

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

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

| | Page |
|--|-------------|
| Report of the Trustees | 1 to 7 |
| Independent Examiner's Report | 8 |
| Statement of Financial Activities | 9 |
| Balance Sheet | 10 |
| Cash Flow Statement | 11 |
| Notes to the Cash Flow Statement | 12 |
| Notes to the Financial Statements | 13 to 30 |

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 | | <u>53,471</u> | <u>828,915</u> | <u>882,386</u> | <u>773,676</u> |
| 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 | | <u>35,580</u> | <u>733,137</u> | <u>768,717</u> | <u>677,578</u> |
| NET INCOME | | <u>17,891</u> | <u>95,778</u> | <u>113,669</u> | <u>96,098</u> |
| Transfers between funds | 19 | <u>(30,327)</u> | <u>30,327</u> | <u>-</u> | <u>-</u> |
| Net movement in funds | | <u>(12,436)</u> | <u>126,105</u> | <u>113,669</u> | <u>96,098</u> |
| RECONCILIATION OF FUNDS | | | | | |
| Total funds brought forward | | <u>313,795</u> | <u>140,135</u> | <u>453,930</u> | <u>357,832</u> |
| TOTAL FUNDS CARRIED FORWARD | | <u><u>301,359</u></u> | <u><u>266,240</u></u> | <u><u>567,599</u></u> | <u><u>453,930</u></u> |

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 |
| | | <u>389,248</u> | <u>279,904</u> |
| CREDITORS | | | |
| Amounts falling due within one year | 16 | (143,530) | (24,920) |
| NET CURRENT ASSETS | | <u>245,718</u> | <u>254,984</u> |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | 567,599 | 453,930 |
| NET ASSETS | | <u>567,599</u> | <u>453,930</u> |
| FUNDS | 19 | | |
| Unrestricted funds | | 301,361 | 313,795 |
| Restricted funds | | 266,238 | 140,135 |
| TOTAL FUNDS | | <u>567,599</u> | <u>453,930</u> |

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 | | 234,968 | 139,408 |
| 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 | | (134,600) | (99,493) |
| Change in cash and cash equivalents in the reporting period | | 100,368 | 39,915 |
| Cash and cash equivalents at the beginning of the reporting period | | 218,809 | 178,894 |
| Cash and cash equivalents at the end of the reporting period | | 319,177 | 218,809 |

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 |
| | <hr/> | <hr/> |
| Net cash provided by operations | <u>234,968</u> | <u>139,408</u> |

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 |
| | <hr/> | <hr/> | <hr/> |
| | 218,809 | 100,368 | 319,177 |
| | <hr/> | <hr/> | <hr/> |
| Total | <u>218,809</u> | <u>100,368</u> | <u>319,177</u> |

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 |
| | <hr/> | <hr/> |
| | 881,016 | 765,537 |
| | <hr/> | <hr/> |

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 | - |
| | <hr/> | <hr/> |
| | 880,716 | 764,906 |
| | <hr/> | <hr/> |

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 |
| | <hr/> | <hr/> | <hr/> |
| | 828,915 | (733,139) | 95,776 |
| | <hr/> | <hr/> | <hr/> |
| TOTAL FUNDS | 882,386 | (768,717) | 113,669 |
| | <hr/> | <hr/> | <hr/> |

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 |
| | <hr/> 60,405 | <hr/> (53,887) | <hr/> 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) |
| | <hr/> 713,271 | <hr/> (623,691) | <hr/> 89,580 |
| TOTAL FUNDS | <hr/> <hr/> 773,676 | <hr/> <hr/> (677,578) | <hr/> <hr/> 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 |
| | <hr/> | <hr/> | <hr/> |
| | 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 |
| | <hr/> | <hr/> | <hr/> |
| | 1,542,186 | (1,356,830) | 185,356 |
| TOTAL FUNDS | <hr/> | <hr/> | <hr/> |
| | 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).