

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					
Advice Services	6	25,719	1,176,095	1,201,814	1,173,889
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	10,745 9,964	(6,464) (9,964)	4,281 -	479,740 -
Net movement in funds		<u>20,709</u>	<u>(16,428)</u>	<u>4,281</u>	<u>479,740</u>
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
		<hr/> 400,764	<hr/> 369,109
CREDITORS			
Amounts falling due within one year	15	(59,376)	(44,407)
NET CURRENT ASSETS		<hr/> 341,388	<hr/> 324,702
TOTAL ASSETS LESS CURRENT LIABILITIES		<hr/> 1,051,620	<hr/> 1,047,339
NET ASSETS		<hr/> 1,051,620	<hr/> 1,047,339
FUNDS	18		
Unrestricted funds		375,094	354,385
Restricted funds		676,526	692,954
TOTAL FUNDS		<hr/> 1,051,620	<hr/> 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)
	<hr/>	<hr/>
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	277,938	39,316	317,254
	<hr/>	<hr/>	<hr/>
	277,938	39,316	317,254
	<hr/>	<hr/>	<hr/>
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	-
	<hr/> 1,207,340 <hr/>	<hr/> 1,655,371 <hr/>

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	-
	<hr/> 1,172,662 <hr/>	<hr/> 1,655,071 <hr/>

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
	<hr/> 354,385	<hr/> 10,745	<hr/> 9,964	<hr/> 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
	<hr/> 692,954	<hr/> (6,464)	<hr/> (9,964)	<hr/> 676,526
TOTAL FUNDS	<hr/> <hr/> 1,047,339	<hr/> <hr/> 4,281	<hr/> <hr/> -	<hr/> <hr/> 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)
	<hr/>	<hr/>	<hr/>
	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
	<hr/>	<hr/>	<hr/>
	1,169,631	(1,176,095)	(6,464)
TOTAL FUNDS	<hr/>	<hr/>	<hr/>
	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
	<hr/>	<hr/>	<hr/>	<hr/>
	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
	<hr/>	<hr/>	<hr/>	<hr/>
	266,238	482,707	(55,991)	692,954
TOTAL FUNDS	<hr/>	<hr/>	<hr/>	<hr/>
	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)
	<hr/> 38,237	<hr/> (41,204)	<hr/> (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
	<hr/> 1,618,245	<hr/> (1,135,538)	<hr/> 482,707
TOTAL FUNDS	<hr/> <hr/> 1,656,482	<hr/> <hr/> (1,176,742)	<hr/> <hr/> 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
	<hr/>	<hr/>	<hr/>	<hr/>
	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
	<hr/>	<hr/>	<hr/>	<hr/>
	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)
	<hr/>	<hr/>	<hr/>
	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
	<hr/>	<hr/>	<hr/>
	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).