded from applying for further funding.

FINANCIAL REVIEW

Principal funding sources

Principal funding sources for the financial period 2021/22 is listed in the section **Funding and Projects delivered April 2022-March 2023**

Financial Management Policies

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time, the financial position of the charity. The Trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

FINANCIAL REVIEW

Reserves policy

Reserves are needed to bridge the funding gaps between spending and receiving funding, to cover sickness and maternity payments, and in the event of the LCA closing, to cover redundancy payments and 2.1 months running costs. Targeted reserves for 2023 were £275,000. The free reserves as at 31.3.2023 were £285,866 (2022: £264,690).

There are no funds in deficit. The Finance Sub-Committee ensures this.

FUTURE PLANS

The Trustee Board will endeavour in the coming months to secure additional funding to retain the staffing levels of the Bureau Management Team. This is in order to ensure that the Quality of Advice will not suffer as a result of the huge client demand on the Bureau and Outreach Advice Centres. In addition both Bureau Team and the Trustee Board will be working to comply with Citizens Advice Bureau Membership and Standard.

Premises:

The purchase of Post Office Lane was completed in January 2020 and was funded by the Ffos-y-Fran development Fund. This completed Phase 1.

Phase 2: In October 2020 we received funding from Cwm Taf Morgannwg Health Board to create a Carers Hub. This would sit alongside our CAB 4 Carers project which is also funded by CTMUHB.

Phase 3 is our final stage of works at Post office Lane and secured funding from Welsh Governments Communities and Facilities Grant. The works for Phase 3 commenced in June 2021.

Review of the Charity's Financial Position

Citizens Advice Merthyr Tydfil has secured over £1.2 million of funding for the period April 2022- March 23 from a variety of funders including: Welsh Government, MTCBC, CTMUHB, National Grid, DWP and WCVA.

Relationship between Expenditure and the Charity's Key Objectives

Our objectives are highlighted in each funding bid that is submitted and we have to notify our funders if there is any deviation in the applications.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

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

Merthyr Tydfil Citizens Advice Bureau is a Company limited by guarantee. It is governed by the Memorandum and Articles of Association. The Bureau must comply with the Membership Scheme of the Citizens Advice Audit Service.

Recruitment and appointment of new trustees

The organisation advertises in the local press, in Community Newsletters, and recruitment agencies, to obtain people with relevant experience who can offer a range of key skills to support the objectives of our Business Plan.

Organisational structure

The Board of Trustees, which can have up to 15 members, administers the charity. The Board meets, at least four times per year. There is a sub-committee made up of officers which can meet more frequently when necessary to cover development, membership, finance and audit.

Induction and training of new trustees

New Trustees are interviewed by the CEO and two trustees. If successful they are co-opted at the next trustee board meeting and then formally appointed at the next AGM. They take part in a comprehensive Induction Programme to brief them on their legal obligations under charity law, the committee, decision making processes, Business Plan and recent financial performance of the LCA. During the induction they meet the senior management team, staff and volunteers. Trustees are encouraged to attend appropriate Citizens Advice Cymru or external training events. Records of all Trustee Board members training are held in a central Bureau file, as are their qualifications, experience and on-going training.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Key management remuneration

The board of trustees set the pay and remuneration for key management. Bench marks are also taken into account and the board compare salaries across the wider network/other local Citizens advice offices in combination with the local authority NJC scales.

Wider network

Our affiliation to National Citizens Advice and working in collaboration with National Citizens Advice means that we are strategically aligned to the national priorities in Citizens Advice and therefore work to achieve a sustainable network, for which we play a key role at national and local level.

Related parties

Merthyr Tydfil County Borough Council provide Core Funding and have an elected member on the Board of Trustees.

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 have a risk management strategy which comprises:-

- an annual review of the risks the charity may face
- the establishment of systems and procedures to mitigate those risks identified in the plan
- the implementation of procedures designed to minimise any potential impact on the charity should those risks materialise
- A key element in the management of financial risk is the setting up of a reserve policy and its regular review by the Trustees.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

06654115 (England and Wales)

Registered Charity number

1126473

Registered office

1 Post Office Lane
Merthyr Tydfil
CF47 8BE

Trustees

K Williams
L Goodwin (resigned 29.7.22)
Dr S Ganesh
G Davies Secretary (resigned 19.5.22)
R Holdaway Elected Member (resigned 18.8.22)
L Guard Treasurer from July 21 to Sept 2022
B Heggie Chair from May 2023
J Morgan Chair to June 2023 (resigned 2.6.23)
A Davies Deputy Chair from May 2023
C Thomas Treasurer from Sept 2022 (appointed 21.9.22)
B A Davies (appointed 11.7.23)

Auditors

Baker Knoyle Audit Limited
Chartered Certified Accountants
Orbit Business Centre
Rhydycar Business Park
Merthyr Tydfil
CF48 1DL

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

REFERENCE AND ADMINISTRATIVE DETAILS

Bankers

Barclays Bank PLC
High Street
Merthyr Tydfil
CF47 8DL

Chairperson

Mr David Jones (to June 21)
Mr J Morgan (June 21 to present)
Mr B Heggie - Vice Chair

Treasurer

Mr J Morgan (to June 21)
Mrs L Guard (June 21 to September 2022)
Mr C Thomas (September 2022 to present)

Secretary

Mrs Lisa Howell-Morgan

Chief Executive

Mrs Lisa Howell-Morgan

Senior Staff

Deputy Chief Executive: Kayleigh Nor-Val
Local Advice Services Manager: Angharad Hopkins
Local Advice Services Manager: Ryan Price
Remote Advice Services Manager : Elizabeth Lewis
Remote Advice Services Manager: Christian Green

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Merthyr Tydfil Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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

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

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

In so far as the trustees are aware:

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

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

AUDITORS

The auditors, Baker Knogle Audit Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 25 October 2023 and signed on its behalf by:

C Thomas - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
MERTHYR TYDFIL CITIZENS ADVICE BUREAU

Opinion

We have audited the financial statements of Merthyr Tydfil Citizens Advice Bureau (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

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

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

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

Opinions on other matters prescribed by the Companies Act 2006

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

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

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
MERTHYR TYDFIL CITIZENS ADVICE BUREAU

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

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

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

Our responsibilities for the audit of the financial statements

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

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience through discussion with the Officers and other management (as required by auditing standards).
- We had regard to laws and regulations in areas that directly affect the financial statements including financial reporting (including related trade union legislation) and taxation legislation. We considered that extent of compliance with those laws and regulations as part of our procedures on the related financial statement items.
- With the exception of any known or possible non-compliance, and as required by auditing standards, our work in respect of these was limited to enquiry of the Officers.
- We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit.
- We addressed the risk of fraud through management override of controls, by testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

Our audit procedures were designed to respond to risks of material misstatement in the financial statements, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery, misrepresentations or through collusion. There are inherent limitations in the audit procedures performed and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we are to become aware of it.

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

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
MERTHYR TYDFIL CITIZENS ADVICE BUREAU

Use of our report

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

Richard Phillips FCCA (Senior Statutory Auditor)
for and on behalf of Baker Knogle Audit Limited
Chartered Certified Accountants
Orbit Business Centre
Rhydycar Business Park
Merthyr Tydfil
CF48 1DL

26 October 2023

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	37,709	1,169,631	1,207,340	1,655,371
Investment income	3	1,392	-	1,392	177
Other income	4	-	-	-	934
Total		<u>39,101</u>	<u>1,169,631</u>	<u>1,208,732</u>	<u>1,656,482</u>
 EXPENDITURE ON					
Raising funds	5	2,637	-	2,637	2,853
Charitable activities	6				
Advice Services		<u>25,719</u>	<u>1,176,095</u>	<u>1,201,814</u>	<u>1,173,889</u>
Total		<u>28,356</u>	<u>1,176,095</u>	<u>1,204,451</u>	<u>1,176,742</u>
 NET INCOME/(EXPENDITURE)					
Transfers between funds	18	<u>10,745</u> <u>9,964</u>	<u>(6,464)</u> <u>(9,964)</u>	<u>4,281</u> <u>-</u>	<u>479,740</u> <u>-</u>
Net movement in funds		20,709	(16,428)	4,281	479,740
 RECONCILIATION OF FUNDS					
Total funds brought forward		354,385	692,954	1,047,339	567,599
 TOTAL FUNDS CARRIED FORWARD		<u><u>375,094</u></u>	<u><u>676,526</u></u>	<u><u>1,051,620</u></u>	<u><u>1,047,339</u></u>

The notes form part of these financial statements

BALANCE SHEET
31 MARCH 2023

	Notes	2023 £	2022 £
FIXED ASSETS			
Tangible assets	13	710,232	722,637
CURRENT ASSETS			
Debtors	14	83,510	91,171
Cash at bank and in hand		317,254	277,938
		400,764	369,109
CREDITORS			
Amounts falling due within one year	15	(59,376)	(44,407)
NET CURRENT ASSETS		341,388	324,702
TOTAL ASSETS LESS CURRENT LIABILITIES		1,051,620	1,047,339
NET ASSETS		1,051,620	1,047,339
FUNDS	18		
Unrestricted funds		375,094	354,385
Restricted funds		676,526	692,954
TOTAL FUNDS		1,051,620	1,047,339

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 25 October 2023 and were signed on its behalf by:

C Thomas - Trustee

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	50,855	377,044
Net cash provided by operating activities		50,855	377,044
Cash flows from investing activities			
Purchase of tangible fixed assets		(12,931)	(418,460)
Interest received		1,392	177
Net cash used in investing activities		(11,539)	(418,283)
Change in cash and cash equivalents in the reporting period		39,316	(41,239)
Cash and cash equivalents at the beginning of the reporting period		277,938	319,177
Cash and cash equivalents at the end of the reporting period		317,254	277,938

The notes form part of these financial statements

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023

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

	2023 £	2022 £
Net income for the reporting period (as per the Statement of Financial Activities)	4,281	479,740
Adjustments for:		
Depreciation charges	25,336	17,704
Interest received	(1,392)	(177)
Decrease/(increase) in debtors	7,661	(21,100)
Increase/(decrease) in creditors	14,969	(99,123)
Net cash provided by operations	<u>50,855</u>	<u>377,044</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/22 £	Cash flow £	At 31/3/23 £
Net cash			
Cash at bank and in hand	<u>277,938</u>	<u>39,316</u>	<u>317,254</u>
	<u>277,938</u>	<u>39,316</u>	<u>317,254</u>
Total	<u>277,938</u>	<u>39,316</u>	<u>317,254</u>

The notes form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

Income

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

The following specific policies are applied:

Voluntary Income

Voluntary income received by way of grants, gifts or donation is included in full on receipt unless it is subject to a condition when it is treated as deferred income.

Government Grant Income is included in full on receipt unless it is subject to a condition when it is treated as deferred income.

Deferred Income

Income or grants received in advance are held as deferred income and carried forward to future accounting periods to be released when the defined purposes of the work or project have been completed, approved or certified.

Gifts in Kind

Gifts in kind are included in the income and expenditure account where they are applied in carrying out charitable activities, where the company would otherwise have to purchase the donated facility and the benefit is both quantifiable and material. The quantifiable benefit is shown as both incoming and expended resources within the appropriate funds. Where the gift is an asset it is treated as income and taken to stock or fixed assets as appropriate.

The value of services provided by volunteers is not quantified.

Investment Income

Investment income is included when receivable.

Trading Income

Trading Income is recognised when earned.

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.

Costs of generating funds

Costs of generating funds include the costs associated with attracting voluntary income and the costs of trading for fundraising purposes.

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

1. ACCOUNTING POLICIES - continued

Expenditure

Charitable expenditure

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

All expenditure

All expenditure is allocated between the categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned between categories on a basis that fairly reflects their usage.

Pension costs

Contributions are made to the employees own personal pension schemes. The pension cost charge represents those contributions payable to individual schemes.

Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs and overheads, finance, personnel, payroll and governance costs which support the charities Advice Service activities. The basis on which support costs have been allocated are set out in note 8.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property improvements	- 4% on cost
Freehold Property	- 2% on cost
Plant and machinery	- 25% on reducing balance

Tangible fixed assets are included in the balance sheet at historic cost less accumulated depreciation. Grant receipts which fund fixed asset acquisitions are taken to restricted funds and the appropriate depreciation charge is made against those funds over the expected useful life of the asset.

Capital grants are recognised when the associated expenditure has been incurred.

Taxation

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

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds are those unrestricted funds set aside for a specific purpose by the Board.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Fixed assets acquired under finance leases are included in the balance sheet at historic cost less accumulated depreciation. The present value of future rentals is shown as a liability. Interest payable in each period is charged as an expended resource in proportion to the amount outstanding under the lease. Operating lease rental are charged as expended resources as incurred.

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

1. ACCOUNTING POLICIES - continued

Organisational Status

The organisation is a company limited by guarantee and a registered charity. The directors are the trustees and are set out on page 3, they form a Board of Trustees which is the executive body of the charity. The aims and objectives and rules for governance are set out in the charitable company's Memorandum and Articles of Association.

Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price.

Ex-Gratia Termination Payment

Termination benefits are payable when employment is terminated by the Charity before the normal retirement date, or whenever an employee accepts voluntary redundancy in exchange for these benefits. The Charity recognises termination benefits when it is demonstrably committed to either

(i) terminating the employment of current employees according to a detailed formal plan without possibility of withdrawal or (ii) providing termination benefits as a result of an offer made to encourage voluntary redundancy.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist.

2. DONATIONS AND LEGACIES

	2023 £	2022 £
Donations	296	300
Grants	1,172,662	1,655,071
Service Level Agreement	34,382	-
	1,207,340	1,655,371

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

	2023 £	2022 £
National Citizens Advice	718,282	597,939
British Gas Energy Trust	-	20,034
Merthyr Tydfil County Borough Council (SLA)	-	34,382
WCVA	102,392	137,760
Cwm Taf Health Board	-	77,488
Ffos y Fran	-	208,009
Supporting People (MTCBC)	277,862	277,862
BT	-	5,314
Charis Grants Ltd	-	4,201
Voluntary Action Merthyr Tydfil	-	1,444
Torfaen Citizens Advice	-	10,000
Ynysmon Citizens Advice	-	36,582
Welsh Government	-	243,056
Age Concern Morgannwg	-	1,000
Rhondda Cynon Taff	64,852	-
National Grid Electricity Distribution	9,274	-
	1,172,662	1,655,071

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

3. INVESTMENT INCOME

	2023	2022
	£	£
Deposit account interest	1,392	177
	<u> </u>	<u> </u>

4. OTHER INCOME

	2023	2022
	£	£
Other income	-	934
	<u> </u>	<u> </u>

5. RAISING FUNDS

Raising donations and legacies

	2023	2022
	£	£
Staff costs	2,637	2,853
	<u> </u>	<u> </u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 7) £	Totals £
Advice Services	1,176,875	24,939	1,201,814
	<u> </u>	<u> </u>	<u> </u>

7. SUPPORT COSTS

	Management £	Finance £	Human resources £	Governance costs £	Totals £
Advice Services	3,179	2,384	1,589	17,787	24,939
	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>

8. NET INCOME/(EXPENDITURE)

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

	2023	2022
	£	£
Depreciation - owned assets	25,336	17,704
Pension contributions	36,185	28,109
	<u> </u>	<u> </u>

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

9. 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

Two trustees received expense payments totalling £200 (2021: £50) for the year. These payments were reimbursement of travelling expenses.

10. STAFF COSTS

	2023 £	2022 £
Wages and salaries	1,083,931	896,647
	<u>1,083,931</u>	<u>896,647</u>

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

	2023	2022
Advice Services	54	47
	<u>54</u>	<u>47</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2023	2022
£60,001 - £70,000	1	-
	<u>1</u>	<u>-</u>

	2023 £	2022 £
Wages and Salaries	978,152	816,373
Social Security Costs	69,594	52,165
Pension Costs	36,185	28,109
	<u>1,083,931</u>	<u>896,647</u>

Pension Costs

The Charity contributes to employee's own personal pension schemes together with the government work place pension scheme. The pension cost charge represents contributions paid by the Charity to the individual schemes.

Key management remuneration

The key management of the charity comprises the Chief Executive Officer. The total benefits of the the key management personnel of the charity was £65,810 (2022: £57,382).

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	37,126	1,618,245	1,655,371
Investment income	177	-	177
Other income	934	-	934
Total	38,237	1,618,245	1,656,482
EXPENDITURE ON			
Raising funds	2,853	-	2,853
Charitable activities			
Advice Services	38,351	1,135,538	1,173,889
Total	41,204	1,135,538	1,176,742
NET INCOME/(EXPENDITURE)	(2,967)	482,707	479,740
Transfers between funds	55,991	(55,991)	-
Net movement in funds	53,024	426,716	479,740
RECONCILIATION OF FUNDS			
Total funds brought forward	301,361	266,238	567,599
TOTAL FUNDS CARRIED FORWARD	354,385	692,954	1,047,339

12. AUDITORS' REMUNERATION

	2023 £	2022 £
Fees payable to the charity's Independent auditors for the independent audit of the charity's financial statements	3,600	3,600

Amounts payable to Independent Auditors in relation to payroll, pension administration and other services provided to the charity were £16,470 (2022: £13,230).

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

13. TANGIBLE FIXED ASSETS

	Freehold property improvements £	Freehold Property £	Plant and machinery £	Totals £
COST				
At 1 April 2022	639,721	95,880	45,117	780,718
Additions	12,931	-	-	12,931
At 31 March 2023	652,652	95,880	45,117	793,649
DEPRECIATION				
At 1 April 2022	24,246	4,305	29,530	58,081
Charge for year	19,524	1,916	3,896	25,336
At 31 March 2023	43,770	6,221	33,426	83,417
NET BOOK VALUE				
At 31 March 2023	608,882	89,659	11,691	710,232
At 31 March 2022	615,475	91,575	15,587	722,637

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Other debtors	78,356	89,851
Prepayments	5,154	1,320
	83,510	91,171

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Other creditors	15,779	44,407
Deferred income	43,597	-
	59,376	44,407

Deferred Income

Included in Accruals and Deferred Income above, is the following movement relating to Deferred Income.

	2023 £	2022 £
Opening balance	-	65,098
Movement in the year	43,597	(65,098)
Deferred income carried forward	43,597	-
Being:		
Citizens Advice National	15,000	-
Moondance Foundation	28,597	-
	43,597	-

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

16. LEASING AGREEMENTS

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

	2023	2022
	£	£
Within one year	2,235	2,197
Between one and five years	6,431	7,231
In more than five years	252	1,260
	<u>8,918</u>	<u>10,688</u>

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
Fixed Assets	89,228	621,004	710,232	722,638
Net Current Assets	285,866	55,522	341,388	324,701
	<u>375,094</u>	<u>676,526</u>	<u>1,051,620</u>	<u>1,047,339</u>

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

18. MOVEMENT IN FUNDS

	At 1/4/22 £	Net movement in funds £	Transfers between funds £	At 31/3/23 £
Unrestricted funds				
General fund	264,690	12,733	8,443	285,866
Designated fixed asset fund	49,612	-	1,521	51,133
Church Act Asset Fund	40,083	(1,988)	-	38,095
	354,385	10,745	9,964	375,094
Restricted funds				
Supporting People Fund	-	(4,754)	4,754	-
Ffos y Fran (Property Asset Fund)	239,525	(7,296)	5,763	237,992
Cwm Taf CAB 4 Carers	39,948	(8,000)	-	31,948
SAF - Community Focus	-	1	(1)	-
SAF - Debt Fund	-	1	(1)	-
AIF Youth	-	632	(632)	-
ICF Discretionary Fund (CAB HUB Capital)	86,500	(4,268)	-	82,232
Ffos y Fran (Roof & Window)	68,207	(1,364)	-	66,843
Active Inclusion 5	-	(218)	218	-
Active Inclusion 4	-	(7,833)	7,833	-
Active Inclusion Placements	-	72	(72)	-
Active Inclusion Placements Youth	-	10,062	(10,062)	-
Active Inclusion5 Placements	-	(2,592)	2,592	-
BESN (Big Energy Saving Network)	-	3,500	(3,500)	-
Specialist Debt Fund	5,848	-	-	5,848
SAF CWY	-	1	(1)	-
EAP Energy	-	13,095	(13,095)	-
WAG Phase 3 Capital Fund	238,711	(4,774)	-	233,937
Ffos y Fran Fund	9,870	-	(5,763)	4,107
WAG Phase 3	4,345	-	-	4,345
Help 2 Claim Fund	-	13	(13)	-
Help for Hardship Fund	-	(2,015)	2,015	-
SAF - Partnership Fund	-	(2)	2	-
Warmer Wales Fund	-	1	(1)	-
Community Matters Fund	-	9,274	-	9,274
	692,954	(6,464)	(9,964)	676,526
TOTAL FUNDS	1,047,339	4,281	-	1,051,620

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

18. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	39,101	(26,368)	12,733
Church Act Asset Fund	-	(1,988)	(1,988)
	39,101	(28,356)	10,745
Restricted funds			
Supporting People Fund	201,848	(206,602)	(4,754)
Ffos y Fran (Property Asset Fund)	-	(7,296)	(7,296)
Cwm Taf CAB 4 Carers	45,989	(53,989)	(8,000)
SAF - Community Focus	60,635	(60,634)	1
SAF - Debt Fund	49,130	(49,129)	1
SAF - Specialist fund	11,661	(11,661)	-
AIF Youth	16,761	(16,129)	632
ICF Discretionary Fund (CAB HUB Capital)	-	(4,268)	(4,268)
Ffos y Fran (Roof & Window)	-	(1,364)	(1,364)
Active Inclusion 5	22,639	(22,857)	(218)
Active Inclusion 4	5,602	(13,435)	(7,833)
Active Inclusion Placements	4,745	(4,673)	72
Active Inclusion Placements Youth	22,249	(12,187)	10,062
Active Inclusion5 Placements	30,395	(32,987)	(2,592)
BESN (Big Energy Saving Network)	3,500	-	3,500
Specialist Debt Fund	12,360	(12,360)	-
SAF CWY	180,000	(179,999)	1
Supporting People - Covid	76,014	(76,014)	-
EAP Energy	16,989	(3,894)	13,095
WAG Phase 3 Capital Fund	-	(4,774)	(4,774)
Basic Income Pilot	18,862	(18,862)	-
Help 2 Claim Fund	167,183	(167,170)	13
Help for Hardship Fund	165,629	(167,644)	(2,015)
SAF - Partnership Fund	6,666	(6,668)	(2)
Warmer Wales Fund	41,500	(41,499)	1
Community Matters Fund	9,274	-	9,274
	1,169,631	(1,176,095)	(6,464)
TOTAL FUNDS	1,208,732	(1,204,451)	4,281

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

18. 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	244,756	3,978	15,956	264,690
Designated fixed asset fund	56,605	(6,945)	(48)	49,612
Church Act Asset Fund	-	-	40,083	40,083
	301,361	(2,967)	55,991	354,385
Restricted funds				
Church Act Fund (Asset Fund)	42,069	(1,986)	(40,083)	-
Supporting People Fund	-	(5,781)	5,781	-
Citizens Advice Help to Claim Fund	-	50	(50)	-
Ffos y Fran (Property Asset Fund)	116,494	202,262	(79,231)	239,525
Supporting People Fund 2020	961	-	(961)	-
Cwm Taf CAB 4 Carers	-	39,948	-	39,948
SAF - Community Focus	-	(38)	38	-
SAF - Debt Fund	-	(60)	60	-
SAF - Specialist fund	-	(48)	48	-
AIF Youth	-	(3,910)	3,910	-
BEIS	-	(515)	515	-
ICF Discretionary Fund (CAB HUB Capital)	106,714	(4,268)	(15,946)	86,500
Ffos y Fran (Roof & Window)	-	-	68,207	68,207
Active Inclusion 5	-	369	(369)	-
Active Inclusion 4	-	(6,586)	6,586	-
Active Inclusion Placements	-	2,528	(2,528)	-
Active Inclusion Placements Youth	-	(5,117)	5,117	-
BESN (Big Energy Saving Network)	-	1,750	(1,750)	-
Best Practice Lead - SE	-	(440)	440	-
Best Practice Lead SW	-	346	(346)	-
British Gas Energy Trust	-	(119)	119	-
British Telecom Census	-	5,314	(5,314)	-
Specialist Debt Fund	-	5,862	(14)	5,848
Carers Trust	-	5	(5)	-
PHW Fund	-	17	(17)	-
Trussell Trust	-	7	(7)	-
SAF DAF	-	85	(85)	-
SAF CWY	-	1	(1)	-
SAF - Domestic Abuse	-	(825)	825	-
SAF - Employment Capacity Building	-	(361)	361	-
Supporting People - Covid	-	(1,319)	1,319	-
EAP Energy	-	12,480	(12,480)	-
WAG Phase 3 Capital Fund	-	238,711	-	238,711
Ffos y Fran Fund	-	-	9,870	9,870
WAG Phase 3	-	4,345	-	4,345
	266,238	482,707	(55,991)	692,954
TOTAL FUNDS				
	567,599	479,740	-	1,047,339

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

18. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	38,238	(34,260)	3,978
Designated fixed asset fund	(1)	(6,944)	(6,945)
	38,237	(41,204)	(2,967)
Restricted funds			
Church Act Fund (Asset Fund)	-	(1,986)	(1,986)
Supporting People Fund	201,848	(207,629)	(5,781)
Citizens Advice Help to Claim Fund	43,283	(43,233)	50
Ffos y Fran (Property Asset Fund)	208,009	(5,747)	202,262
Cwm Taf CAB 4 Carers	77,488	(37,540)	39,948
SAF - Community Focus	58,303	(58,341)	(38)
SAF - Debt Fund	47,239	(47,299)	(60)
SAF - Specialist fund	11,213	(11,261)	(48)
AIF Youth	18,126	(22,036)	(3,910)
BEIS	27,000	(27,515)	(515)
ICF Discretionary Fund (CAB HUB Capital)	-	(4,268)	(4,268)
Active Inclusion 5	16,728	(16,359)	369
Active Inclusion 4	42,534	(49,120)	(6,586)
Active Inclusion Placements	33,791	(31,263)	2,528
Active Inclusion Placements Youth	16,514	(21,631)	(5,117)
Active Inclusion5 Placements	10,067	(10,067)	-
BESN (Big Energy Saving Network)	1,750	-	1,750
Best Practice Lead - SE	39,978	(40,418)	(440)
Best Practice Lead SW	39,978	(39,632)	346
British Gas Energy Trust	20,034	(20,153)	(119)
British Telecom Census	5,314	-	5,314
Specialist Debt Fund	15,848	(9,986)	5,862
Carers Trust	10,000	(9,995)	5
PHW Fund	81,000	(80,983)	17
Trussell Trust	36,582	(36,575)	7
SAF DAF	83,117	(83,032)	85
SAF CWY	78,750	(78,749)	1
SAF - Domestic Abuse	28,000	(28,825)	(825)
SAF - Employment Capacity Building	30,000	(30,361)	(361)
Supporting People - Covid	76,014	(77,333)	(1,319)
EAP Energy	12,480	-	12,480
Energy Voucher Fund	4,201	(4,201)	-
WAG Phase 3 Capital Fund	238,711	-	238,711
WAG Phase 3	4,345	-	4,345
	1,618,245	(1,135,538)	482,707
TOTAL FUNDS	1,656,482	(1,176,742)	479,740

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

18. 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	244,756	16,711	24,399	285,866
Designated fixed asset fund	56,605	(6,945)	1,473	51,133
Church Act Asset Fund	-	(1,988)	40,083	38,095
	301,361	7,778	65,955	375,094
Restricted funds				
Church Act Fund (Asset Fund)	42,069	(1,986)	(40,083)	-
Supporting People Fund	-	(10,535)	10,535	-
Citizens Advice Help to Claim Fund	-	50	(50)	-
Ffos y Fran (Property Asset Fund)	116,494	194,966	(73,468)	237,992
Supporting People Fund 2020	961	-	(961)	-
Cwm Taf CAB 4 Carers	-	31,948	-	31,948
SAF - Community Focus	-	(37)	37	-
SAF - Debt Fund	-	(59)	59	-
SAF - Specialist fund	-	(48)	48	-
AIF Youth	-	(3,278)	3,278	-
BEIS	-	(515)	515	-
ICF Discretionary Fund (CAB HUB Capital)	106,714	(8,536)	(15,946)	82,232
Ffos y Fran (Roof & Window)	-	(1,364)	68,207	66,843
Active Inclusion 5	-	151	(151)	-
Active Inclusion 4	-	(14,419)	14,419	-
Active Inclusion Placements	-	2,600	(2,600)	-
Active Inclusion Placements Youth	-	4,945	(4,945)	-
Active Inclusion5 Placements	-	(2,592)	2,592	-
BESN (Big Energy Saving Network)	-	5,250	(5,250)	-
Best Practice Lead - SE	-	(440)	440	-
Best Practice Lead SW	-	346	(346)	-
British Gas Energy Trust	-	(119)	119	-
British Telecom Census	-	5,314	(5,314)	-
Specialist Debt Fund	-	5,862	(14)	5,848
Carers Trust	-	5	(5)	-
PHW Fund	-	17	(17)	-
Trussell Trust	-	7	(7)	-
SAF DAF	-	85	(85)	-
SAF CWY	-	2	(2)	-
SAF - Domestic Abuse	-	(825)	825	-
SAF - Employment Capacity Building	-	(361)	361	-
Supporting People - Covid	-	(1,319)	1,319	-
EAP Energy	-	25,575	(25,575)	-
WAG Phase 3 Capital Fund	-	233,937	-	233,937
Ffos y Fran Fund	-	-	4,107	4,107
WAG Phase 3	-	4,345	-	4,345
Help 2 Claim Fund	-	13	(13)	-
Help for Hardship Fund	-	(2,015)	2,015	-
SAF - Partnership Fund	-	(2)	2	-
Warmer Wales Fund	-	1	(1)	-
Community Matters Fund	-	9,274	-	9,274
	266,238	476,243	(65,955)	676,526

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

18. MOVEMENT IN FUNDS - continued

TOTAL FUNDS	<u>567,599</u>	<u>484,021</u>	<u>-</u>	<u>1,051,620</u>
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MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

18. 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	77,339	(60,628)	16,711
Designated fixed asset fund	(1)	(6,944)	(6,945)
Church Act Asset Fund	-	(1,988)	(1,988)
	77,338	(69,560)	7,778
Restricted funds			
Church Act Fund (Asset Fund)	-	(1,986)	(1,986)
Supporting People Fund	403,696	(414,231)	(10,535)
Citizens Advice Help to Claim Fund	43,283	(43,233)	50
Ffos y Fran (Property Asset Fund)	208,009	(13,043)	194,966
Cwm Taf CAB 4 Carers	123,477	(91,529)	31,948
SAF - Community Focus	118,938	(118,975)	(37)
SAF - Debt Fund	96,369	(96,428)	(59)
SAF - Specialist fund	22,874	(22,922)	(48)
AIF Youth	34,887	(38,165)	(3,278)
BEIS	27,000	(27,515)	(515)
ICF Discretionary Fund (CAB HUB Capital)	-	(8,536)	(8,536)
Ffos y Fran (Roof & Window)	-	(1,364)	(1,364)
Active Inclusion 5	39,367	(39,216)	151
Active Inclusion 4	48,136	(62,555)	(14,419)
Active Inclusion Placements	38,536	(35,936)	2,600
Active Inclusion Placements Youth	38,763	(33,818)	4,945
Active Inclusion5 Placements	40,462	(43,054)	(2,592)
BESN (Big Energy Saving Network)	5,250	-	5,250
Best Practice Lead - SE	39,978	(40,418)	(440)
Best Practice Lead SW	39,978	(39,632)	346
British Gas Energy Trust	20,034	(20,153)	(119)
British Telecom Census	5,314	-	5,314
Specialist Debt Fund	28,208	(22,346)	5,862
Carers Trust	10,000	(9,995)	5
PHW Fund	81,000	(80,983)	17
Trussell Trust	36,582	(36,575)	7
SAF DAF	83,117	(83,032)	85
SAF CWY	258,750	(258,748)	2
SAF - Domestic Abuse	28,000	(28,825)	(825)
SAF - Employment Capacity Building	30,000	(30,361)	(361)
Supporting People - Covid	152,028	(153,347)	(1,319)
EAP Energy	29,469	(3,894)	25,575
Energy Voucher Fund	4,201	(4,201)	-
WAG Phase 3 Capital Fund	238,711	(4,774)	233,937
WAG Phase 3	4,345	-	4,345
Basic Income Pilot	18,862	(18,862)	-
Help 2 Claim Fund	167,183	(167,170)	13
Help for Hardship Fund	165,629	(167,644)	(2,015)
SAF - Partnership Fund	6,666	(6,668)	(2)
Warmer Wales Fund	41,500	(41,499)	1
Community Matters Fund	9,274	-	9,274
	2,787,876	(2,311,633)	476,243

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

18. MOVEMENT IN FUNDS - continued

TOTAL FUNDS	<u>2,865,214</u>	<u>(2,381,193)</u>	<u>484,021</u>
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Funds

Transfers between funds

Transfers between funds arise where unrestricted funds have been used to fund shortfalls in restricted projects.

Unrestricted Funds

The free reserves are available to provide funds to cashflow projects funded on a retrospective basis and are available with the approval of the trustees to fund any expenditure on projects or expenses which fall within the organisations general aims and objectives. They are accumulated in accordance with the reserve policy as stated in the trustees report.

Designated Funds

Analysis of Designated Funds	2023	2022
	£	£
Designated Fixed Assets	51,133	49,612
Church Act Asset Fund	38,095	40,083
	<u>89,228</u>	<u>89,695</u>

Designated fixed asset funds

This fund represent the amounts set aside to write down the remaining net book value of fixed assets held against unrestricted funds.

Church Act Asset Fund

The Fund supports expenditure of a capital nature including building works and purchase of items of equipment, to which CAMT received funds to refurbish the ground floor of its premises in post office Lane in 2017.

Community Matters Fund

The grant from the Community Matters Fund will assist Citizens Advice Merthyr Tydfil to help and advise many in its community with its Help to Heat project. The focus of the Help to Heat project will be to offer the much needed support to people in Merthyr Tydfil with the on-going Cost of Living crisis and fuel poverty.

Restricted Funds

Restricted funds represent balances held to fund future projects where the resources have been received and are required by the donors to fund a specific project.

Activities undertaken within each major restricted fund

The restricted funds of the charity have been applied during the year or are held for future expenditure in the following area:

Citizens Advice Help to Claim Fund (H2C)

We continued to provide the Help to Claim service. This was rolled out fully in April 2019 and helps people to make a first claim for Universal Credit via telephone/web-chat/email We deliver the face to face service, including a presence at the local jobcentre. The phone and digital services are delivered from our office at Post office Lane.

CAB4CARERS Cwm Taf Health Board

CAB 4 Carers has been operating since 2018 and is funded by Cwm Taf Morgannwg UHB. It supports Carers both at home and in hospital settings.

-Provides information and support to Carers identified.

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

18. MOVEMENT IN FUNDS - continued

Funds - continued

- Provide a link with nursing staff to signpost Carers and families to information and support and have a greater understanding of Carers issues.
- Raise awareness
- Link the Carer into other third sector organisations and recommendations for statutory services.
- Provides a link to the Social Services Teams across Cwm Taf (i.e. to refer Carers for a Carers Assessment).
- Provides generic support to Carers of older people, people with learning disabilities, people with mental health issues, people with physical disability and people with children, making it a fair and equitable service.
- Provide information and support to staff who are Carers.

Supporting People Fund

To advise, assist and support people in the Borough with benefit/housing issues.

Ffos y Fran (Property Asset Fund)

This was capital funding from MTCBC to purchase the premises of the organisation at Post Office Lane.

AIF Youth

"You're Hired Youth!" supports the under -25's with work limited health conditions who lack confidence & experience by supporting them into employment through paid placements at Citizens Advice Merthyr Tydfil. It aids them to become economically active, closer to employment, developing transferable skills e.g. business administration, IT skills, customer service.

SAF: Advicelink Cymru: Community Focussed, Specialist & Debt

In 2018 the Welsh Government decided to change how they commission advice services across Wales to improve the quality and availability of advice services and encourage collaboration between advice providers -the new funding available was called the Single Advice Fund. In September 2019, Citizens Advice Merthyr Tydfil was awarded the funding for the generalist (Community Focussed) and specialist services for the Merthyr Tydfil area from 1 January 2020. The new services are called Advicelink Cymru.

CAB HUB (Capital)

The Carers Hub creates a dedicated hub for Carers in Merthyr Tydfil, to come and obtain advice and support. It also drives forward integrated and collaborative working between social services departments, health board, third sector and other organisations fusing resources and support for carers. It was completed in the summer of 2021 and will become the central "core" for agencies involved in supporting and advising carers to test new approaches and to work collectively and efficiently to help regional partnership boards to pilot new approaches with service delivery models.

The Carers Hub - Care for Carers will provide support to carers of all ages in Merthyr Tydfil, which is a key principle of the Cwm Taf Carers Strategy.

WAG Phase 3

This was a capital grant from Welsh Government to support property improvements for the new building.

SAF - CWY

The purpose of this funding is to provide additional telephony capacity to support the Welsh Government's 'Claim What's Yours' income maximisation and benefit take up campaign. The funding forms part of the Single Advice Fund and as such should be used to provide free to client social welfare rights-based information and/or adviser services that meet the key aims of Advicelink Cymru.

SAF Partnership Fund

Funding to be shared between Cwm Taf Morgannwg LCA's. The funding is to improve stakeholders engagement and partnerships.

Help for Hardship Fund

This project is a service designed to give advice and information on income maximisation to clients and issue a foodbank voucher if they're unable to afford food.

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

18. MOVEMENT IN FUNDS - continued

Funds - continued

Warmer Wales Fund

Funded by the Moondance Foundation. The number of people needing help with energy debts has more than doubled compared to pre-pandemic times, and is the highest on record. The funding will meet an immediate and pressing need and will ensure that thousands of people in Wales get the crucial advice they need to manage their energy more efficiently and avoid fuel poverty.

Supporting People - Covid

A Floating Support Service for individuals and families who have Covid pandemic related debt and housing support needs due to redundancy, furlough, reduction in employment hours and/or associated costs. The project will support those service users who have been negatively impacted by the ongoing Covid- 19 pandemic. Support will be tailored to the individual's needs and address debt in order of priority, focusing on maintaining tenancies / homes. There will also be a focus on building capacity and financial resilience to manage any potential future crisis and prevent homelessness in the longer-term.

Benefits in Place Fund

It enables all under 18's the option of taking up the grant for BIP or stay as they are. Advice is given as to what is the best option available and for the best outcome for the person concerned.

Active Inclusion 4 & 5 Youth

Funded by WCVA, all projects were aimed at supporting those with work limited health conditions and employment barriers furthest away from the labour market. All participants were aged over 18 for the Youth project and over 25 for AIF 4 & 5 and were all on a 16 week programme.

Active Inclusion 4 & 5 Placements Youth

Funded by WCVA, all projects were aimed at supporting those with work limited health conditions and employment barriers furthest away from the labour market. All participants were aged over 18 for the Youth project and over 25 for AIF 4 & 5 and were all on a 16 week programme.

19. EMPLOYEE BENEFIT OBLIGATIONS

The Charity operates a defined contribution pension scheme.

During the year the charity was committed to pay £36,185 (2022: £28,109) to the employees personal schemes.

At the year end contributions of £5,405 (2022: £Nil) were unpaid.

20. RELATED PARTY DISCLOSURES

The Chief Executives daughter was employed by the charity during the year. She was paid at rates commensurate with her position and in line with other members of staff. The appointment process was open and at arms length and the Trustees were fully informed of the relationship before the appointment.

The Chief Executive Lisa Howell-Morgan is also a trustee of Citizens Advice South East Wales. During the year a subscription of £4,412 was paid to the organisation.

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

21. ULTIMATE CONTROLLING PARTY

The ultimate controlling party is the Trustees/Directors.

22. GIFTS IN KIND

Volunteer Time

The value of volunteer time is not quantified in terms of money but the time contributed by volunteers is an invaluable resource in terms of the outstanding contribution made by them.

The number of hours contributed by volunteers in the year was 1,158 (2022: 840).

Accounts

REGISTERED COMPANY NUMBER: 06654115 (England and Wales)
REGISTERED CHARITY NUMBER: 1126473

REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022
FOR
MERTHYR TYDFIL CITIZENS ADVICE BUREAU

Baker Knogle Accountancy Limited
Chartered Accountants & Statutory Auditors
Orbit Business Centre
Merthyr Tydfil
CF48 1DL

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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FOR THE YEAR ENDED 31 MARCH 2022

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REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

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

The Trustee Report includes the Report of the Directors' as required by company law.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objects of the Charity are set out in the Memorandum of Association.

The Charity's objects are 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 Merthyr Tydfil, and surrounding areas.

The aims of the Charity are identical to the aims of Citizens Advice:

To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the service available to them or through an inability to express their needs effectively.

And equally:

'to exercise a responsible influence on the development of social policies and services, both locally and nationally'.

Funding and Projects delivered April 2021-March 2022

Help to Claim

We continued to provide the Help to Claim service. This was rolled out fully in April 2019 and helps people to make a first claim for Universal Credit via telephone/web-chat/email. The phone and digital services are delivered from our office at Post Office Lane and from advisers working remotely.

Help to Claim: Best Practice Leads

The new Help to Claim service started in April 2019. As part of the delivery of the service the DWP funded Citizens Advice to set up a network of 31 regional Best Practice Leads, across England and Wales to gather and share information about the performance of Universal Credit and Help to Claim, building local relationships to develop and share best practice. CA Merthyr Tydfil delivered the service across SE and SW Wales.

Public Health Wales

This was delivered in collaboration with Citizens Advice Bridgend and RCT. The purpose of the Project was to deliver welfare benefits and employment advice to 16-24 year olds who had been economically affected by the impact of Covid-19 within the Cwm Taff region.

SAF: Claim What's Yours

The purpose of this funding is to provide additional telephony capacity to support the Welsh Government's 'Claim What's Yours' income maximisation and benefit take up campaign. The funding forms part of the Single Advice Fund and provides free to client social welfare rights-based information and/or adviser services that meet the key aims of Advicelink Cymru. Citizens Advice Merthyr Tydfil is required to deliver from our office at Post Office Lane and adviser working remotely generalist welfare benefits advice via telephone to clients calling the Claim What's Yours helpline.

SAF: Discretionary Assistance Fund

Citizens Advice Merthyr Tydfil worked in collaboration with Citizens Advice Rhondda Cynon Taff on this project. The purpose of the Project was to deliver an enhanced pilot initiative focusing on the delivery of welfare benefits and debt advice to vulnerable clients that were directly referred to Advicelink Cymru from the Welsh Government's Discretionary Assistance Fund (DAF) service ("the Project"). This was a six-month pilot commencing in October 2021-31st March 2022.

SAF: Employment Capacity

CA Merthyr Tydfil worked in collaboration with Citizens Advice Bridgend and Citizens Advice Rhondda Cynon Taff, to increase its capacity to provide employment advice, through its existing provision of Advicelink Cymru services.

SAF: Test & Learn

The purpose of the project was to enable LCA's across CTM to offer income maximisation initiatives to boost the incomes of households, targeting clients that were or had been affected by domestic violence.

- Provide additional services targeted to clients affected by domestic violence.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

- Cover a range of welfare benefits issues including; Universal Credit, Personal Independence Payment, and Employment Support Allowance.
- Work in collaboration with local partner organisations such as Women's Aid RCT, Oasis Centre, Calan DVS, and Safer Merthyr Tydfil

SAF: Advicelink Cymru: Community Focussed, Specialist & Debt

In 2018 the Welsh Government decided to change how they commission advice services across Wales to improve the quality and availability of advice services and encourage collaboration between advice providers -the new funding available was called the Single Advice Fund. In September 2019, Citizens Advice Merthyr Tydfil was awarded the funding for the generalist (Community Focussed) and specialist services for the Merthyr Tydfil area from 1 January 2020. The new services are called Advicelink Cymru

British Gas Energy Trust. BGET

The purpose of the Project was to provide advice and assistance to consumers with a view to:

- enabling them to manage their debts and budgets
- maximising their income and ability to afford to pay their bills
- enabling them to have warm homes through improving energy efficiency and health and well-being.

AIF: Youth Funded by WCVA

"You're Hired Youth!" supports the under 25's with work limited health conditions who lack confidence & experience by supporting them into employment through paid placements at Citizens Advice Merthyr Tydfil. It aids them to become economically active, closer to employment, developing transferable skills e.g. business administration, IT skills, customer service.

AIF 4

"You're Hired 4!" Support over 25's with Work limited health conditions in Merthyr Tydfil back into work through supported paid placements. It supports participants who are LTU and EI with skills and confidence to enter employment and develop transferable skills e.g. business administration, customer service.

AIF 5

"You're Hired 5!" Support over 25's with either economically inactive or long term unemployed in Merthyr Tydfil back into work through supported paid placements. It supports participants with skills and confidence to enter employment and develop transferable skills e.g. business administration, customer service.

EAP: Energy Advice Programme

The Energy Advice Programme provides one-to-one advice to clients in fuel poverty, or in a fuel poverty risk group, who visit their local Citizens Advice and present an energy problem, or to clients who have been referred to their local Citizens Advice for energy advice support by local voluntary/public organisations. The project aims to proactively target fuel poor clients. The majority of advice sessions will be delivered via telephone or web platforms.

BEIS

The purpose of the project is to enable local offices to increase their capacity to deliver, in light of the increased demand for advice across all channels caused by COVID-19.

CAB 4 Carers

CAB 4 Carers has been operating since 2018 and is funded by Cwm Taf Morgannwg UHB. It supports Carers both at home and in hospital settings.

- Provides information and support to Carers
- Provide a link with nursing staff to signpost Carers and families to information and support and have a greater understanding of Carers issues.
- Raises awareness
- Link the Carer into other third sector organisations and recommendations for statutory services.
- Provides a link to the Social Services Teams across Cwm Taf (i.e. to refer Carers for a Carers Assessment).
- Provides generic support to Carers of older people, people with learning disabilities, people with mental health issues, people with physical disability and people with children, making it a fair and equitable service.
- Provide information and support to staff who are Carers.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

Help Through Hardship

CA Merthyr Tydfil worked, in collaboration with Citizens Advice Ynys Mon to deliver the Help through Hardship project. The purpose of the project is a service designed to give advice and information on income maximisation to clients and issue a foodbank voucher if they're unable to afford food.

BT Skills: Good things Foundation

CAMT received funds from BT skills as part of their Skills for Tomorrow programme, to support older and vulnerable people through free face-to-face support, which has helped them to get online and make the most of the digital tools modern life increasingly depends on.

Energy Re-Dress: Charis Grants

CAMT secured funding in May 2020 from the Energy Redress Scheme for 565 fuel vouchers to be given out to local residents with a Pre-Payment Meter (PPM) who are in need. The fund was used to pay for emergency fuel credit vouchers up to a value of £49, to households in Merthyr Tydfil.

Carers Trust

The purpose of the funding is to provide free to client social welfare rights-based information for clients referred by Carers Trust South East Wales.

Ffos-y-fran Community Fund

The Fund supports expenditure of a capital nature including building works at Post Office Lane.

Communities and Facilities Grant (Welsh Government)

The Purpose of the funding was to completely refurbish the premises at Post Office Lane. Including new windows, roof heating and lighting, toilets and ventilation system.

Public benefit

The Trustees are aware that the Charity has a responsibility under the Charities Act to demonstrate that it has charitable aims that meet the public benefit requirement and are therefore charitable. The Trustees confirm that they have had regard to the Charity Commission's guidance on public benefit and comply with S17 Charities Act 2011 when considering, planning and implementing the activities of the charity. As Trustees, we believe that the aims of our organisation are charitable and for the public benefit. Furthermore, in our view, no detriment or harm arises from our Charity carrying out its work and we are not aware of any widespread views among others that such detriment or harm might arise.

We have complied with the duty in section 17 of the 2011 Charities Act to have due regard to guidance published by the Commission in respect of our duty to provide public benefit.

Volunteers

Volunteers contribute a considerable amount of time and expertise to the organisation. They provide face to face, telephone and web-chat advice, and reception services. Although the numbers of hours vary, it is estimated that volunteer hours in the organisation this year have amounted to approximately the equivalent to approximately 7 FTE posts including administration and generalist advisors.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Merthyr Tydfil Citizens Advice Bureau is a professionally managed Bureau offering high levels of specialist advice in debt/welfare benefits in addition to advice on any subject matter at its main Bureau office and also has a wide coverage at various locations throughout the County Borough area (Please refer to our website for updated information).

Fundraising activities

We do not carry out fundraising activities other than funding bids for projects. During this year we have both maintained current services and extended into new areas across the Borough.

All our work is dependent on core funding. Without this we are precluded from applying for further funding.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

FINANCIAL REVIEW

Principal funding sources

Principal funding sources for the financial period 2021/22 is listed in the section **Funding and Projects delivered April 2021-March 2022**

Financial Management Policies

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time, the financial position of the charity. The Trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Reserves policy

Reserves are needed to bridge the funding gaps between spending and receiving funding, to cover sickness and maternity payments, and in the event of the LCA closing, to cover redundancy payments and 2.1 months running costs. Targeted reserves for 2022 were £220,000. The free reserves as at 31.3.2022 were £264,690 (2021 were £244,756). Free Reserves are therefore in excess of targeted reserves.

There are no funds in deficit. The Finance Sub-Committee ensures this.

FUTURE PLANS

The Trustee Board will endeavour in the coming months to secure additional funding to retain the staffing levels of the Bureau Management Team. This is in order to ensure that the Quality of Advice will not suffer as a result of the huge client demand on the Bureau and Outreach Advice Centres. In addition both Bureau Team and the Trustee Board will be working to comply with Citizens Advice Bureau Membership and Standard.

Premises:

The purchase of Post Office Lane was completed in January 2020 and was funded by the Ffos-y-Fran Development Fund. This completed Phase 1.

Phase 2: In October 2020 we received funding from Cwm Taf Morgannwg Health Board to create a Carers Hub. This would sit alongside our CAB 4 Carers project which is also funded by CTMUHB.

Phase 3 is our final stage of works at Post Office Lane and has secured funding from Welsh Governments Communities and Facilities Grant. The works for Phase 3 commenced in June 2021. Expenditure in this year was £418,460.

Review of the Charity's Financial Position

Citizens Advice Merthyr Tydfil has secured over £1.2 million of funding excluding capital grants for the period April 2021- March 22 from a variety of funders including: Welsh Government, MTCBC, CTMUHB, British Gas Energy trust, DWP and WCVA.

Relationship between Expenditure and the Charity's Key Objectives:

Our objectives are highlighted in each funding bid that is submitted and we have to inform our funders if there is any deviation in the applications.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

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

Merthyr Tydfil Citizens Advice Bureau is a Company limited by guarantee. It is governed by the Memorandum and Articles of Association. The Bureau must comply with the Membership Scheme of the Citizens Advice Audit Service.

Recruitment and appointment of new trustees

The organisation advertises in the local press, in Community Newsletters, and recruitment agencies, to obtain people with relevant experience who can offer a range of key skills to support the objectives of our Business Plan.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

The Board of Trustees, which can have up to 15 members, administers the charity. The Board meets, at least four times per year. There is a sub-committee made up of officers which can meet more frequently when necessary to cover development, membership, finance and audit.

Induction and training of new trustees

New Trustees must be interviewed and take part in an orientation day to brief them on their legal obligations under charity law, the committee and decision making processes, the Business Plan and recent financial performance of the LCA. During the induction day they meet the senior management team and other trustees, key employees and other trustees. Trustees are encouraged to attend appropriate Citizens Advice Cymru or external training events. Records of all Trustee Board members training are held in a central Bureau file, as are their qualifications, experience and training prior to taking on their role as a Trustee.

Key management remuneration

The board of trustees set the pay and remuneration for key management. Bench marks are also taken into account and the board compare salaries across the wider network/other local Citizens advice offices in combination with the local authority NJC scales.

Wider network

Our affiliation to National Citizens Advice and working in collaboration with National Citizens Advice means that we are strategically aligned to the national priorities in Citizens Advice and therefore work to achieve a sustainable network, for which we play a key role at national and local level.

Related parties

Merthyr Tydfil County Borough Council provide Core Funding and have an elected member on the Board of Trustees.

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 have a risk management strategy which comprises:-

- an annual review of the risks the charity may face
- the establishment of systems and procedures to mitigate those risks identified in the plan
- the implementation of procedures designed to minimise any potential impact on the charity should those risks materialise
- A key element in the management of financial risk is the setting up of a reserve policy and its regular review by the Trustees.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

06654115 (England and Wales)

Registered Charity number

1126473

Registered office

1 Post Office Lane
Merthyr Tydfil
CF47 8BE

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

Trustees

K Williams
L Goodwin (resigned 29.7.22)
Dr S Ganesh
G Davies Secretary (resigned 19.5.22)
R Holdaway Elected Member (resigned 18.8.22)
L Guard Treasurer from July 21 to Sept 2022
B Heggie Vice Chair
D Jones Chair to June 21 (resigned 16.6.21)
J Morgan Treasurer to July 21; Chair July 21
A Davies (appointed 7.7.21)
C Thomas (appointed 21.9.22)

Auditors

Baker Knoyle Accountancy Limited
Chartered Accountants & Statutory Auditors
Orbit Business Centre
Merthyr Tydfil
CF48 1DL

Bankers

Barclays Bank PLC
High Street
Merthyr Tydfil
CF47 8DL

Chairperson

Mr David Jones (to June 21)
Mr J Morgan (June 21 to present)
Mr B Heggie - Vice Chair

Treasurer

Mr J Morgan (to June 21)
Mrs L Guard (June 21 to September 2022)
Mr C Thomas (September 2022 to present)

Secretary

Mrs Lisa Howell-Morgan

Chief Executive

Mrs Lisa Howell-Morgan

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Merthyr Tydfil Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"

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.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

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

In so far as the trustees are aware:

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

AUDITORS

The auditors, Baker Knyle Accountancy Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 30 November 2022 and signed on its behalf by:

K Williams - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
MERTHYR TYDFIL CITIZENS ADVICE BUREAU

Opinion

We have audited the financial statements of Merthyr Tydfil Citizens Advice Bureau (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

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

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

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

The 2021 comparative figures have not been audited.

Opinions on other matters prescribed by the Companies Act 2006

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

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

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
MERTHYR TYDFIL CITIZENS ADVICE BUREAU

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

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

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

Our responsibilities for the audit of the financial statements

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

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience through discussion with the Officers and other management (as required by auditing standards).
- We had regard to laws and regulations in areas that directly affect the financial statements including financial reporting (including related trade union legislation) and taxation legislation. We considered that extent of compliance with those laws and regulations as part of our procedures on the related financial statement items.
- With the exception of any known or possible non-compliance, and as required by auditing standards, our work in respect of these was limited to enquiry of the Officers.
- We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit.
- We addressed the risk of fraud through management override of controls, by testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

Our audit procedures were designed to respond to risks of material misstatement in the financial statements, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery, misrepresentations or through collusion. There are inherent limitations in the audit procedures performed and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we are to become aware of it.

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

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
MERTHYR TYDFIL CITIZENS ADVICE BUREAU

Use of our report

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

Huw Baker FCA (Senior Statutory Auditor)
for and on behalf of Baker Knogle Accountancy Limited
Chartered Accountants & Statutory Auditors
Orbit Business Centre
Merthyr Tydfil
CF48 1DL

30 November 2022

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	37,126	1,618,245	1,655,371	881,016
Other trading activities	3	-	-	-	50
Investment income	4	177	-	177	419
Other income	5	934	-	934	901
Total		<u>38,237</u>	<u>1,618,245</u>	<u>1,656,482</u>	<u>882,386</u>
 EXPENDITURE ON					
Raising funds	6	2,853	-	2,853	3,083
Charitable activities	7				
Advice Services		<u>38,351</u>	<u>1,135,538</u>	<u>1,173,889</u>	<u>765,634</u>
Total		<u>41,204</u>	<u>1,135,538</u>	<u>1,176,742</u>	<u>768,717</u>
 NET INCOME/(EXPENDITURE)					
Transfers between funds	20	<u>(2,967)</u> <u>55,991</u>	<u>482,707</u> <u>(55,991)</u>	<u>479,740</u> <u>-</u>	<u>113,669</u> <u>-</u>
Net movement in funds		53,024	426,716	479,740	113,669
 RECONCILIATION OF FUNDS					
Total funds brought forward		<u>301,361</u>	<u>266,238</u>	<u>567,599</u>	<u>453,930</u>
 TOTAL FUNDS CARRIED FORWARD		<u><u>354,385</u></u>	<u><u>692,954</u></u>	<u><u>1,047,339</u></u>	<u><u>567,599</u></u>

The notes form part of these financial statements

BALANCE SHEET
31 MARCH 2022

	Notes	2022 £	2021 £
FIXED ASSETS			
Tangible assets	15	722,637	321,881
CURRENT ASSETS			
Debtors	16	91,171	70,071
Cash at bank and in hand		277,938	319,177
		369,109	389,248
CREDITORS			
Amounts falling due within one year	17	(44,407)	(143,530)
NET CURRENT ASSETS		324,702	245,718
TOTAL ASSETS LESS CURRENT LIABILITIES		1,047,339	567,599
NET ASSETS		1,047,339	567,599
FUNDS	20		
Unrestricted funds		354,385	301,361
Restricted funds		692,954	266,238
TOTAL FUNDS		1,047,339	567,599

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 30 November 2022 and were signed on its behalf by:

K Williams - Trustee

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	377,044	234,968
Net cash provided by operating activities		<u>377,044</u>	<u>234,968</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(418,460)	(135,019)
Interest received		177	419
Net cash used in investing activities		<u>(418,283)</u>	<u>(134,600)</u>
Change in cash and cash equivalents in the reporting period		<u>(41,239)</u>	<u>100,368</u>
Cash and cash equivalents at the beginning of the reporting period		<u>319,177</u>	<u>218,809</u>
Cash and cash equivalents at the end of the reporting period		<u><u>277,938</u></u>	<u><u>319,177</u></u>

The notes form part of these financial statements

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

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

	2022 £	2021 £
Net income for the reporting period (as per the Statement of Financial Activities)	479,740	113,669
Adjustments for:		
Depreciation charges	17,704	12,084
Interest received	(177)	(419)
Increase in debtors	(21,100)	(8,976)
(Decrease)/increase in creditors	(99,123)	118,610
Net cash provided by operations	<u>377,044</u>	<u>234,968</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/21 £	Cash flow £	At 31/3/22 £
Net cash			
Cash at bank and in hand	<u>319,177</u>	<u>(41,239)</u>	<u>277,938</u>
	<u>319,177</u>	<u>(41,239)</u>	<u>277,938</u>
Total	<u>319,177</u>	<u>(41,239)</u>	<u>277,938</u>

The notes form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

Income

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

The following specific policies are applied:

Voluntary Income

Voluntary income received by way of grants, gifts or donation is included in full on receipt unless it is subject to a condition when it is treated as deferred income.

Government Grant Income is included in full on receipt unless it is subject to a condition when it is treated as deferred income.

Deferred Income

Income or grants received in advance are held as deferred income and carried forward to future accounting periods to be released when the defined purposes of the work or project have been completed, approved or certified.

Gifts in Kind

Gifts in kind are included in the income and expenditure account where they are applied in carrying out charitable activities, where the company would otherwise have to purchase the donated facility and the benefit is both quantifiable and material. The quantifiable benefit is shown as both incoming and expended resources within the appropriate funds. Where the gift is an asset it is treated as income and taken to stock or fixed assets as appropriate.

The value of services provided by volunteers is not quantified.

Investment Income

Investment income is included when receivable.

Trading Income

Trading Income is recognised when earned.

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.

Costs of generating funds

Costs of generating funds include the costs associated with attracting voluntary income and the costs of trading for fundraising purposes.

Charitable expenditure

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued **FOR THE YEAR ENDED 31 MARCH 2022**

1. ACCOUNTING POLICIES - continued

Expenditure

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

All expenditure

All expenditure is allocated between the categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned between categories on a basis that fairly reflects their usage.

Pension costs

Contributions are made to the employees own personal pension schemes. The pension cost charge represents those contributions payable to individual schemes.

Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs and overheads, finance, personnel, payroll and governance costs which support the charities Advice Service activities. The basis on which support costs have been allocated are set out in note 8.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property improvements	- 4% on cost
Freehold Property	- 2% on cost
Plant and machinery	- 25% on reducing balance

Tangible fixed assets are included in the balance sheet at historic cost less accumulated depreciation. Grant receipts which fund fixed asset acquisitions are taken to restricted funds and the appropriate depreciation charge is made against those funds over the expected useful life of the asset.

Capital grants are recognised when the associated expenditure has been incurred.

Taxation

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

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds are those unrestricted funds set aside for a specific purpose by the Board.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Fixed assets acquired under finance leases are included in the balance sheet at historic cost less accumulated depreciation. The present value of future rentals is shown as a liability. Interest payable in each period is charged as an expended resource in proportion to the amount outstanding under the lease. Operating lease rental are charged as expended resources as incurred.

Organisational Status

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

1. ACCOUNTING POLICIES - continued

The organisation is a company limited by guarantee and a registered charity. The directors are the trustees and are set out on page 3, they form a Board of Trustees which is the executive body of the charity. The aims and objectives and rules for governance are set out in the charitable company's Memorandum and Articles of Association.

Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price.

Ex-Gratia Termination Payment

Termination benefits are payable when employment is terminated by the Charity before the normal retirement date, or whenever an employee accepts voluntary redundancy in exchange for these benefits. The Charity recognises termination benefits when it is demonstrably committed to either

(i) terminating the employment of current employees according to a detailed formal plan without possibility of withdrawal or (ii) providing termination benefits as a result of an offer made to encourage voluntary redundancy.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist.

2. DONATIONS AND LEGACIES

	2022 £	2021 £
Donations	300	300
Grants	1,655,071	880,716
	<u>1,655,371</u>	<u>881,016</u>

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

	2022 £	2021 £
National Citizens Advice	597,939	363,011
British Gas Energy Trust	20,034	19,869
Merthyr Tydfil County Borough Council (SLA)	34,382	34,382
Energy Best Deal	-	5,880
WCVA	137,760	81,889
Cwm Taf Health Board	77,488	10,000
Ffos y Fran	208,009	22,102
Supporting People (MTCBC)	277,862	213,681
BT	5,314	10,000
Good Things Foundation	-	2,500
WCVA - Flood Project	-	4,920
Charis Grants Ltd	4,201	28,979
Advice Link	-	3,100
Test & Trace	-	25,000
Voluntary Action Merthyr Tydfil	1,444	4,020
WCVA - Youth	-	15,608
Voluntary Services Emergency Fund	-	35,775
Torfaen Citizens Advice	10,000	-
Ynysmon Citizens Advice	36,582	-
Welsh Government	243,056	-
Age Concern Morgannwg	1,000	-
	<u>1,655,071</u>	<u>880,716</u>

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

3. OTHER TRADING ACTIVITIES

	2022	2021
	£	£
Rent Received	-	50
	<u> </u>	<u> </u>

4. INVESTMENT INCOME

	2022	2021
	£	£
Deposit account interest	177	419
	<u> </u>	<u> </u>

5. OTHER INCOME

	2022	2021
	£	£
Other income	934	901
	<u> </u>	<u> </u>

6. RAISING FUNDS

Raising donations and legacies

	2022	2021
	£	£
Staff costs	2,853	3,083
	<u> </u>	<u> </u>

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 8) £	Totals £
Advice Services	1,148,035	25,854	1,173,889
	<u> </u>	<u> </u>	<u> </u>

8. SUPPORT COSTS

	Management £	Finance £	Human resources £	Governance costs £	Totals £
Advice Services	3,266	2,450	1,632	18,506	25,854
	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>

9. NET INCOME/(EXPENDITURE)

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

	2022	2021
	£	£
Depreciation - owned assets	17,704	12,084
Pension contributions	28,109	21,797
	<u> </u>	<u> </u>

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

There are no employees whose emoluments exceed £60,000.

Trustees' expenses

One trustee received expense payments totalling £50 (2021: £Nil) for the year. These payments were reimbursement of travelling expenses.

11. STAFF COSTS

	2022 £	2021 £
Wages and salaries	896,647	620,039
	<u>896,647</u>	<u>620,039</u>

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

	2022	2021
Advice Services	47	32
	<u>47</u>	<u>32</u>

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

	2022 £	2021 £
Wages and Salaries	816,373	560,172
Social Security Costs	52,165	38,070
Pension Costs	28,109	21,797
	<u>896,647</u>	<u>620,039</u>

Pension Costs

The Charity contributes to employee's own personal pension schemes together with the government work place pension scheme. The pension cost charge represents contributions paid by the Charity to the individual schemes.

Key management remuneration

The key management of the charity comprises the Chief Executive Officer. The total benefits of the the key management personnel of the charity was £57,382 (2021: £54,598).

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	52,101	828,915	881,016
Other trading activities	50	-	50
Investment income	419	-	419
Other income	901	-	901
Total	53,471	828,915	882,386
EXPENDITURE ON			
Raising funds	3,083	-	3,083
Charitable activities			
Advice Services	32,497	733,137	765,634
Total	35,580	733,137	768,717
NET INCOME	17,891	95,778	113,669
Transfers between funds	(30,327)	30,327	-
Net movement in funds	(12,436)	126,105	113,669
RECONCILIATION OF FUNDS			
Total funds brought forward	313,795	140,135	453,930
TOTAL FUNDS CARRIED FORWARD	301,359	266,240	567,599

13. INDEPENDENT EXAMINERS' REMUNERATION

	2022 £	2021 £
Fees payable to the charity's Independent examiners for the independent examination of the charity's financial statements	-	1,910

14. AUDITORS' REMUNERATION

	2022 £	2021 £
Fees payable to the charity's Independent auditors for the independent audit of the charity's financial statements	3,600	-

Amounts payable to Independent Auditors in relation to payroll, pension administration and other services provided to the charity were £13,230 (2021: £3,966).

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

15. TANGIBLE FIXED ASSETS

	Freehold property improvements £	Freehold Property £	Plant and machinery £	Totals £
COST				
At 1 April 2021	221,261	95,880	45,117	362,258
Additions	418,460	-	-	418,460
At 31 March 2022	639,721	95,880	45,117	780,718
DEPRECIATION				
At 1 April 2021	13,654	2,388	24,335	40,377
Charge for year	10,592	1,917	5,195	17,704
At 31 March 2022	24,246	4,305	29,530	58,081
NET BOOK VALUE				
At 31 March 2022	615,475	91,575	15,587	722,637
At 31 March 2021	207,607	93,492	20,782	321,881

16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Other debtors	89,851	69,591
Prepayments	1,320	480
	91,171	70,071

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Other creditors	44,407	78,432
Accruals and deferred income	-	65,098
	44,407	143,530

Deferred Income

Included in Accruals and Deferred Income above, is the following movement relating to Deferred Income.

	2022 £	2021 £
Opening balance	65,098	10,050
Movement in the year	(65,098)	55,048
Deferred income carried forward	-	65,098
Being:		
Partnership Reserve	-	1,000
Good Things Census	-	3,354
BEIS	-	27,000
Cwm Taf Carers Grant	-	33,744
	-	65,098

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

18. LEASING AGREEMENTS

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

	2022	2021
	£	£
Within one year	2,197	810
Between one and five years	7,231	600
In more than five years	1,260	-
	<u>10,688</u>	<u>1,410</u>

19. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
Fixed Assets	89,695	632,943	722,638	321,881
Net Current Assets	264,690	60,011	324,701	245,718
	<u>354,385</u>	<u>692,954</u>	<u>1,047,339</u>	<u>567,599</u>

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

20. MOVEMENT IN FUNDS

	At 1/4/21 £	Net movement in funds £	Transfers between funds £	At 31/3/22 £
Unrestricted funds				
General fund	244,756	3,978	15,956	264,690
Designated fixed asset fund	56,605	(6,945)	(48)	49,612
Church Act Asset Fund	-	-	40,083	40,083
	301,361	(2,967)	55,991	354,385
Restricted funds				
Church Act Fund (Asset Fund)	42,069	(1,986)	(40,083)	-
Supporting People Fund	-	(5,781)	5,781	-
Citizens Advice Help to Claim Fund	-	50	(50)	-
Ffos y Fran (Property Asset Fund)	116,494	202,262	(79,231)	239,525
Supporting People Fund 2020	961	-	(961)	-
Cwm Taf CAB 4 Carers	-	39,948	-	39,948
SAF - Community Focus	-	(38)	38	-
SAF - Debt Fund	-	(60)	60	-
SAF - Specialist fund	-	(48)	48	-
AIF Youth	-	(3,910)	3,910	-
BEIS	-	(515)	515	-
ICF Discretionary Fund (CAB HUB Capital)	106,714	(4,268)	(15,946)	86,500
Ffos y Fran (Roof & Window)	-	-	68,207	68,207
Active Inclusion 5	-	369	(369)	-
Active Inclusion 4	-	(6,586)	6,586	-
Active Inclusion Placements	-	2,528	(2,528)	-
Active Inclusion Placements Youth	-	(5,117)	5,117	-
BESN (Big Energy Saving Network)	-	1,750	(1,750)	-
Best Practice Lead - SE	-	(440)	440	-
Best Practice Lead SW	-	346	(346)	-
British Gas Energy Trust	-	(119)	119	-
British Telecom Census	-	5,314	(5,314)	-
Specialist Debt Fund	-	5,862	(14)	5,848
Carers Trust	-	5	(5)	-
PHW Fund	-	17	(17)	-
Trussell Trust	-	7	(7)	-
SAF DAF	-	85	(85)	-
SAF CWY	-	1	(1)	-
SAF - Domestic Abuse	-	(825)	825	-
SAF - Employment Capacity Building	-	(361)	361	-
Supporting People - Covid	-	(1,319)	1,319	-
EAP Energy	-	12,480	(12,480)	-
WAG Phase 3 Capital Fund	-	238,711	-	238,711
Ffos y Fran Fund	-	-	9,870	9,870
WAG Phase 3	-	4,345	-	4,345
	266,238	482,707	(55,991)	692,954
TOTAL FUNDS				
	567,599	479,740	-	1,047,339

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

20. 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	38,238	(34,260)	3,978
Designated fixed asset fund	(1)	(6,944)	(6,945)
	38,237	(41,204)	(2,967)
Restricted funds			
Church Act Fund (Asset Fund)	-	(1,986)	(1,986)
Supporting People Fund	201,848	(207,629)	(5,781)
Citizens Advice Help to Claim Fund	43,283	(43,233)	50
Ffos y Fran (Property Asset Fund)	208,009	(5,747)	202,262
Cwm Taf CAB 4 Carers	77,488	(37,540)	39,948
SAF - Community Focus	58,303	(58,341)	(38)
SAF - Debt Fund	47,239	(47,299)	(60)
SAF - Specialist fund	11,213	(11,261)	(48)
AIF Youth	18,126	(22,036)	(3,910)
BEIS	27,000	(27,515)	(515)
ICF Discretionary Fund (CAB HUB Capital)	-	(4,268)	(4,268)
Active Inclusion 5	16,728	(16,359)	369
Active Inclusion 4	42,534	(49,120)	(6,586)
Active Inclusion Placements	33,791	(31,263)	2,528
Active Inclusion Placements Youth	16,514	(21,631)	(5,117)
Active Inclusion5 Placements	10,067	(10,067)	-
BESN (Big Energy Saving Network)	1,750	-	1,750
Best Practice Lead - SE	39,978	(40,418)	(440)
Best Practice Lead SW	39,978	(39,632)	346
British Gas Energy Trust	20,034	(20,153)	(119)
British Telecom Census	5,314	-	5,314
Specialist Debt Fund	15,848	(9,986)	5,862
Carers Trust	10,000	(9,995)	5
PHW Fund	81,000	(80,983)	17
Trussell Trust	36,582	(36,575)	7
SAF DAF	83,117	(83,032)	85
SAF CWY	78,750	(78,749)	1
SAF - Domestic Abuse	28,000	(28,825)	(825)
SAF - Employment Capacity Building	30,000	(30,361)	(361)
Supporting People - Covid	76,014	(77,333)	(1,319)
EAP Energy	12,480	-	12,480
Energy Voucher Fund	4,201	(4,201)	-
WAG Phase 3 Capital Fund	238,711	-	238,711
WAG Phase 3	4,345	-	4,345
	1,618,245	(1,135,538)	482,707
TOTAL FUNDS	1,656,482	(1,176,742)	479,740

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

20. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/20 £	Net movement in funds £	Transfers between funds £	At 31/3/21 £
Unrestricted funds				
General fund	253,891	17,893	(27,028)	244,756
Designated fixed asset fund	59,904	-	(3,299)	56,605
	<u>313,795</u>	<u>17,893</u>	<u>(30,327)</u>	<u>301,361</u>
Restricted funds				
British Gas Energy Trust Fund	-	(56)	56	-
Energy Best Deal EBD/EBDx	-	(277)	277	-
Church Act Fund (Asset Fund)	43,642	-	(1,573)	42,069
Best Practice Lead - Universal Credit	-	299	(299)	-
Citizens Advice Help to Claim Fund	161	(102)	(59)	-
Ffos y Fran (Property Asset Fund)	95,400	22,102	(1,008)	116,494
Supporting People Fund 2020	932	29	-	961
Cwm Taf CAB 4 Carers	-	(137)	137	-
AIF 3 Fund	-	(15,929)	15,929	-
SAF - Community Focus	-	(54)	54	-
SAF - Debt Fund	-	(10)	10	-
SAF - Specialist fund	-	(2)	2	-
AIF Youth	-	(2,366)	2,366	-
Advice Link	-	(6)	6	-
Voluntary Services Emergency Fund	-	(130)	130	-
BEIS	-	(20)	20	-
SAF Debt 2	-	(29)	29	-
SAF - Employment Capacity	-	497	(497)	-
DU Test & Learn	-	(204)	204	-
Test & Learn Fund	-	26	(26)	-
Softphones fund	-	(368)	368	-
Charis Grants Fund (FEIS)	-	2,693	(2,693)	-
BPL Licence Fund	-	(295)	295	-
Supporting People - Debt	-	12	(12)	-
ICF Discretionary Fund (CAB HUB Capital)	-	90,103	16,611	106,714
	<u>140,135</u>	<u>95,776</u>	<u>30,327</u>	<u>266,238</u>
TOTAL FUNDS	<u>453,930</u>	<u>113,669</u>	<u>-</u>	<u>567,599</u>

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

20. 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	53,471	(35,578)	17,893
Restricted funds			
British Gas Energy Trust Fund	19,870	(19,926)	(56)
Energy Best Deal EBD/EBDx	5,880	(6,157)	(277)
Best Practice Lead - Universal Credit	79,553	(79,254)	299
Citizens Advice Help to Claim Fund	42,872	(42,974)	(102)
Ffos y Fran (Property Asset Fund)	22,102	-	22,102
Supporting People Fund 2020	190,667	(190,638)	29
Cwm Taf CAB 4 Carers	10,001	(10,138)	(137)
AIF 3 Fund	81,889	(97,818)	(15,929)
SAF - Community Focus	57,871	(57,925)	(54)
SAF - Debt Fund	47,240	(47,250)	(10)
SAF - Specialist fund	11,212	(11,214)	(2)
AIF Youth	15,608	(17,974)	(2,366)
Advice Link	3,100	(3,106)	(6)
Voluntary Services Emergency Fund	35,775	(35,905)	(130)
BEIS	4,999	(5,019)	(20)
SAF Debt 2	17,528	(17,557)	(29)
SAF - Employment Capacity	10,334	(9,837)	497
DU Test & Learn	1,500	(1,704)	(204)
Test & Learn Fund	23,500	(23,474)	26
Softphones fund	1,300	(1,668)	(368)
Charis Grants Fund (FEIS)	28,978	(26,285)	2,693
BPL Licence Fund	-	(295)	(295)
Voluntary Action Merthyr Tydfil	4,020	(4,020)	-
Supporting People - Debt	23,013	(23,001)	12
ICF Discretionary Fund (CAB HUB Capital)	90,103	-	90,103
	828,915	(733,139)	95,776
TOTAL FUNDS	<u>882,386</u>	<u>(768,717)</u>	<u>113,669</u>

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

20. MOVEMENT IN FUNDS - continued

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

	At 1/4/20 £	Net movement in funds £	Transfers between funds £	At 31/3/22 £
Unrestricted funds				
General fund	253,891	21,871	(11,072)	264,690
Designated fixed asset fund	59,904	(6,945)	(3,347)	49,612
Church Act Asset Fund	-	-	40,083	40,083
	313,795	14,926	25,664	354,385
Restricted funds				
British Gas Energy Trust Fund	-	(56)	56	-
Energy Best Deal EBD/EBDx	-	(277)	277	-
Church Act Fund (Asset Fund)	43,642	(1,986)	(41,656)	-
Supporting People Fund	-	(5,781)	5,781	-
Best Practice Lead - Universal Credit	-	299	(299)	-
Citizens Advice Help to Claim Fund	161	(52)	(109)	-
Ffos y Fran (Property Asset Fund)	95,400	224,364	(80,239)	239,525
Supporting People Fund 2020	932	29	(961)	-
Cwm Taf CAB 4 Carers	-	39,811	137	39,948
AIF 3 Fund	-	(15,929)	15,929	-
SAF - Community Focus	-	(92)	92	-
SAF - Debt Fund	-	(70)	70	-
SAF - Specialist fund	-	(50)	50	-
AIF Youth	-	(6,276)	6,276	-
Advice Link	-	(6)	6	-
Voluntary Services Emergency Fund	-	(130)	130	-
BEIS	-	(535)	535	-
SAF Debt 2	-	(29)	29	-
SAF - Employment Capacity	-	497	(497)	-
DU Test & Learn	-	(204)	204	-
Test & Learn Fund	-	26	(26)	-
Softphones fund	-	(368)	368	-
Charis Grants Fund (FEIS)	-	2,693	(2,693)	-
BPL Licence Fund	-	(295)	295	-
Supporting People - Debt	-	12	(12)	-
ICF Discretionary Fund (CAB HUB Capital)	-	85,835	665	86,500
Ffos y Fran (Roof & Window)	-	-	68,207	68,207
Active Inclusion 5	-	369	(369)	-
Active Inclusion 4	-	(6,586)	6,586	-
Active Inclusion Placements	-	2,528	(2,528)	-
Active Inclusion Placements Youth	-	(5,117)	5,117	-
BESN (Big Energy Saving Network)	-	1,750	(1,750)	-
Best Practice Lead - SE	-	(440)	440	-
Best Practice Lead SW	-	346	(346)	-
British Gas Energy Trust	-	(119)	119	-
British Telecom Census	-	5,314	(5,314)	-
Specialist Debt Fund	-	5,862	(14)	5,848
Carers Trust	-	5	(5)	-
PHW Fund	-	17	(17)	-
Trussell Trust	-	7	(7)	-
SAF DAF	-	85	(85)	-
SAF CWY	-	1	(1)	-
SAF - Domestic Abuse	-	(825)	825	-

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

20. MOVEMENT IN FUNDS - continued

SAF - Employment Capacity Building	-	(361)	361	-
Supporting People - Covid	-	(1,319)	1,319	-
EAP Energy	-	12,480	(12,480)	-
WAG Phase 3 Capital Fund	-	238,711	-	238,711
Ffos y Fran Fund	-	-	9,870	9,870
WAG Phase 3	-	4,345	-	4,345
	<u>140,135</u>	<u>578,483</u>	<u>(25,664)</u>	<u>692,954</u>
TOTAL FUNDS	<u>453,930</u>	<u>593,409</u>	<u>-</u>	<u>1,047,339</u>

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

20. 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	91,709	(69,838)	21,871
Designated fixed asset fund	(1)	(6,944)	(6,945)
	91,708	(76,782)	14,926
Restricted funds			
British Gas Energy Trust Fund	19,870	(19,926)	(56)
Energy Best Deal EBD/EBDx	5,880	(6,157)	(277)
Church Act Fund (Asset Fund)	-	(1,986)	(1,986)
Supporting People Fund	201,848	(207,629)	(5,781)
Best Practice Lead - Universal Credit	79,553	(79,254)	299
Citizens Advice Help to Claim Fund	86,155	(86,207)	(52)
Ffos y Fran (Property Asset Fund)	230,111	(5,747)	224,364
Supporting People Fund 2020	190,667	(190,638)	29
Cwm Taf CAB 4 Carers	87,489	(47,678)	39,811
AIF 3 Fund	81,889	(97,818)	(15,929)
SAF - Community Focus	116,174	(116,266)	(92)
SAF - Debt Fund	94,479	(94,549)	(70)
SAF - Specialist fund	22,425	(22,475)	(50)
AIF Youth	33,734	(40,010)	(6,276)
Advice Link	3,100	(3,106)	(6)
Voluntary Services Emergency Fund	35,775	(35,905)	(130)
BEIS	31,999	(32,534)	(535)
SAF Debt 2	17,528	(17,557)	(29)
SAF - Employment Capacity	10,334	(9,837)	497
DU Test & Learn	1,500	(1,704)	(204)
Test & Learn Fund	23,500	(23,474)	26
Softphones fund	1,300	(1,668)	(368)
Charis Grants Fund (FEIS)	28,978	(26,285)	2,693
BPL Licence Fund	-	(295)	(295)
Voluntary Action Merthyr Tydfil	4,020	(4,020)	-
Supporting People - Debt	23,013	(23,001)	12
ICF Discretionary Fund (CAB HUB Capital)	90,103	(4,268)	85,835
Active Inclusion 5	16,728	(16,359)	369
Active Inclusion 4	42,534	(49,120)	(6,586)
Active Inclusion Placements	33,791	(31,263)	2,528
Active Inclusion Placements Youth	16,514	(21,631)	(5,117)
Active Inclusion5 Placements	10,067	(10,067)	-
BESN (Big Energy Saving Network)	1,750	-	1,750
Best Practice Lead - SE	39,978	(40,418)	(440)
Best Practice Lead SW	39,978	(39,632)	346
British Gas Energy Trust	20,034	(20,153)	(119)
British Telecom Census	5,314	-	5,314
Specialist Debt Fund	15,848	(9,986)	5,862
Carers Trust	10,000	(9,995)	5
PHW Fund	81,000	(80,983)	17
Trussell Trust	36,582	(36,575)	7
SAF DAF	83,117	(83,032)	85
SAF CWY	78,750	(78,749)	1
SAF - Domestic Abuse	28,000	(28,825)	(825)

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

20. MOVEMENT IN FUNDS - continued

SAF - Employment Capacity Building	30,000	(30,361)	(361)
Supporting People - Covid	76,014	(77,333)	(1,319)
EAP Energy	12,480	-	12,480
Energy Voucher Fund	4,201	(4,201)	-
WAG Phase 3 Capital Fund	238,711	-	238,711
WAG Phase 3	4,345	-	4,345
	<u>2,447,160</u>	<u>(1,868,677)</u>	<u>578,483</u>
TOTAL FUNDS	<u>2,538,868</u>	<u>(1,945,459)</u>	<u>593,409</u>

Funds

Transfers between funds

Transfers between funds arise where unrestricted funds have been used to fund shortfalls in restricted projects.

Unrestricted Funds

The free reserves are available to provide funds to cashflow projects funded on a retrospective basis and are available with the approval of the trustees to fund any expenditure on projects or expenses which fall within the organisations general aims and objectives. They are accumulated in accordance with the reserve policy as stated in the trustees report.

Designated Funds

Analysis of Designated Funds

	2022	2021
	£	£
Designated Fixed Assets	49,612	56,605
Church Act Asset Fund	40,083	-
	<u>89,695</u>	<u>56,605</u>

Designated fixed asset funds

This fund represent the amounts set aside to write down the remaining net book value of fixed assets held against unrestricted funds.

Church Act Asset Fund

At the end of the year, the previously restricted asset fund was transferred to unrestricted reserves as the five year period of potential repayment had ended.

Restricted Funds

Restricted funds represent balances held to fund future projects where the resources have been received and are required by the donors to fund a specific project.

Activities undertaken within each major restricted fund

The restricted funds of the charity have been applied during the year or are held for future expenditure in the following area:

Citizens Advice Help to Claim Fund (H2C)

We continued to provide the Help to Claim service. This was rolled out fully in April 2019 and helps people to make a first claim for Universal Credit via telephone/web-chat/email We deliver the face to face service, including a presence at the local jobcentre. The phone and digital services are delivered from our office at Post office Lane.

British Gas Energy Trust

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

20. MOVEMENT IN FUNDS - continued

Funds - continued

The purpose of the Project is to provide advice and assistance to consumers with a view to enabling them to manage their debts and budgets, maximising their income and ability to afford to pay their bills and enabling them to have warm homes through improving energy efficiency and health and well-being.

CAB4CARERS Cwm Taf Health Board

CAB 4 Carers has been operating since 2018 and is funded by Cwm Taf Morgannwg UHB. It supports Carers both at home and in hospital settings.

- Provides information and support to Carers identified.
- Provide a link with nursing staff to signpost Carers and families to information and support and have a greater understanding of Carers issues.
- Raise awareness
- Link the Carer into other third sector organisations and recommendations for statutory services.
- Provides a link to the Social Services Teams across Cwm Taf (i.e. to refer Carers for a Carers Assessment).
- Provides generic support to Carers of older people, people with learning disabilities, people with mental health issues, people with physical disability and people with children, making it a fair and equitable service.
- Provide information and support to staff who are Carers.

Supporting People 2020

To advise, assist and support people in the Borough with benefit/housing issues.

Church Act Fund (Asset Fund)

The Fund supports expenditure of a capital nature including building works and purchase of items of equipment, to which CAMT received funds to refurbish the ground floor of its premises in post office Lane in 2017.

Best Practice Lead - Universal Credit

The new Help to Claim service started in April 2019. As part of the delivery of the service the DWP funded Citizens Advice to set up a network of 31 regional Best Practice Leads, to gather and share information about the performance of Universal Credit and Help to Claim, build local relationships and to develop and share best practice. CAMT have 2 BPL's that cover the SE and SW Wales.

Ffos y Fran (Property Asset Fund)

This was capital funding from MTCBC to purchase the premises of the organisation at Post Office Lane.

AIF Youth

"You're Hired Youth!" supports the under -25's with work limited health conditions who lack confidence & experience by supporting them into employment through paid placements at Citizens Advice Merthyr Tydfil. It aids them to become economically active, closer to employment, developing transferable skills e.g. business administration, IT skills, customer service.

SAF: Advicelink Cymru: Community Focussed, Specialist & Debt

In 2018 the Welsh Government decided to change how they commission advice services across Wales to improve the quality and availability of advice services and encourage collaboration between advice providers -the new funding available was called the Single Advice Fund. In September 2019, Citizens Advice Merthyr Tydfil was awarded the funding for the generalist (Community Focussed) and specialist services for the Merthyr Tydfil area from 1 January 2020. The new services are called Advicelink Cymru.

BEIS

The purpose of the project is to enable local offices to increase their capacity to deliver, in light of the increased demand for advice across all channels caused by COVID-19.

SAF - Employment Capacity

The Local Office will, in collaboration with Citizens Advice Bridgend and Citizens Advice Rhondda Cynon Taff, increase its capacity to provide employment advice, through its existing provision of Advicelink Cymru services.

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

20. MOVEMENT IN FUNDS - continued

Funds - continued

CAB HUB (Capital)

The Carers Hub creates a dedicated hub for Carers in Merthyr Tydfil, to come and obtain advice and support. It also drives forward integrated and collaborative working between social services departments, health board, third sector and other organisations fusing resources and support for carers. It was completed in the summer of 2021 and will become the central "core" for agencies involved in supporting and advising carers to test new approaches and to work collectively and efficiently to help regional partnership boards to pilot new approaches with service delivery models.

The Carers Hub - Care for Carers will provide support to carers of all ages in Merthyr Tydfil, which is a key principle of the Cwm Taf Carers Strategy.

WAG Phase 3

This was a capital grant from Welsh Government to support property improvements for the new building.

21. EMPLOYEE BENEFIT OBLIGATIONS

The Charity operates a defined contribution pension scheme.

During the year the charity was committed to pay £28,109 (2021: £21,979) to the employees personal schemes.

At the year end contributions of £Nil (2021: £Nil) were unpaid.

22. RELATED PARTY DISCLOSURES

The Chief Executives daughter was employed by the charity during the year. She was paid at rates commensurate with her position and in line with other members of staff. The appointment process was open and at arms length and the Trustees were fully informed of the relationship before the appointment.

23. ULTIMATE CONTROLLING PARTY

The ultimate controlling party is the Trustees/Directors.

24. GIFTS IN KIND

Volunteer Time

The value of volunteer time is not quantified in terms of money but the time contributed by volunteers is an invaluable resource in terms of the outstanding contribution made by them.

The number of hours contributed by volunteers in the year was 840 (2021: 42).

Accounts

REGISTERED COMPANY NUMBER: 06654115 (England and Wales)
REGISTERED CHARITY NUMBER: 1126473

REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021
FOR
MERTHYR TYDFIL CITIZENS ADVICE BUREAU

Baker Knolly Chartered Accountants
Orbit Business Centre
Merthyr Tydfil
CF48 1DL

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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FOR THE YEAR ENDED 31 MARCH 2021

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REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The Trustee Report includes the Report of the Directors' as required by company law.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objects of the Charity are set out in the Memorandum of Association.

The Charity's objects are 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 Merthyr Tydfil, and surrounding areas.

The aims of the Charity are identical to the aims of Citizens Advice:

To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the service available to them or through an inability to express their needs effectively.

And equally:

'to exercise a responsible influence on the development of social policies and services, both locally and nationally'.

Funding and Projects delivered April 2020-March 2021

Help to Claim

We continued to provide the Help to Claim service. This was rolled out fully in April 2019 and helps people to make a first claim for Universal Credit via telephone/web-chat/email. We deliver the face to face service, including a presence at the local jobcentre. The phone and digital services are delivered from our office at Post office Lane.

Help to Claim: Best Practice Leads

The new Help to Claim service started in April 2019. As part of the delivery of the service the DWP funded Citizens Advice to set up a network of 31 regional Best Practice Leads, to gather and share information about the performance of Universal Credit and Help to Claim, build local relationships and to develop and share best practice. CAMT have 2 BPL's that cover the SE and SW Wales.

SAF: Advicelink Cymru

In 2018 the Welsh Government decided to change how they commission advice services across Wales to improve the quality and availability of advice services and encourage collaboration between advice providers -the new funding available was called the Single Advice Fund. In September 2019, Citizens Advice Merthyr Tydfil was awarded the funding for the generalist (Community Focussed) and specialist services for the Merthyr Tydfil area from 1 January 2020. The new services are called Advicelink Cymru

SAF: Employment Capacity

The Local Office will, in collaboration with Citizens Advice Bridgend and Citizens Advice Rhondda Cynon Taff, increase its capacity to provide employment advice, through its existing provision of Advicelink Cymru services.

SAF: Test & Learn

The purpose of the project is to enable local offices to offer income maximisation initiatives to boost the incomes of households across CTM. The Local Office is required to:

- Provide additional services targeted to clients affected by domestic violence.
- Cover a range of welfare benefits issues including; Universal Credit, Personal Independence Payment, and Employment Support Allowance.
- Work in collaboration with local partner organisations such as Women's Aid RCT, Oasis Centre, Calan DVS, and Safer Merthyr Tydfil.

SAF: Advicelink Cymru: Community Focussed, Specialist & Debt

In 2018 the Welsh Government decided to change how they commission advice services across Wales to improve the quality and availability of advice services and encourage collaboration between advice providers -the new funding available was called the Single Advice Fund. In September 2019, Citizens Advice Merthyr Tydfil was awarded the funding for the generalist (Community Focussed) and specialist services for the Merthyr Tydfil area from 1 January 2020. The new services are called Advicelink Cymru

British Gas Energy Trust. BGET

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

The purpose of the Project is to provide advice and assistance to consumers with a view to:

- 1 Enabling them to manage their debts and budgets
- 2 Maximising their income and ability to afford to pay their bills
- 3 Enabling them to have warm homes through improving energy efficiency and health and well-being.

VSEF:

The funding increased capacity to help more individuals access support and obtain the vital help needed throughout the pandemic.

AIF: Youth Funded by WCVA

"You're Hired Youth!" supports the under -25's with work limited health conditions who lack confidence & experience by supporting them into employment through paid placements at Citizens Advice Merthyr Tydfil. It aids them to become economically active, closer to employment, developing transferable skills e.g. business administration, IT skills, customer service.

AIF 3

"You're Hired 3!" Support over 25's with Work limited health conditions in Merthyr Tydfil back into work through supported paid placements. It supports participants who are LTU and EI with skills and confidence to enter employment and develop transferable skills e.g. business administration, customer service.

EAP: Energy Advice Programme

The Energy Advice Programme provides one-to-one advice to clients in fuel poverty, or in a fuel poverty risk group, who visit their local Citizens Advice and present an energy problem, or to clients who have been referred to their local Citizens Advice for energy advice support by local voluntary/public organisations. The project aims to proactively target fuel poor clients. The majority of advice sessions will be delivered via telephone or web platforms due to COVID-19.

BEIS

The purpose of the project is to enable local offices to increase their capacity to deliver, in light of the increased demand for advice across all channels caused by COVID-19.

CAB 4 Carers

CAB 4 Carers has been operating since 2018 and is funded by Cwm Taf Morgannwg UHB. It supports Carers both at home and in hospital settings.

- Provides information and support to Carers identified.
- Provide a link with nursing staff to signpost Carers and families to information and support and have a greater understanding of Carers issues.
- Raise awareness
- Link the Carer into other third sector organisations and recommendations for statutory services.
- Provides a link to the Social Services Teams across Cwm Taf (i.e. to refer Carers for a Carers Assessment).
- Provides generic support to Carers of older people, people with learning disabilities, people with mental health issues, people with physical disability and people with children, making it a fair and equitable service.
- Provide information and support to staff who are Carers.

BT Skills: Good things Foundation

CAMT received funds from BT skills as part of their Skills for Tomorrow programme, to support older and vulnerable people through free face-to-face support, which has helped them to get online and make the most of the digital tools modern life increasingly depends on.

Energy Re-Dress: Charis Grants

CAMT secured funding in May 2020 from the Energy Redress Scheme for 565 fuel vouchers to be given out to local residents with a Pre-Payment Meter (PPM) who are in need.

The fund was used to pay for emergency fuel credit vouchers up to a value of £49, to households in Merthyr Tydfil.

ICF Capital Grant Fund

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

The Carers Hub creates a dedicated hub for Carers in Merthyr Tydfil, to come and obtain advice and support. It also drives forward integrated and collaborative working between social services departments, health board, third sector and other organisations fusing resources and support for carers. It was completed in the summer of 2021 and will become the central "core" for agencies involved in supporting and advising carers to test new approaches and to work collectively and efficiently to help regional partnership boards to pilot new approaches with service delivery models.

The Carers Hub - Care for Carers will provide support to carers of all ages in Merthyr Tydfil, which is a key principle of the Cwm Taf Carers Strategy.

Welsh Church Act Fund

The Fund supports expenditure of a capital nature including building works and purchase of items of equipment, to which CAMT received funds to refurbish the ground floor of its premises in Post Office Lane in 2017.

Public Benefit

The Trustees are aware that the Charity has a responsibility under the Charities Act to demonstrate that it has charitable aims that meet the public benefit requirement and are therefore charitable. The Trustees confirm that they have had regard to the Charity Commission's guidance on public benefit and comply with S17 Charities Act 2011 when considering, planning and implementing the activities of the charity. As Trustees, we believe that the aims of our organisation are charitable and for the public benefit. Furthermore, in our view, no detriment or harm arises from our Charity carrying out its work and we are not aware of any widespread views among others that such detriment or harm might arise.

Volunteers

Volunteers contribute a considerable amount of time and expertise to the organisation. They provide face to face, telephone and web-chat advice, and reception services. Although the numbers of hours vary, it is estimated that volunteer hours in the organisation this year have amounted to approximately 8.0 Full Time Equivalent posts including administration and generalist advisors.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Merthyr Tydfil Citizens Advice Bureau is a professionally managed Bureau offering high levels of specialist advice in debt/welfare benefits in addition to advice on any subject matter at its main Bureau office and also has a wide coverage at various locations throughout the County Borough area (Please refer to our website for updated information).

Fundraising activities

We do not carry out fundraising activities other than funding bids for projects. During this year we have both maintained current services and extended into new areas across the Borough.

All our work is dependent on core funding. Without this we are precluded from applying for further funding.

FINANCIAL REVIEW

Principal funding sources

Principal funding sources for the financial period 2021/21 is listed in the section Funding and Projects delivered April 2020-March 2021.

Financial Management Policies

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time, the financial position of the charity. The Trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Reserves policy

Reserves are needed to bridge the funding gaps between spending and receiving funding, to cover sickness and maternity payments, and in the event of the Bureau closing, to cover redundancy payments and three months running costs and major unexpected property repairs. Targeted reserves for 2021 were £280,000. The free reserves as at the 31.3.2021 were £244,756 (2020 were £253,891). Reserves are slightly short of targeted reserves, but the organisation are aware of this and aim to increase reserves in the following years to meet target.

There are no funds in deficit. The Finance Sub-Committee ensures this.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

FUTURE PLANS

The Trustee Board will endeavour in the coming months to secure additional funding to retain the staffing levels of the Bureau Management Team. This is in order to ensure that the Quality of Advice will not suffer as a result of the huge client demand on the Bureau and Outreach Advice Centres. In addition both Bureau Team and the Trustee Board will be working to comply with Citizens Advice Bureau Membership and Standard.

Premises:

The purchase of Post Office Lane was completed in January 2020 and was funded by the Ffos-y-Fran development Fund. This completed Phase 1.

Phase 2: In October 2020 we received funding from Cwm Taf Morgannwg Health Board to create a Carers Hub. This would sit alongside our CAB 4 Carers project which is also funded by CTMUHB.

Phase 3 is our final stage of works at Post office Lane and has secured funding from Welsh Governments Communities and Facilities Grant. The works for Phase 3 commenced in June 2021.

Review of the Charity's Financial Position

Citizens Advice Merthyr Tydfil has secured over £1 million of funding for the period April 2021- March 22 from a variety of funders including: Welsh Government, MTCBC, CTMUHB, British Gas Energy trust, DWP and WCVA.

Relationship between Expenditure and the Charity's Key Objectives:

Our objectives are highlighted in each funding bid that is submitted and we have to our funders if there is any deviation in the applications.

Covid-19

In March 2020 our office at Post Office Lane closed due to the Governments regulations with the national lockdown. All services were delivered remotely and all funders notified. Whilst the Coronavirus has impacted on our inability to be deliver face to face services from our office and at outreach locations, we have been able to deliver services remotely using alternative channels, such as video conferencing, telephone, webchat and email. This has ensured that Citizens Advice Merthyr Tydfil has been unaffected by Covid and continues to deliver advice and support services across the community and wider during these challenging times.

Citizens Advice Merthyr Tydfil has also secured additional income, due to the pandemic having a profound effect on households in Merthyr Tydfil. Whilst this is extremely worrying for residents in the borough it has provided a substantial evidence base to enable our organisation to secure further grants in the future as Merthyr has been one of the worst areas in Wales to be affected by the Coronavirus.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

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

Merthyr Tydfil Citizens Advice Bureau is a Company limited by guarantee. It is governed by the Memorandum and Articles of Association. The Bureau must comply with the Membership Scheme, of the Citizens Advice Audit Service.

Recruitment and appointment of new trustees

The organisation advertises in the local press, in Community Newsletters, and recruitment agencies, to obtain people with relevant experience who can offer a range of key skills to support the objectives of our Business Plan.

Organisational structure

The Board of Trustees, which can have up to 15 members, administers the charity. The Board meets, at least four times per year. There is a sub-committee made up of officers which can meet more frequently when necessary to cover development, membership, finance and audit.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Induction and training of new trustees

New Trustees must be interviewed and take part in an orientation day to brief them on their legal obligations under charity law, the committee and decision making processes, the Business Plan and recent financial performance of the Bureau. During the induction day they meet key employees and other trustees. Trustees are encouraged to attend appropriate Citizens Advice Cymru or external training events. Records of all Trustee Board members training are held in a central Bureau file, as are their qualifications, experience and training prior to taking on their role as a Trustee.

Key management remuneration

The board of trustees set the pay and remuneration for key management. Bench marks are also taken into account and the board compare salaries across the wider network/other local Citizens advice offices in combination with the local authority NJC scales.

Related parties

Merthyr Tydfil County Borough Council provide Core Funding and have an elected member on the Board of Trustees.

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 have a risk management strategy which comprises:-

- an annual review of the risks the charity may face
- the establishment of systems and procedures to mitigate those risks identified in the plan
- the implementation of procedures designed to minimise any potential impact on the charity should those risks materialise
- A key element in the management of financial risk is the setting up of a reserve policy and its regular review by the Trustees.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

06654115 (England and Wales)

Registered Charity number

1126473

Registered office

1 Post Office Lane
Merthyr Tydfil
CF47 8BE

Trustees

K Williams
L Goodwin
Dr S Ganesh
G Davies Secretary
R Holdaway Elected Member
L Guard Treasurer from July 21
B Heggie Vice Chair
D Jones Chair to June 21 (resigned 16.6.21)
K Jones Treasurer to July 20 (resigned 16.12.20)
J Morgan Treasurer to July 21; Chair July 21
Ms A Morgan (resigned 14.2.21)
Ms A Davies (appointed 7.7.21)

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

REFERENCE AND ADMINISTRATIVE DETAILS

Independent Examiner

Richard I. Knoyle
ACA
Baker Knoyle Chartered Accountants
Orbit Business Centre
Merthyr Tydfil
CF48 1DL

Bankers

Barclays Bank PLC
High Street
Merthyr Tydfil
CF47 8DL

Chairperson

Mr David Jones (to June 21)
Mr J Morgan (June 21 to present)

Treasurer

Mr K Jones (to Dec 20)
Mr J Morgan (Dec 20 to July 21)
Mrs L Guard (July 21 to present)

Secretary

Mrs Lisa Howell-Morgan

Chief Executive

Mrs Lisa Howell-Morgan

INDEPENDENT EXAMINERS

A resolution to re appoint the independent examiners, Baker Knoyle Accountancy Limited Chartered Accountants, will be proposed at the Annual General Meeting.

This report has been prepared in accordance with the small company reporting regime S419(2) of the Companies Act 2006, and with the Charities SORP (FRS102) 'Accounting and Reporting by Charities'.

Approved by order of the board of trustees on 1 December 2021 and signed on its behalf by:

K Williams - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
MERTHYR TYDFIL CITIZENS ADVICE BUREAU

Independent examiner's report to the trustees of Merthyr Tydfil Citizens Advice Bureau ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of ACA 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.

Richard I. Knoyle
ACA
Baker Knoyle Chartered Accountants
Orbit Business Centre
Merthyr Tydfil
CF48 1DL

1 December 2021

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	52,101	828,915	881,016	765,537
Other trading activities	3	50	-	50	2,400
Investment income	4	419	-	419	1,090
Other income	5	901	-	901	4,649
Total		53,471	828,915	882,386	773,676
 EXPENDITURE ON					
Raising funds	6	3,083	-	3,083	4,144
Charitable activities	7				
Advice Services		32,497	733,137	765,634	673,434
Total		35,580	733,137	768,717	677,578
NET INCOME		17,891	95,778	113,669	96,098
Transfers between funds	19	(30,327)	30,327	-	-
Net movement in funds		(12,436)	126,105	113,669	96,098
RECONCILIATION OF FUNDS					
Total funds brought forward		313,795	140,135	453,930	357,832
TOTAL FUNDS CARRIED FORWARD		301,359	266,240	567,599	453,930

The notes form part of these financial statements

BALANCE SHEET
31 MARCH 2021

	Notes	2021 £	2020 £
FIXED ASSETS			
Tangible assets	14	321,881	198,946
CURRENT ASSETS			
Debtors	15	70,071	61,095
Cash at bank and in hand		319,177	218,809
		389,248	279,904
CREDITORS			
Amounts falling due within one year	16	(143,530)	(24,920)
NET CURRENT ASSETS		245,718	254,984
TOTAL ASSETS LESS CURRENT LIABILITIES		567,599	453,930
NET ASSETS		567,599	453,930
FUNDS	19		
Unrestricted funds		301,361	313,795
Restricted funds		266,238	140,135
TOTAL FUNDS		567,599	453,930

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 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.

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 1 December 2021 and were signed on its behalf by:

K Williams - Trustee

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	2020 £
Cash flows from operating activities			
Cash generated from operations	1	234,968	139,408
Net cash provided by operating activities		<u>234,968</u>	<u>139,408</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(135,019)	(105,574)
Sale of tangible fixed assets		-	4,991
Interest received		419	1,090
Net cash used in investing activities		<u>(134,600)</u>	<u>(99,493)</u>
Change in cash and cash equivalents in the reporting period		<u>100,368</u>	<u>39,915</u>
Cash and cash equivalents at the beginning of the reporting period		<u>218,809</u>	<u>178,894</u>
Cash and cash equivalents at the end of the reporting period		<u><u>319,177</u></u>	<u><u>218,809</u></u>

The notes form part of these financial statements

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

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

	2021 £	2020 £
Net income for the reporting period (as per the Statement of Financial Activities)	113,669	96,098
Adjustments for:		
Depreciation charges	12,084	11,329
Interest received	(419)	(1,090)
(Increase)/decrease in debtors	(8,976)	18,972
Increase in creditors	118,610	14,099
Net cash provided by operations	234,968	139,408

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/20 £	Cash flow £	At 31/3/21 £
Net cash			
Cash at bank and in hand	218,809	100,368	319,177
	218,809	100,368	319,177
Total	218,809	100,368	319,177

The notes form part of these financial statements

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

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

Income

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

The following specific policies are applied:

Voluntary Income

Voluntary income received by way of grants, gifts or donation is included in full on receipt unless it is subject to a condition when it is treated as deferred income.

Government Grant Income is included in full on receipt unless it is subject to a condition when it is treated as deferred income.

Deferred Income

Income or grants received in advance are held as deferred income and carried forward to future accounting periods to be released when the defined purposes of the work or project have been completed, approved or certified.

Gifts in Kind

Gifts in kind are included in the income and expenditure account where they are applied in carrying out charitable activities, where the company would otherwise have to purchase the donated facility and the benefit is both quantifiable and material. The quantifiable benefit is shown as both incoming and expended resources within the appropriate funds. Where the gift is an asset it is treated as income and taken to stock or fixed assets as appropriate.

The value of services provided by volunteers is not quantified.

Investment Income

Investment income is included when receivable.

Trading Income

Trading Income is recognised when earned.

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.

Costs of generating funds

Costs of generating funds include the costs associated with attracting voluntary income and the costs of trading for fundraising purposes.

Charitable expenditure

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

1. ACCOUNTING POLICIES - continued

Expenditure

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

All expenditure

All expenditure is allocated between the categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned between categories on a basis that fairly reflects their usage.

Pension costs

Contributions are made to the employees own personal pension schemes. The pension cost charge represents those contributions payable to individual schemes.

Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs and overheads, finance, personnel, payroll and governance costs which support the charities Advice Service activities. The basis on which support costs have been allocated are set out in note 8.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property improvements	- 4% on cost
Freehold Property	- 2% on cost
Plant and machinery	- 25% on reducing balance

Tangible fixed assets are included in the balance sheet at historic cost less accumulated depreciation. Grant receipts which fund fixed asset acquisitions are taken to restricted funds and the appropriate depreciation charge is made against those funds over the expected useful life of the asset.

Taxation

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

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds are those unrestricted funds set aside for a specific purpose by the Board.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Fixed assets acquired under finance leases are included in the balance sheet at historic cost less accumulated depreciation. The present value of future rentals is shown as a liability. Interest payable in each period is charged as an expended resource in proportion to the amount outstanding under the lease. Operating lease rental are charged as expended resources as incurred.

Organisational Status

The organisation is a company limited by guarantee and a registered charity. The directors are the trustees and are set out on page 3, they form a Board of Trustees which is the executive body of the charity. The aims and objectives and rules for governance are set out in the charitable company's Memorandum and Articles of Association.

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

1. ACCOUNTING POLICIES - continued

Hire purchase and leasing commitments

Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price.

Ex-Gratia Termination Payment

Termination benefits are payable when employment is terminated by the Charity before the normal retirement date, or whenever an employee accepts voluntary redundancy in exchange for these benefits. The Charity recognises termination benefits when it is demonstrably committed to either

(i) terminating the employment of current employees according to a detailed formal plan without possibility of withdrawal or (ii) providing termination benefits as a result of an offer made to encourage voluntary redundancy.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist.

2. DONATIONS AND LEGACIES

	2021	2020
	£	£
Donations	300	631
Grants	880,716	764,906
	881,016	765,537

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

	2021	2020
	£	£
Citizens Advice	90,102	-
British Gas Energy Trust	19,869	19,707
Money Advice Service	-	62,180
Better Health Better Advice	-	51,146
Merthyr Tydfil County Borough Council	34,382	51,634
Community Focus	-	84,046
Energy Best Deal	5,880	8,400
National Citizens Advice	122,424	84,781
You're Hired 2&3	81,889	56,420
Cwm Taf Health Board	10,000	32,214
Ffos y Fran	22,102	95,000
SAF	144,185	28,711
Supporting People	213,681	190,667
BT	10,000	-
Good Things Foundation	2,500	-
WCVA - Flood Project	4,920	-
Charis	28,979	-
Advice Link	3,100	-
Test & Trace	25,000	-
BEIS	6,300	-
Voluntary Action Merthyr Tydfil	4,020	-
WCVA - Youth	15,608	-
Voluntary Services Emergency Fund	35,775	-
	880,716	764,906

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

3. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Rent Received	50	2,400
	<u>50</u>	<u>2,400</u>

4. INVESTMENT INCOME

	2021	2020
	£	£
Deposit account interest	419	1,090
	<u>419</u>	<u>1,090</u>

5. OTHER INCOME

	2021	2020
	£	£
Other income	901	4,649
	<u>901</u>	<u>4,649</u>

6. RAISING FUNDS

Raising donations and legacies

	2021	2020
	£	£
Staff costs	3,083	4,144
	<u>3,083</u>	<u>4,144</u>

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Support costs (see note 8)	Totals
	£	£	£
Advice Services	750,519	15,115	765,634
	<u>750,519</u>	<u>15,115</u>	<u>765,634</u>

8. SUPPORT COSTS

	Management	Finance	Human resources	Governance costs	Totals
	£	£	£	£	£
Advice Services	3,420	2,565	1,711	7,419	15,115
	<u>3,420</u>	<u>2,565</u>	<u>1,711</u>	<u>7,419</u>	<u>15,115</u>

9. NET INCOME/(EXPENDITURE)

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

	2021	2020
	£	£
Depreciation - owned assets	12,084	11,329
Pension contributions	21,797	18,262
	<u>12,084</u>	<u>11,329</u>
	<u>21,797</u>	<u>18,262</u>

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

There are no employees whose emoluments exceed £60,000.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

11. STAFF COSTS

	2021 £	2020 £
Wages and salaries	620,039	576,737
	<u>620,039</u>	<u>576,737</u>

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

	2021	2020
Advice Services	32	30
	<u>32</u>	<u>30</u>

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

	2021 £	2020 £
Wages and Salaries	560,172	521,955
Social Security Costs	38,070	36,520
Pension Costs	21,797	18,262
	<u>620,039</u>	<u>576,737</u>

In addition to the above, there were redundancy costs in the year amounting to £Nil (2020: £1,421).

Pension Costs

The Charity contributes to employee's own personal pension schemes together with the government work place pension scheme. The pension cost charge represents contributions paid by the Charity to the individual schemes.

Key management remuneration

The key management of the charity comprises the Chief Executive Officer. The total benefits of the the key management personnel of the charity was £54,598 (2020: £54,252).

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	52,266	713,271	765,537
Other trading activities	2,400	-	2,400
Investment income	1,090	-	1,090
Other income	4,649	-	4,649
Total	60,405	713,271	773,676
 EXPENDITURE ON			
Raising funds	4,144	-	4,144
Charitable activities			
Advice Services	49,742	623,692	673,434
Total	53,886	623,692	677,578
 NET INCOME	6,519	89,579	96,098
Transfers between funds	9,637	(9,637)	-
Net movement in funds	16,156	79,942	96,098
 RECONCILIATION OF FUNDS			
Total funds brought forward	297,640	60,192	357,832
 TOTAL FUNDS CARRIED FORWARD	313,796	140,134	453,930

13. INDEPENDENT EXAMINERS' REMUNERATION

	2021 £	2020 £
Fees payable to the charity's Independent examiners for the independent examination of the charity's financial statements	3,820	3,396

Amounts payable to Independent Examiners in relation to payroll, pension administration and other services provided to the charity were £2,056 (2020: £2,118).

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

14. TANGIBLE FIXED ASSETS

	Freehold property improvements £	Freehold Property £	Plant and machinery £	Totals £
COST				
At 1 April 2020	91,546	95,880	39,813	227,239
Additions	129,715	-	5,304	135,019
At 31 March 2021	221,261	95,880	45,117	362,258
DEPRECIATION				
At 1 April 2020	10,406	480	17,407	28,293
Charge for year	3,248	1,908	6,928	12,084
At 31 March 2021	13,654	2,388	24,335	40,377
NET BOOK VALUE				
At 31 March 2021	207,607	93,492	20,782	321,881
At 31 March 2020	81,140	95,400	22,406	198,946

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Other debtors	69,591	60,615
Prepayments	480	480
	70,071	61,095

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Accruals and deferred income	143,530	24,920

Deferred Income

Included in Accruals and Deferred Income above, is the following movement relating to Deferred Income.

	2021 £	2020 £
Opening balance	10,050	-
Movement in the year	55,048	10,050
Deferred income carried forward	65,098	10,050

Being:

Partnership Reserve	1,000	-
Good Things Census	3,354	-
BEIS	27,000	-
AIF 3 Grant	-	7,550
Cwm Taf Carers Grant	33,744	2,500
	65,098	10,050

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

17. LEASING AGREEMENTS

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

	2021	2020
	£	£
Within one year	810	960
Between one and five years	600	1,430
	<u>1,410</u>	<u>2,390</u>

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
Fixed Assets	56,605	265,276	321,881	198,946
Current Assets	249,968	139,280	389,248	279,904
Current Liabilities	(5,212)	(138,318)	(143,530)	(24,920)
	<u>301,361</u>	<u>266,238</u>	<u>567,599</u>	<u>453,930</u>

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

19. MOVEMENT IN FUNDS

	At 1/4/20 £	Net movement in funds £	Transfers between funds £	At 31/3/21 £
Unrestricted funds				
General fund	253,891	17,893	(27,028)	244,756
Designated Fund	59,904	-	(3,299)	56,605
	<u>313,795</u>	<u>17,893</u>	<u>(30,327)</u>	<u>301,361</u>
Restricted funds				
British Gas Energy Trust Fund	-	(56)	56	-
Energy Best Deal EBD/EBDx	-	(277)	277	-
Church Act Fund (Asset Fund)	43,642	-	(1,573)	42,069
Best Practice Lead - Universal Credit	-	299	(299)	-
Citizens Advice Help to Claim Fund	161	(102)	(59)	-
Ffos y Fran (Property Asset Fund)	95,400	22,102	(1,008)	116,494
Supporting People Fund 2020	932	29	-	961
Cwm Taf CAB 4 Carers	-	(137)	137	-
AIF 3 Fund	-	(15,929)	15,929	-
SAF - Community Focus	-	(54)	54	-
SAF - Debt Fund	-	(10)	10	-
SAF - Specialist fund	-	(2)	2	-
AIF Youth	-	(2,366)	2,366	-
Advice Link	-	(6)	6	-
Voluntary Services Emergency Fund	-	(130)	130	-
BEIS	-	(20)	20	-
SAF Debt 2	-	(29)	29	-
SAF - Employment Capacity	-	497	(497)	-
DU Test & Learn	-	(204)	204	-
Test & Learn Fund	-	26	(26)	-
Softphones fund	-	(368)	368	-
Charis Grants Fund (FEIS)	-	2,693	(2,693)	-
BPL Licence Fund	-	(295)	295	-
Supporting People - Debt	-	12	(12)	-
CAB HUB (Capital)	-	90,103	16,611	106,714
	<u>140,135</u>	<u>95,776</u>	<u>30,327</u>	<u>266,238</u>
TOTAL FUNDS	<u>453,930</u>	<u>113,669</u>	<u>-</u>	<u>567,599</u>

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

19. 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	53,471	(35,578)	17,893
Restricted funds			
British Gas Energy Trust Fund	19,870	(19,926)	(56)
Energy Best Deal EBD/EBDx	5,880	(6,157)	(277)
Best Practice Lead - Universal Credit	79,553	(79,254)	299
Citizens Advice Help to Claim Fund	42,872	(42,974)	(102)
Ffos y Fran (Property Asset Fund)	22,102	-	22,102
Supporting People Fund 2020	190,667	(190,638)	29
Cwm Taf CAB 4 Carers	10,001	(10,138)	(137)
AIF 3 Fund	81,889	(97,818)	(15,929)
SAF - Community Focus	57,871	(57,925)	(54)
SAF - Debt Fund	47,240	(47,250)	(10)
SAF - Specialist fund	11,212	(11,214)	(2)
AIF Youth	15,608	(17,974)	(2,366)
Advice Link	3,100	(3,106)	(6)
Voluntary Services Emergency Fund	35,775	(35,905)	(130)
BEIS	4,999	(5,019)	(20)
SAF Debt 2	17,528	(17,557)	(29)
SAF - Employment Capacity	10,334	(9,837)	497
DU Test & Learn	1,500	(1,704)	(204)
Test & Learn Fund	23,500	(23,474)	26
Softphones fund	1,300	(1,668)	(368)
Charis Grants Fund (FEIS)	28,978	(26,285)	2,693
BPL Licence Fund	-	(295)	(295)
Voluntary Action Merthyr Tydfil	4,020	(4,020)	-
Supporting People - Debt	23,013	(23,001)	12
CAB HUB (Capital)	90,103	-	90,103
	828,915	(733,139)	95,776
TOTAL FUNDS	882,386	(768,717)	113,669

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

19. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/19 £	Net movement in funds £	Transfers between funds £	At 31/3/20 £
Unrestricted funds				
General fund	235,784	6,517	11,590	253,891
Designated Fund	61,856	1	(1,953)	59,904
	<u>297,640</u>	<u>6,518</u>	<u>9,637</u>	<u>313,795</u>
Restricted funds				
British Gas Energy Trust Fund	170	(201)	31	-
Better Advice Better Lives/Housing				
Benefit Council Tax/ Disability Child	2,310	1	(2,311)	-
Community Focus Fund (previously				
Community First)	839	3,520	(4,359)	-
Money Advice Service Debt Advice				
Project (MASDAP)	8,222	-	(8,222)	-
Energy Best Deal EBD/EBDx	1,119	972	(2,091)	-
Church Act Fund (Asset Fund)	45,629	-	(1,987)	43,642
Supporting People Fund	1,903	-	(1,903)	-
AIF 2 Fund	-	(8,068)	8,068	-
Citizens Advice Help to Claim Fund	-	274	(113)	161
Ffos y Fran (Property Asset Fund)	-	95,000	400	95,400
Supporting People Fund 2020	-	932	-	932
Cwm Taf CAB 4 Carers	-	(58)	58	-
AIF 3 Fund	-	(2,630)	2,630	-
SAF - Community Focus	-	8	(8)	-
SAF - Debt Fund	-	(44)	44	-
SAF - Specialist fund	-	(126)	126	-
	<u>60,192</u>	<u>89,580</u>	<u>(9,637)</u>	<u>140,135</u>
TOTAL FUNDS	<u>357,832</u>	<u>96,098</u>	<u>-</u>	<u>453,930</u>

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

19. 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	60,404	(53,887)	6,517
Designated Fund	1	-	1
	60,405	(53,887)	6,518
Restricted funds			
British Gas Energy Trust Fund	19,706	(19,907)	(201)
Better Advice Better Lives/Housing			
Benefit Council Tax/ Disability Child	51,147	(51,146)	1
Community Focus Fund (previously			
Community First)	84,045	(80,525)	3,520
Money Advice Service Debt Advice			
Project (MASDAP)	62,180	(62,180)	-
Energy Best Deal EBD/EBDx	8,400	(7,428)	972
AIF 2 Fund	44,118	(52,186)	(8,068)
Best Practice Lead - Universal Credit	38,946	(38,946)	-
Citizens Advice Help to Claim Fund	43,835	(43,561)	274
Ffos y Fran (Property Asset Fund)	95,000	-	95,000
Supporting People Fund 2020	190,667	(189,735)	932
Citizens Advice Covid19 Fund	2,000	(2,000)	-
Cwm Taf CAB 4 Carers	32,214	(32,272)	(58)
AIF 3 Fund	12,302	(14,932)	(2,630)
SAF - Community Focus	14,341	(14,333)	8
SAF - Debt Fund	11,613	(11,657)	(44)
SAF - Specialist fund	2,757	(2,883)	(126)
	713,271	(623,691)	89,580
TOTAL FUNDS	773,676	(677,578)	96,098

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

19. MOVEMENT IN FUNDS - continued

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

	At 1/4/19 £	Net movement in funds £	Transfers between funds £	At 31/3/21 £
Unrestricted funds				
General fund	235,784	24,410	(15,438)	244,756
Designated Fund	61,856	1	(5,252)	56,605
	<u>297,640</u>	<u>24,411</u>	<u>(20,690)</u>	<u>301,361</u>
Restricted funds				
British Gas Energy Trust Fund	170	(257)	87	-
Better Advice Better Lives/Housing				
Benefit Council Tax/ Disability Child	2,310	1	(2,311)	-
Community Focus Fund (previously				
Community First)	839	3,520	(4,359)	-
Money Advice Service Debt Advice				
Project (MASDAP)	8,222	-	(8,222)	-
Energy Best Deal EBD/EBDx	1,119	695	(1,814)	-
Church Act Fund (Asset Fund)	45,629	-	(3,560)	42,069
Supporting People Fund	1,903	-	(1,903)	-
AIF 2 Fund	-	(8,068)	8,068	-
Best Practice Lead - Universal Credit	-	299	(299)	-
Citizens Advice Help to Claim Fund	-	172	(172)	-
Ffos y Fran (Property Asset Fund)	-	117,102	(608)	116,494
Supporting People Fund 2020	-	961	-	961
Cwm Taf CAB 4 Carers	-	(195)	195	-
AIF 3 Fund	-	(18,559)	18,559	-
SAF - Community Focus	-	(46)	46	-
SAF - Debt Fund	-	(54)	54	-
SAF - Specialist fund	-	(128)	128	-
AIF Youth	-	(2,366)	2,366	-
Advice Link	-	(6)	6	-
Voluntary Services Emergency Fund	-	(130)	130	-
BEIS	-	(20)	20	-
SAF Debt 2	-	(29)	29	-
SAF - Employment Capacity	-	497	(497)	-
DU Test & Learn	-	(204)	204	-
Test & Learn Fund	-	26	(26)	-
Softphones fund	-	(368)	368	-
Charis Grants Fund (FEIS)	-	2,693	(2,693)	-
BPL Licence Fund	-	(295)	295	-
Supporting People - Debt	-	12	(12)	-
CAB HUB (Capital)	-	90,103	16,611	106,714
	<u>60,192</u>	<u>185,356</u>	<u>20,690</u>	<u>266,238</u>
TOTAL FUNDS	<u>357,832</u>	<u>209,767</u>	<u>-</u>	<u>567,599</u>

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

19. 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	113,875	(89,465)	24,410
Designated Fund	1	-	1
	113,876	(89,465)	24,411
Restricted funds			
British Gas Energy Trust Fund	39,576	(39,833)	(257)
Better Advice Better Lives/Housing			
Benefit Council Tax/ Disability Child	51,147	(51,146)	1
Community Focus Fund (previously			
Community First)	84,045	(80,525)	3,520
Money Advice Service Debt Advice			
Project (MASDAP)	62,180	(62,180)	-
Energy Best Deal EBD/EBDx	14,280	(13,585)	695
AIF 2 Fund	44,118	(52,186)	(8,068)
Best Practice Lead - Universal Credit	118,499	(118,200)	299
Citizens Advice Help to Claim Fund	86,707	(86,535)	172
Ffos y Fran (Property Asset Fund)	117,102	-	117,102
Supporting People Fund 2020	381,334	(380,373)	961
Citizens Advice Covid19 Fund	2,000	(2,000)	-
Cwm Taf CAB 4 Carers	42,215	(42,410)	(195)
AIF 3 Fund	94,191	(112,750)	(18,559)
SAF - Community Focus	72,212	(72,258)	(46)
SAF - Debt Fund	58,853	(58,907)	(54)
SAF - Specialist fund	13,969	(14,097)	(128)
AIF Youth	15,608	(17,974)	(2,366)
Advice Link	3,100	(3,106)	(6)
Voluntary Services Emergency Fund	35,775	(35,905)	(130)
BEIS	4,999	(5,019)	(20)
SAF Debt 2	17,528	(17,557)	(29)
SAF - Employment Capacity	10,334	(9,837)	497
DU Test & Learn	1,500	(1,704)	(204)
Test & Learn Fund	23,500	(23,474)	26
Softphones fund	1,300	(1,668)	(368)
Charis Grants Fund (FEIS)	28,978	(26,285)	2,693
BPL Licence Fund	-	(295)	(295)
Voluntary Action Merthyr Tydfil	4,020	(4,020)	-
Supporting People - Debt	23,013	(23,001)	12
CAB HUB (Capital)	90,103	-	90,103
	1,542,186	(1,356,830)	185,356
TOTAL FUNDS			
	1,656,062	(1,446,295)	209,767

Transfers between funds

Transfers between funds arise where unrestricted funds have been used to fund shortfalls in restricted projects.

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

19. MOVEMENT IN FUNDS - continued

Transfers between funds - continued

The free reserves are available to provide funds to cashflow projects funded on a retrospective basis and are available with the approval of the trustees to fund any expenditure on projects or expenses which fall within the organisations general aims and objectives. They are accumulated in accordance with the reserve policy as stated in the trustees report.

Analysis of Designated Funds	2021	2020
	£	£
Unamortised fixed assets	56,605	59,904
Designated funds	56,605	59,904

Designated funds represents the amounts set aside to write down the remaining net book value of fixed assets held against unrestricted funds.

20. EMPLOYEE BENEFIT OBLIGATIONS

The Charity operates a defined contribution pension scheme.

During the year the charity was committed to pay £21,797 (2020: £18,262) to the employees personal schemes.

At the year end contributions of £Nil (2020: £Nil) were unpaid.

21. RELATED PARTY DISCLOSURES

The Chief Executives daughter was employed by the charity during the year. She was paid at rates commensurate with her position and in line with other members of staff. The appointment process was open and at arms length and the Trustees were fully informed of the relationship before the appointment.

22. ULTIMATE CONTROLLING PARTY

The ultimate controlling party is the Trustees/Directors.

23. ACTIVITIES UNDERTAKEN WITHIN EACH MAJOR RESTRICTED FUND

The restricted funds of the charity have been applied during the year or are held for future expenditure in the following areas:

Energy Best Deal

The Energy Advice Programme provides one-to-one advice to clients in fuel poverty, or in a fuel poverty risk group, who visit their local Citizens Advice and present an energy problem, or to clients who have been referred to their local Citizens Advice for energy advice support by local voluntary/public organisations. The project aims to proactively target fuel poor clients. The majority of advice sessions will be delivered via telephone or web platforms due to COVID-19.

Citizens Advice Help to Claim Fund (H2C)

We continued to provide the Help to Claim service. This was rolled out fully in April 2019 and helps people to make a first claim for Universal Credit via telephone/web-chat/email. We deliver the face to face service, including a presence at the local jobcentre. The phone and digital services are delivered from our office at Post office Lane.

British Gas Energy Trust

The purpose of the Project is to provide advice and assistance to consumers with a view to: ? enabling them to manage their debts and budgets ? maximising their income and ability to afford to pay their bills ? enabling them to have warm homes through improving energy efficiency and health and well-being.

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

23. ACTIVITIES UNDERTAKEN WITHIN EACH MAJOR RESTRICTED FUND - continued

CAB4CARERS Cwm Taf Health Board

CAB 4 Carers has been operating since 2018 and is funded by Cwm Taf Morgannwg UHB. It supports Carers both at home and in hospital settings.

- Provides information and support to Carers identified.
- Provide a link with nursing staff to signpost Carers and families to information and support and have a greater understanding of Carers issues.
- Raise awareness
- Link the Carer into other third sector organisations and recommendations for statutory services.
- Provides a link to the Social Services Teams across Cwm Taf (i.e. to refer Carers for a Carers Assessment).
- Provides generic support to Carers of older people, people with learning disabilities, people with mental health issues, people with physical disability and people with children, making it a fair and equitable service.
- Provide information and support to staff who are Carers.

Supporting People 2020

To advise, assist and support people in the Borough with benefit/housing issues.

Church Act Fund (Asset Fund)

The Fund supports expenditure of a capital nature including building works and purchase of items of equipment, to which CAMT received funds to refurbish the ground floor of its premises in post office Lane in 2017.

Best Practice Lead - Universal Credit

The new Help to Claim service started in April 2019. As part of the delivery of the service the DWP funded Citizens Advice to set up a network of 31 regional Best Practice Leads, to gather and share information about the performance of Universal Credit and Help to Claim, build local relationships and to develop and share best practice. CAMT have 2 BPL's that cover the SE and SW Wales.

Ffos y Fran (Property Asset Fund)

This was capital funding from MTCBC to purchase the premises of the organisation at Post Office Lane.

AIF 3

"You're Hired 3!" Support over 25's with Work limited health conditions in Merthyr Tydfil back into work through supported paid placements. It supports participants who are LTU and EI with skills and confidence to enter employment and develop transferable skills e.g. business administration, customer service.

AIF Youth

"You're Hired Youth!" supports the under -25's with work limited health conditions who lack confidence & experience by supporting them into employment through paid placements at Citizens Advice Merthyr Tydfil. It aids them to become economically active, closer to employment, developing transferable skills e.g. business administration, IT skills, customer service.

SAF: Advicelink Cymru: Community Focussed, Specialist & Debt

In 2018 the Welsh Government decided to change how they commission advice services across Wales to improve the quality and availability of advice services and encourage collaboration between advice providers -the new funding available was called the Single Advice Fund. In September 2019, Citizens Advice Merthyr Tydfil was awarded the funding for the generalist (Community Focussed) and specialist services for the Merthyr Tydfil area from 1 January 2020. The new services are called Advicelink Cymru.

Voluntary Services Emergency Fund (VSEF)

The funding increased capacity to help more individuals access support and obtain the vital help needed throughout the pandemic.

BT Skills: Good Things Foundation

CAMT received funds from BT skills as part of their Skills for Tomorrow programme, to support older and vulnerable people through free face-to-face support, which has helped them to get online and make the most of the digital tools modern life increasingly depends on.

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

23. ACTIVITIES UNDERTAKEN WITHIN EACH MAJOR RESTRICTED FUND - continued

BEIS

The purpose of the project is to enable local offices to increase their capacity to deliver, in light of the increased demand for advice across all channels caused by COVID-19.

SAF - Employment Capacity

The Local Office will, in collaboration with Citizens Advice Bridgend and Citizens Advice Rhondda Cynon Taff, increase its capacity to provide employment advice, through its existing provision of Advicelink Cymru services.

SAF Test & Learn

The purpose of the project is to enable local offices to offer income maximisation initiatives to boost the incomes of households across CTM.

The Local Office is required to:

- Provide additional services targeted to clients affected by domestic violence.
- Cover a range of welfare benefits issues including; Universal Credit, Personal Independence Payment, and Employment Support Allowance.
- Work in collaboration with local partner organisations such as Women's Aid RCT, Oasis Centre, Calan DVS, and Safer Merthyr Tydfil.

Charis Grants Fund (FEIS)

CAMT secured funding in May 2020 from the Energy Redress Scheme for 565 fuel vouchers to be given out to local residents with a Pre-Payment Meter (PPM) who are in need.

The fund was used to pay for emergency fuel credit vouchers up to a value of £49, to households that:

- have a prepayment meter,
- have been affected by the COVID-19 pandemic
- and were at risk of self-disconnection

Supporting People - Debt

The Programme provides vital support to people who find themselves in very difficult circumstances. It helps some of most vulnerable people to live independently in their own home or supported housing.

CAB HUB (Capital)

The Carers Hub creates a dedicated hub for Carers in Merthyr Tydfil, to come and obtain advice and support. It also drives forward integrated and collaborative working between social services departments, health board, third sector and other organisations fusing resources and support for carers. It was completed in the summer of 2021 and will become the central "core" for agencies involved in supporting and advising carers to test new approaches and to work collectively and efficiently to help regional partnership boards to pilot new approaches with service delivery models.

The Carers Hub - Care for Carers will provide support to carers of all ages in Merthyr Tydfil, which is a key principle of the Cwm Taf Carers Strategy.

MERTHYR TYDFIL CITIZENS ADVICE BUREAU

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

24. GIFTS IN KIND

Volunteer Time

The value of volunteer time is not quantified in terms of money but the time contributed by volunteers is an invaluable resource in terms of the outstanding contribution made by them.

The number of hours contributed by volunteers in the year was 42 (2020: 14,400).