

BRIDGEND COUNTY BOROUGH CITIZENS ADVICE BUREAU

England & Wales · Charity number 1139926

Details

Status Registered

Legal form Charitable company

Company number [07448288](#)

Registered 2011-01-19

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

Contact

Address Citizens Advice Bureau
26 Dunraven Place
Bridgend
CF31 1JD

Phone 01656762800

Email admin@bcbcab.org.uk

Activities

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

Activities: We offer information and advice through face-to-face and phone, and online via Adviceguide.org.uk. Advice that is free, impartial, confidential and non judgemental on a range of subject areas such as debt, employment, housing, consumer and welfare benefits. We aim to provide the advice people need for the problems they face and improve the policies and practices that affect people's lives.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** Education/training, Disability, The Prevention Or Relief Of Poverty, Accommodation/housing
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** BRIDGEND
- Bridgend

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£16,819	£1,028,706	£592,125	40
2024-03-31	£1,054,392	£1,039,893	£568,507	38
2023-03-31	£872,364	£816,926	£554,008	34
2022-03-31	£741,062	£707,028	£498,570	38
2021-03-31	£720,354	£611,056	£464,536	21

Trustees

Name	Role	Appointed
Dr Owen Weeks		2026-04-03
Nicola Callow		2025-10-14
PETER ROY CROCOMBE		
Robert John Hicks		2023-03-04
Sarah Hearne		2025-07-08

Accounts

REGISTERED COMPANY NUMBER: 07448288 (England and Wales)
REGISTERED CHARITY NUMBER: 1139926

Report of the Trustees and
Financial Statements for the Year Ended 31 March 2025
for
Bridgend County Borough Citizens Advice
Bureau

Ashmole & Co
First Floor
1 St John's Court
Upper Fforest Way
Enterprise Park
Swansea
SA6 8QQ

Bridgend County Borough Citizens Advice
Bureau

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for the Year Ended 31 March 2025

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Bridgend County Borough Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2025

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Public benefit, objectives & activities

The constitutional objectives of the charity are to promote any charitable purpose for the benefit of the community in Bridgend and surrounding areas. This is mainly achieved by the provision of centres within the Bridgend County Borough to enable the community to receive advice. The trustees have had due regard to the Charity Commission's general guidance on public benefit when reviewing their aims and objectives and in planning their future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Bridgend County Borough Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2025

STRATEGIC REPORT

Achievements and performance

Charitable activities

A positive year both in financial and operational terms as the inflationary effects of international and national disruption of the previous year began to ease. Operations have expanded with a 9% increase in clients helped and a 30% increase in issues addressed, through 10 projects delivered in 8 outreach locations. Significant quality management challenges have been navigated, particularly in adapting to changing funder requirements and complex compliance environments, despite this there were notable successes in maintaining service quality, including high client satisfaction scores and high external audit outcomes. Financial performance has been stable, outturn at £17k surplus closely matching last year's surplus of £14k and with reserves approaching £600k, our overall financial position gives cause for reassurance looking forward.

However, despite signs of a more stable inflationary outlook the forward view is showing signs of a difficult financial environment ahead. The financial situation of ourselves and the public sector in general will be exacerbated by the severe corrective government action taken in the budget in response to unacceptably high budget deficit forecasts, resulting an increase in our staff costs of £30k for the next financial year, caused solely by National Insurance increases. In addition, the funding environment has worsened during the year as well-established projects have drawn to their conclusion at the end of the year, with a shortage of potential replacement projects creating budgetary pinch-points while planning for 2025-26.

Our main funders have continued to support us through this period but the timing of the recommissioning of the highly important SAF (Single Advice Fund) added an element of uncertainty to the budget planning prior to year end. Despite the adverse funding environment at year end, we have procured sufficient new and extended projects such that we are able to Budget for a surplus for year 2025-26, and face the start of the year with substantial liquid reserves.

We continued to receive funding from Bridgend County Borough Council towards the charity's core charitable services. This accounted for around a fifth of grant funding received in the year, for which we are extremely grateful. This has enabled the continuation and extension of our core information and advice services.

Specific projects in the year included:

From 1 January 2020, we were successful in gaining grant funding from the Welsh Government's Single Advice Fund as part of a regional Cwm Taf package in collaboration with our brand partners in Rhondda Cynon Taf and Merthyr Tydfil. This funding replaced a variety of funding streams, and although initially for twelve months was extended for a further two years, ie until the end of calendar 2023, subsequently extended to late 2025. This has enabled advice services under specialist debt and other services, and more generalist community-focused advice, to be established and consolidated. This project has been recommissioned during 2025 at enhanced levels for a period of 3 years commencing early in the financial year, 2025-26.

Funding from Bridgend CBC from the Communities First legacy fund for provision of a Financial Advice & Support Service [FASS] commenced on 1 October 2018 initially for 18 months, but its success has led to further annual extensions. The scheme assists local service users, primarily those who reside within the former Communities First delivery areas of the Borough, who are in poverty or at risk of poverty. Funding has been continued through this year and was recommissioned in November 2024 for a further 2 year period.

Bridgend County Borough Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2025

Funding via the British Gas Energy Trust has provided advice and assistance to beneficiaries aimed at enabling them to manage their debts and budgets, maximise their income and ability to afford to pay their bills, enabling people to have warm homes through improving energy efficiency and improving their health and wellbeing. This project drew to its close during the year and was replaced by a similar scheme in 2022-2023 supported by Moondance, subsequently entitled Warmer Wales II, which has continued through to the end of this year.

Funding for a Help to Claim service has been allocated, via national funding for Citizens Advice from DWP, to assist in people's initial claims for universal credit from application through to first payment. This was won in a competitive bid in 2021-22 and has become a significant project for the LCA, funding being significantly further increased in 2022-23 and maintained through 2023-24 and 2024-5

A new project associated with Trussell Trust Foodbanks commenced in October 2022, running through 2023-24 under the auspices of a Foodbank Partnership and has continued into 2024-25.

A new innovative project, Multiply, aimed at improving numerical skills in the adult general population without Mathematical qualifications, has also been commissioned during 2023-4 in partnership with the local Council and Further Education College. This has delivered £78k over this year and has now terminated, but has developed valuable transferable skills within the LCA which will be of significant service in the future.

Financial review

Reserves policy

The charity's financial reserves increased by £17,358 in the year (2024 £14,499), giving total reserves at the year-end of £585,865 (2024 £568,507).

It continues to be the policy of the charity to maintain general unrestricted funds, which are the free reserves of the charity, at a minimum level equivalent to approximately three months', but ideally six months', expenditure, to provide sufficient funds to cover operating costs including management and administrative support costs, particularly as grant funding is often received in arrears. At the balance sheet date, free reserves for cash-flow purposes [i.e. unrestricted net current assets less designated reserves] had increased to £442,095 (2024 £423,817).

The trustees regularly review their ability to meet obligations with the current level of reserves. The trustees also reviewed the levels of designated reserves which they have decided should be put aside for specific purposes, and have agreed to designate £106,021 (2024 £106,021) to mitigate potential specific risks and to enable the further development of the service within financial constraints.

Bridgend County Borough Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2025

STRATEGIC REPORT

Future plans

The charity has been able to plan the coming year's activities with a firm funding programme, as set out above, with all projects due to operate until 31 March 2026 or beyond. We will continue to seek to deliver services in innovative ways and to reach out to as many people as possible, as the demand for quality independent, impartial, free advice is still growing.

Following another successful audit of our services by national Citizens Advice in April 2025 which gave excellent results on all key service indicators, we have continued to review all key policies and risks, and followed our vision : "To be the go-to advice service within Bridgend County Borough, improving the lives of those within our community and empowering clients across every demographic by providing accessible, impartial, confidential and high-quality advice through multiple channels." We will continue to drive service growth to meet demand with evidence-based flexible solutions for multichannel delivery, targeting hard-to-reach sectors of our community and meeting client need. We will work with local, regional and national partners to maintain, secure and diversify our funding services.

We are continuing to modernise and develop all aspects of governance. A further drive to recruit additional trustees with the skills and ambition required to take the organisation forward will take place, and trustee induction, development, mentoring and training will be developed further. We regularly review our governance structure in order to maintain effective support for and scrutiny of our staff and volunteers.

We continue to have positive discussions with all of our funders, who have endorsed necessary changes in the way we have had to deliver some services, and the re-designation of some service priorities.

Consequently, the trustees have reassessed the charity's ability to continue for at least twelve months from the date that the accounts are signed, and have concluded that no material uncertainties exist which cast doubt upon the charity's ability to continue as a going concern.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is constituted as a charitable company limited by guarantee incorporated on 23 November 2010, and is governed by its Memorandum and Articles of Association.

Recruitment and appointment of new trustees

The trustees are required to stand down upon 3 years of service, but may stand for re-election.

Structure, governance and management

Day to day management of the charity is delegated to the Chief Officer. Prior to the Pandemic much of the work of the charity has been undertaken by valued volunteers, a situation which is gradually being resumed. Appropriate induction & training is provided for staff, volunteers and trustees.

Risk management

The trustees regularly examine the major strategic, financial and operational risks faced by the charity, and have established procedures to mitigate those risks. A register of both Strategic and Operational risks are held and maintained for regular review at Leadership and Trustee Board meetings. Financial risks will be managed by seeking to agree funding for both core functions and specific projects for periods longer than twelve months and by seeking to build up free reserves as indicated above. Operational procedures for project and financial management are regularly examined at trustee meetings.

Bridgend County Borough Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2025

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

07448288 (England and Wales)

Registered Charity number

1139926

Registered office

Ground Floor
26 Dunraven Place
Bridgend
CF31 1JD

Trustees

Mr P R Crocombe - Chair
Ms R M Thompson-Biggs
Mr A J Rees -Treasurer
Dr I Gray (resigned 12/12/24)
S M Jones (resigned 3/9/24)
S Hearne (appointed 8/7/25)
R J Hicks
N Callow (appointed 14/10/25)
Mr M N Strange (appointed 12/12/24) (resigned 8/4/25)
Mrs E J Moore (resigned 12/12/24)

Auditors

Ashmole & Co
First Floor
1 St John's Court
Upper Fforest Way
Enterprise Park
Swansea
SA6 8QQ

Chief Officer

The charity's chief officer is K Henson.

Bankers

Co-operative Bank, Business Direct, PO Box 250, Skelmersdale. WN8 6WT.
Julian Hodge Bank, 29 Windsor Place, Cardiff. CF10 3BZ.
Coventry Building Society, Economic House, PO Box 9, High Street, Coventry.CV15 5QN.
Monmouthshire Building Society, John Frost Square, Newport. NP20 1PX.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Bridgend County Borough 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).

Bridgend County Borough Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2025

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

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

Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

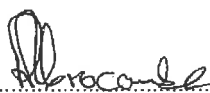
In so far as the trustees are aware:

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

AUDITORS

The auditors, Ashmole & Co, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 12.1.1./2025..... and signed on the board's behalf by:


.....

Mr P R Crocombe - Trustee

Report of the Independent Auditors to the Trustees of
Bridgend County Borough Citizens Advice
Bureau

Opinion

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

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; 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.

Report of the Independent Auditors to the Trustees of
Bridgend County Borough Citizens Advice
Bureau

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

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

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

Report of the Independent Auditors to the Trustees of
Bridgend County Borough Citizens Advice
Bureau

Our responsibilities for the audit of the financial statements

We have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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:

Irregularities are instances of non-compliance with laws and regulations. The objectives of our audit are to obtain sufficient appropriate audit evidence regarding compliance with laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements, to perform audit procedures to help identify instances of non-compliance with other laws and regulations that may have a material effect on the financial statement, and to respond appropriately to identified or suspected non-compliance with laws and regulations identified during the audit.

In relation to fraud, the objectives of our audit are to identify and assess the risk of material misstatement of the financial statements due to fraud, to obtain sufficient appropriate evidence regarding the assessed risks of material misstatement due to fraud through designing and implementing appropriate responses and to respond appropriately to fraud or suspected fraud identified during the audit.

However, it is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud, the audit engagement team:

- Obtained an understanding of the nature of the industry and sector, including the legal and regulatory framework that the company operates in and how the company is complying with the legal and regulatory framework;
- inquired of management, and those charged with governance, about their own identification and assessments of the risks of irregularities, including any known actual, suspected or alleged instances of fraud;
- discussed matters about non-compliance with laws and regulations and how fraud might occur including assessment of how and where the financial statements may be susceptible to fraud.

As a result of these procedures we consider the most significant laws and regulations that have a direct impact on the financial statements are FRS 102, and the Companies Act 2006. We performed audit procedures to detect non-compliance which may have a material impact on the financial statements which included reviewing financial statement disclosures.

The audit engagement team identified the risk of management override of controls as the area where the financial statements were most susceptible to material misstatement due to fraud. Audit procedures performed included but were not limited to testing manual journal entries and other adjustments and evaluating the business rationale in relation to any significant, unusual transactions and transactions entered into outside the normal course of business.

Report of the Independent Auditors to the Trustees of
Bridgend County Borough Citizens Advice
Bureau

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

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees 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 trustees as a body, for our audit work, for this report, or for the opinions we have formed.

S. Icahn

Ashmole & Co
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006
First Floor
1 St John's Court
Upper Fforest Way
Enterprise Park
Swansea
SA6 8QQ

Date: 17/11/2025

Bridgend County Borough Citizens Advice
Bureau

Statement of Financial Activities
for the Year Ended 31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	685	-	685	440
Charitable activities	4				
Charitable projects		200,630	834,875	1,035,505	1,036,068
Investment income	3	17,916	-	17,916	17,884
Total		<u>219,231</u>	<u>834,875</u>	<u>1,054,106</u>	<u>1,054,392</u>
EXPENDITURE ON					
Raising funds	5	6,264	-	6,264	5,203
Charitable activities	6				
Charitable projects		157,456	873,028	1,030,484	1,034,690
Total		<u>163,720</u>	<u>873,028</u>	<u>1,036,748</u>	<u>1,039,893</u>
NET INCOME/(EXPENDITURE)		55,511	(38,153)	17,358	14,499
Transfers between funds	17	(38,705)	38,705	-	-
Net movement in funds		<u>16,806</u>	<u>552</u>	<u>17,358</u>	<u>14,499</u>
RECONCILIATION OF FUNDS					
Total funds brought forward		531,971	36,536	568,507	554,008
TOTAL FUNDS CARRIED FORWARD		<u><u>548,777</u></u>	<u><u>37,088</u></u>	<u><u>585,865</u></u>	<u><u>568,507</u></u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

Bridgend County Borough Citizens Advice
Bureau (Registered number: 07448288)

<u>Balance Sheet</u> <u>31 March 2025</u>			
	Notes	2025 £	2024 £
FIXED ASSETS			
Tangible assets	13	661	2,133
CURRENT ASSETS			
Debtors	14	18,480	66,167
Cash at bank and in hand		601,206	537,595
		619,686	603,762
CREDITORS			
Amounts falling due within one year	15	(34,482)	(37,388)
NET CURRENT ASSETS		585,204	566,374
TOTAL ASSETS LESS CURRENT LIABILITIES		585,865	568,507
NET ASSETS		585,865	568,507
FUNDS	17		
Unrestricted funds		548,777	531,971
Restricted funds		37,088	36,536
TOTAL FUNDS		585,865	568,507

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

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

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 audited under the requirements of Section 145 of the Charities Act 2011.

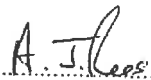
The notes form part of these financial statements

Bridgend County Borough Citizens Advice
Bureau (Registered number: 07448288)

Balance Sheet - continued
31 March 2025

The financial statements were approved by the Board of Trustees and authorised for issue on
.....12/11/2025..... and were signed on its behalf by:


.....
Mr P R Crocombe - Trustee


.....
Mr A J Rees - Trustee

The notes form part of these financial statements

Cash Flow Statement
for the Year Ended 31 March 2025

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Bridgend County Borough Citizens Advice
Bureau

Notes to the Cash Flow Statement
for the Year Ended 31 March 2025

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

	2025 £	2024 £
Net income for the reporting period (as per the Statement of Financial Activities)	17,358	14,499
Adjustments for:		
Depreciation charges	1,473	2,395
Interest received	(17,916)	(17,884)
Decrease/(increase) in debtors	47,687	(41,299)
Decrease in creditors	(2,907)	(10,139)
Net cash provided by/(used in) operations	<u>45,695</u>	<u>(52,428)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/24 £	Cash flow £	At 31/3/25 £
Net cash			
Cash at bank and in hand	537,595	63,611	601,206
	<u>537,595</u>	<u>63,611</u>	<u>601,206</u>
Total	<u>537,595</u>	<u>63,611</u>	<u>601,206</u>

The notes form part of these financial statements

Notes to the Financial Statements
for the Year Ended 31 March 2025

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

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', the Charities Act 2011 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, any performance conditions attached to the item of income have been met or are fully within the control of the charity, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

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

Support costs relate to functions that assist the work of the charity but which do not directly relate to undertaking charitable activities. These costs are allocated between costs of raising funds and expenditure on charitable activities, on the basis of staff time devoted to those activities.

Tangible fixed assets

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

Fixtures and fittings	- 25% on cost
Computer equipment	- 33% on cost

Tangible fixed assets are stated at cost less accumulated depreciation. Only assets costing more than £700 are capitalised, unless specifically required by grant funders.

Taxation

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

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

1. ACCOUNTING POLICIES - continued

Fund accounting

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

Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside for specific purposes.

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

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

2. DONATIONS AND LEGACIES

	2025	2024
	£	£
Donations	685	440

3. INVESTMENT INCOME

	2025	2024
	£	£
Deposit account interest	17,916	17,884

4. INCOME FROM CHARITABLE ACTIVITIES

		2025	2024
	Activity	£	£
Grants	Charitable projects	1,035,505	1,036,068

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

	2025	2024
	£	£
Bridgend CBC - Core funding (unrestricted income)	194,190	215,680
British Gas - Warmer Wales	41,479	41,479
Financial Advice Support Service	100,000	100,000
Help to Claim	200,580	169,050
Advice Link Community Focus	180,092	190,092
Advice Link Specialist Debt & Other	109,239	109,239
Claim What's Yours	37,800	37,800
Department for Work & Pensions	6,440	7,369
National Citizens Advice	-	48,900
RCT Basic Income Pilot	34,553	36,971
Carried forward	904,373	956,580

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

4. INCOME FROM CHARITABLE ACTIVITIES - continued

	2025	2024
	£	£
Brought forward	904,373	956,580
Energy Advice Programme	-	1,155
Food Bank Partnership	45,000	45,000
Multiply	74,832	33,333
CSDf 2 Innovation	11,300	-
	<u>1,035,505</u>	<u>1,036,068</u>

5. RAISING FUNDS

Other trading activities

	2025	2024
	£	£
Staff costs	<u>6,264</u>	<u>5,203</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 7) £	Support costs (see note 8) £	Totals £
Charitable projects	<u>822,990</u>	<u>207,494</u>	<u>1,030,484</u>

7. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2025	2024
	£	£
Staff costs	680,866	666,703
Rent, water and premises levy	25,935	24,597
Insurance	6,208	5,757
Light and heat	21,303	17,912
Telephone & communications	14,983	13,546
Printing, postage & stationery	6,316	5,167
Advertising	273	-
Staff travel	1,587	1,607
Staff and volunteer training	5,936	9,231
Staff recruitment	1,350	1,677
Subsistence and refreshments	5,229	4,436
Volunteer expenses	674	-
Other staff expenses	154	58
Grant funding returned	-	2,779
Premises cleaning, repairs and maintenance	4,496	6,964
Reference materials etc.	<u>7,235</u>	<u>7,872</u>
Carried forward	782,545	768,306

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

7. DIRECT COSTS OF CHARITABLE ACTIVITIES - continued

	2025	2024
	£	£
Brought forward	782,545	768,306
Office IT and consultancy	19,113	22,975
Office equipment	19,859	28,654
Translation services	-	14
Depreciation	1,473	2,395
	<u>822,990</u>	<u>822,344</u>

8. SUPPORT COSTS

	Human resources £	Governance costs £	Totals £
Charitable projects	<u>199,152</u>	<u>8,342</u>	<u>207,494</u>

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

Human resources

	2025 Charitable projects £	2024 Total activities £
Staff costs	<u>199,152</u>	<u>202,813</u>

Governance costs

	2025 Charitable projects £	2024 Total activities £
Audit fee	6,850	5,600
Professional fees	819	2,523
Bank charges	369	884
Trustees expenses	304	13
Sundry	-	55
Trustee development costs	-	458
	<u>8,342</u>	<u>9,533</u>

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

9. NET INCOME/(EXPENDITURE)

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

	2025	2024
	£	£
Depreciation - owned assets	1,472	2,395
	<u>1,472</u>	<u>2,395</u>

10. TRUSTEES' REMUNERATION AND BENEFITS

No expenses were paid to the Trustees during the year.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

11. STAFF COSTS

	2025	2024
	£	£
Wages and salaries	801,806	791,311
Social security costs	54,900	56,047
Other costs	-	-
Pension costs	29,538	27,361
	<u>886,244</u>	<u>874,719</u>
Key management personnel		
Salaries and benefits	<u>62,636</u>	<u>52,027</u>

Key management personnel comprises the Chief Officer.

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

	2025	2024
Management and support staff	5	7
Advisers	35	31
	<u>40</u>	<u>38</u>

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

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	440	-	440
Charitable activities			
Charitable projects	223,049	813,019	1,036,068
Investment income	17,884	-	17,884
Total	<u>241,373</u>	<u>813,019</u>	<u>1,054,392</u>
EXPENDITURE ON			
Raising funds	5,203	-	5,203
Charitable activities			
Charitable projects	202,543	832,147	1,034,690
Total	<u>207,746</u>	<u>832,147</u>	<u>1,039,893</u>
NET INCOME/(EXPENDITURE)			
Transfers between funds	33,627 (41,650)	(19,128) 41,650	14,499 -
Net movement in funds	<u>(8,023)</u>	<u>22,522</u>	<u>14,499</u>
RECONCILIATION OF FUNDS			
Total funds brought forward	539,994	14,014	554,008
TOTAL FUNDS CARRIED FORWARD	<u><u>531,971</u></u>	<u><u>36,536</u></u>	<u><u>568,507</u></u>

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

13. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2024 and 31 March 2025	9,651	39,576	49,227
DEPRECIATION			
At 1 April 2024	9,651	37,443	47,094
Charge for year	-	1,472	1,472
At 31 March 2025	9,651	38,915	48,566
NET BOOK VALUE			
At 31 March 2025	-	661	661
At 31 March 2024	-	2,133	2,133

Only assets costing more than £700 are capitalised, unless specifically required by grant funders.

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Other debtors	9,549	58,064
Prepayments	8,931	8,103
	<u>18,480</u>	<u>66,167</u>

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Social security and other taxes	12,383	10,714
Other creditors	6,807	11,480
Accrued expenses	15,292	15,194
	<u>34,482</u>	<u>37,388</u>

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

16. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
Fixed assets	661	-	661	2,133
Current assets	582,598	37,088	619,686	603,762
Current liabilities	(34,482)	-	(34,482)	(37,388)
	<u>548,777</u>	<u>37,088</u>	<u>585,865</u>	<u>568,507</u>

17. MOVEMENT IN FUNDS

	At 1/4/24 £	Net movement in funds £	Transfers between funds £	At 31/3/25 £
Unrestricted funds				
General fund	425,950	55,511	(38,705)	442,756
Staffing Contingency	43,995	-	-	43,995
Premises Reserve	24,000	-	-	24,000
Capital Equipment	9,000	-	-	9,000
Service sustainability & development fund	29,026	-	-	29,026
	<u>531,971</u>	<u>55,511</u>	<u>(38,705)</u>	<u>548,777</u>
Restricted funds				
Financial Advice Support Service	-	(1,634)	1,634	-
Help to Claim	-	(343)	343	-
Money Advice Service Debt Advice				
Project Redundancy	5,042	-	-	5,042
Advice Link Community Focus	5,956	(9,545)	3,589	-
Advice Link Specialist Debt and Other	-	(12,228)	12,228	-
BEIS Helping More People	15	-	-	15
Domestic Violence	8,957	-	-	8,957
Claim What's Yours	-	(3,613)	3,613	-
Warmer Wales II	-	(4,551)	4,551	-
Food Bank Partnership	-	(1,900)	1,900	-
Basic Income Pilot	1,445	7,420	-	8,865
Energy Advice Program	1,155	-	-	1,155
Innovation	-	1,650	-	1,650
Multiply	13,966	(2,562)	-	11,404
Surplus Debt	-	(10,847)	10,847	-
	<u>36,536</u>	<u>(38,153)</u>	<u>38,705</u>	<u>37,088</u>
TOTAL FUNDS	<u>568,507</u>	<u>17,358</u>	<u>-</u>	<u>585,865</u>

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

17. 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	219,231	(163,720)	55,511
Restricted funds			
Financial Advice Support Service	100,000	(101,634)	(1,634)
Help to Claim	200,580	(200,923)	(343)
Advice Link Community Focus	180,092	(189,637)	(9,545)
Advice Link Specialist Debt and Other	109,239	(121,467)	(12,228)
Claim What's Yours	37,800	(41,413)	(3,613)
Warmer Wales II	41,479	(46,030)	(4,551)
Food Bank Partnership	45,000	(46,900)	(1,900)
Basic Income Pilot	34,553	(27,133)	7,420
Innovation	11,300	(9,650)	1,650
Multiply	74,832	(77,394)	(2,562)
Surplus Debt	-	(10,847)	(10,847)
	<u>834,875</u>	<u>(873,028)</u>	<u>(38,153)</u>
TOTAL FUNDS	<u><u>1,054,106</u></u>	<u><u>(1,036,748)</u></u>	<u><u>17,358</u></u>

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

17. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/23 £	Net movement in funds £	Transfers between funds £	At 31/3/24 £
Unrestricted funds				
General fund	433,973	33,627	(41,650)	425,950
Staffing Contingency	43,995	-	-	43,995
Premises Reserve	24,000	-	-	24,000
Capital Equipment	9,000	-	-	9,000
Service sustainability & development fund	29,026	-	-	29,026
	<u>539,994</u>	<u>33,627</u>	<u>(41,650)</u>	<u>531,971</u>
Restricted funds				
Financial Advice Support Service	-	(2,175)	2,175	-
Help to Claim	-	(3,852)	3,852	-
Money Advice Service Debt Advice				
Project Redundancy	5,042	-	-	5,042
Advice Link Community Focus	-	5,956	-	5,956
Advice Link Specialist Debt and Other	-	(6,016)	6,016	-
BEIS Helping More People	15	-	-	15
Domestic Violence	8,957	-	-	8,957
Claim What's Yours	-	(250)	250	-
Warmer Wales II	-	(4,223)	4,223	-
Food Bank Partnership	-	(986)	986	-
Basic Income Pilot	-	1,445	-	1,445
Energy Advice Program	-	1,155	-	1,155
Innovation	-	(16,799)	16,799	-
Multiply	-	13,966	-	13,966
Surplus Debt	-	(7,349)	7,349	-
	<u>14,014</u>	<u>(19,128)</u>	<u>41,650</u>	<u>36,536</u>
TOTAL FUNDS	<u>554,008</u>	<u>14,499</u>	<u>-</u>	<u>568,507</u>

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

17. 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	241,373	(207,746)	33,627
Restricted funds			
Financial Advice Support Service	100,000	(102,175)	(2,175)
Help to Claim	169,050	(172,902)	(3,852)
Advice Link Community Focus	190,092	(184,136)	5,956
Advice Link Specialist Debt and Other	109,239	(115,255)	(6,016)
Claim What's Yours	37,800	(38,050)	(250)
Warmer Wales II	41,479	(45,702)	(4,223)
Food Bank Partnership	45,000	(45,986)	(986)
Basic Income Pilot	36,971	(35,526)	1,445
Energy Advice Program	1,155	-	1,155
Innovation	48,900	(65,699)	(16,799)
Multiply	33,333	(19,367)	13,966
Surplus Debt	-	(7,349)	(7,349)
	<u>813,019</u>	<u>(832,147)</u>	<u>(19,128)</u>
TOTAL FUNDS	<u><u>1,054,392</u></u>	<u><u>(1,039,893)</u></u>	<u><u>14,499</u></u>

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

17. MOVEMENT IN FUNDS - continued

Purposes of Restricted Funds:

Money Advice Service Debt Advice Project Redundancy - funding provided to finance redundancy cost following withdrawal of MADCAP funding.

Financial Advice and Support Service [FASH] - funding from October 2018 to March 2023 from Bridgend County Borough Council, predominantly from the Communities First legacy fund, together with some housing benefit funding, in order to assist service users who are in poverty or at risk of poverty due to any number of reasons, which may include debt problems, financial difficulty, unemployment (claiming benefits, including Universal Credit), inability to budget or manage finances effectively and those experiencing 'in work poverty' or requiring information and support to undertake employment.

Help to Claim - funding for 2022-2023 from national Citizens Advice via the Department of Work & Pensions [DWI] in order to assist claimants to access support via telephone, web chat, online or face-to-face when making an initial claim for Universal Credit, up to time of the first payment.

Claim What's Yours - funding for 2022-2023 from the Welsh Assembly Government via the National Citizens advice to support the Welsh Governments income maximisation and benefit take up campaign.

Advice Link Cymru -Community Focus & Specialist Debt & Other - funding for two projects from the Welsh Assembly Government via the National Citizens advice to support clients in a targeted way across several advice areas, covering a regional footprint and targeting specific client needs/groups/ demographics.

BEIS (Department for Business, Energy and Industrial Strategy)

Funding awarded via Citizens Advice to support local offices to respond to Covid at the outset of the pandemic to build general capacity to help more people.

Pot 2 for IT support and equipment

Pot 3 Helping more people - this grant, to be spent by March 2023, is to be spent on building capacity to help more people (e.g. equipment, desks, Covid compliance, safety, staffing to answer more calls, and training).

Warmer Wales II (Moondance Foundation) - advising clients in or at risk of fuel poverty on income maximization, debt management and budgeting. We also assist with benefit and grant applications as well as providing practical energy advice on tariff switching and supporting on dealing with suppliers.

Basic Income Pilot -advice and support for Care Leavers taking part in the Basic income Pilot scheme in Bridgend County Borough .

Food Bank Partnership - advising clients who access support from Bridgend Foldable on budgeting and income maximization needs (in partnership with Bridgend Foldable) .

Energy Advice Programme - funding from Citizens Advice for the provision of one to one appointments to clients who are in or at risk of fuel poverty.

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

17. MOVEMENT IN FUNDS - continued

Domestic Violence - support victims of domestic violence

Innovation - year long funding from Core Development Service Fund for innovation in delivering advice (in partnership with National Citizens Advice)

Multiply - part of the government levelling fund to improve numeracy in adults. Funded in conjunction with Employability Bridgend.

Surplus Debt - self funded project to support resilience/staffing levels of trained debt caseworkers

Purposes of Designated Funds:

Staffing contingency - redundancy provision in the event of loss of funding.

Premises reserve - based on the unexpired lease terms of office premises.

Capital equipment - primarily to allow for continued renewal of IT equipment and software.

Service sustainability and development - to provide funding for the development of core service provision and support.

Fund Transfers

During the year there was a £1,634 transfer from the general fund to the Financial Advice Support Service fund. This was to cover a small overspend in expenditure.

During the year there was a £343 transfer from the general fund to the Help to Claim fund. This was to cover a small overspend in expenditure.

During the year there was a £3,613 transfer from the general fund to the Claim What's Yours fund. Costs of the project workers was around 75-80% of the project cost and the transfers was to cover the overspend in expenditure for overheads.

During the year there was a £4,551 transfer from the general fund to the Warmer Wales II fund. Costs of the project workers was around 75-80% of the project cost and the transfers was to cover the overspend in expenditure for overheads.

During the year there was a £1,900 transfer from the general fund to the Food Bank Partnership fund. Costs of the project workers was around 75-80% of the project cost and the transfers was to cover the overspend in expenditure for overheads.

During the year there was a £3,589 transfer from the general fund to the Advice Link Community Focus fund. There were funds spent on equipment during 2023/24 and a late injection of income in March 24 of £10,000 which was underspent. This was then spent in 2024/25 resulting in the transfer.

During the year there was a £12,228 transfer from the general fund to the Advice Link Specialist Debt and Other fund. Management had decided to fund debt advice at a higher level in 2024/25.

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

17. MOVEMENT IN FUNDS - continued

During the year there was a £10,847 transfer from the general fund to the Surplus Debt fund. As this was a self-funded project, there was no income.

18. EMPLOYEE BENEFIT OBLIGATIONS

The pension costs charged in the financial statements represent the contributions payable by the charity during the year.

19. OTHER FINANCIAL COMMITMENTS

At 31 March 2025 the company had commitments under non-cancellable operating leases as follows:

	2025	2024
	£	£
Amounts due within 12 months	25,022	25,022

20. RELATED PARTY DISCLOSURES

Apart from Trustee expenses (Note 10) and remuneration & benefits paid to key management personnel (note 11), there were no further related party transactions for the year ended 31 March 2025.

Bridgend County Borough Citizens Advice
Bureau

Detailed Statement of Financial Activities
for the Year Ended 31 March 2025

	2025 £	2024 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	685	440
Investment income		
Deposit account interest	17,916	17,884
Charitable activities		
Grants	1,035,505	1,036,068
Total incoming resources	1,054,106	1,054,392
EXPENDITURE		
Other trading activities		
Fund raising wages	6,264	5,203
Charitable activities		
Staff costs	680,866	666,703
Rent, water and premises levy	25,935	24,597
Insurance	6,208	5,757
Light and heat	21,303	17,912
Telephone & communications	14,983	13,546
Printing, postage & stationery	6,316	5,167
Advertising	273	-
Staff travel	1,587	1,607
Staff and volunteer training	5,936	9,231
Staff recruitment	1,350	1,677
Subsistence and refreshments	5,229	4,436
Volunteer expenses	674	-
Other staff expenses	154	58
Grant funding returned	-	2,779
Premises cleaning, repairs and maintenance	4,496	6,964
Reference materials etc.	7,235	7,872
Office IT and consultancy	19,113	22,975
Office equipment	19,859	28,654
Translation services	-	14
Depreciation of tangible fixed assets	1,473	2,395
	822,990	822,344

This page does not form part of the statutory financial statements

Bridgend County Borough Citizens Advice
Bureau

Detailed Statement of Financial Activities
for the Year Ended 31 March 2025

	2025 £	2024 £
Support costs		
Human resources		
Staff costs	199,152	202,813
Governance costs		
Audit fee	6,850	5,600
Professional fees	819	2,523
Bank charges	369	884
Trustees expenses	304	13
Sundry	-	55
Trustee development costs	-	458
	<u>8,342</u>	<u>9,533</u>
Total resources expended	<u>1,036,748</u>	<u>1,039,893</u>
Net income	<u><u>17,358</u></u>	<u><u>14,499</u></u>

This page does not form part of the statutory financial statements

Accounts

REGISTERED COMPANY NUMBER: 07448288 (England and Wales)
REGISTERED CHARITY NUMBER: 1139926

Report of the Trustees and
Financial Statements for the Year Ended 31 March 2024
for
Bridgend County Borough Citizens Advice
Bureau

Ashmole & Co
First Floor
1 St John's Court
Upper Fforest Way
Enterprise Park
Swansea
SA6 8QQ

Bridgend County Borough Citizens Advice
Bureau

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for the Year Ended 31 March 2024

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Bridgend County Borough Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2024

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

OBJECTIVES AND ACTIVITIES

Public benefit, objectives & activities

The constitutional objectives of the charity are to promote any charitable purpose for the benefit of the community in Bridgend and surrounding areas. This is mainly achieved by the provision of centres within the Bridgend County Borough to enable the community to receive advice. The trustees have had due regard to the Charity Commission's general guidance on public benefit when reviewing their aims and objectives and in planning their future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Bridgend County Borough Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2024

STRATEGIC REPORT

Achievement and performance

Charitable activities

Although challenging, a positive year continuing our recovery from the after-effects of the global pandemic. The inflationary effects of international and national disruption carrying over from the previous year having led to extremely high inflationary pressures. This has resulted in Cost of Living pressures not just on our client base but also on our staff members, necessitating a salary increase of 5% as well as a lump sum payment of 5% to all staff. Despite these adverse circumstances we have expanded our operations in line with our strategic Business Plan increasing our Financial Return by close to 25% compared to last year.

Despite indications of a more stable inflationary outlook the forward view is showing signs of a difficult financial environment for any new government, which will inevitably have deleterious effects on the circumstances our client base and put pressure on their advice needs over the coming year

As the year progressed the proportion of clients seen on a face to face basis has increased slowly but, while on target, as yet far short of pre-pandemic levels. In response to increasing demand, nominal staffing levels have increased. Although staff turnover has remained high the impact of this has been reduced because of improved recruitment and training regimes and pooling of potential replacement staff, allowing accelerated recruitment thereby increasing flexibility of staff numbers.

Our main funders have continued to support us through this period but timing of Funding payment issues occasionally raising the possibility of cash flow issues. Through several periods of staff shortages due to high turnover of staff the higher activity levels were maintained, with consequent increased income, resulting in a very healthy financial outcome, and end of year reserves

We continued to receive funding from Bridgend County Borough Council towards the charity's core charitable services. This accounted for around a fifth of grant funding received in the year, for which we are extremely grateful. This has enabled the continuation and extension of our core information and advice services.

Specific projects in the year included:

From 1 January 2020, we were successful in gaining grant funding from the Welsh Government's Single Advice Fund as part of a regional Cwm Taf package in collaboration with our brand partners in Rhondda Cynon Taf and Merthyr Tydfil. This funding replaced a variety of funding streams, and although initially for twelve month was extended for a further two years, ie until the end of calendar 2023, subsequently extended to late 2025. This has enabled advice services under specialist debt and other services, and more generalist community-focused advice, to be established and consolidated. This project is to be recommissioned during 2025 and will be the subject of a rebid process in Q3 of 2024-25. This rebid will be facilitated by the structures of the newly formed CASEW Consortium which incorporates the Cwm Taff Regional partners, RCT and Merthyr Tydfil.

Funding from Bridgend CBC from the Communities First legacy fund for provision of a Financial Advice & Support Service [FASS] commenced on 1 October 2018 initially for 18 months, but its success has led to further annual extensions. The scheme assists local service users, primarily those who reside within the former Communities First delivery areas of the Borough, who are in poverty or at risk of poverty.

Funding has been continued through this year and is due to be recommissioned in November 2024

Bridgend County Borough Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2024

Funding via the British Gas Energy Trust has provided advice and assistance to beneficiaries aimed at enabling them to manage their debts and budgets, maximise their income and ability to afford to pay their bills, enabling people to have warm homes through improving energy efficiency and improving their health and wellbeing. This project drew to its close during the year and was replaced by a similar scheme in 2022-2023 supported by Moondance, subsequently entitled Warmer Wales II, which has continued through this year.

Funding for a Help to Claim service has been allocated, via national funding for Citizens Advice, to assist in people's initial claims for universal credit from application through to first payment. This was won in a competitive bid in 2021-22 and has become a significant project for the LCA, funding being significantly further increased in 2022-23 and maintained through 2023-24.

A new project associated with Trussell Trust Foodbanks commenced in October 2022, running through 2023-24 under the auspices of a Foodbank Partnership and will continue into 24-25.

A new innovative project, Multiply has also been commissioned during the year in partnership with the local Council and Further Education College. This is expected to deliver £100k over the second half of this year and the whole of next.

Financial review

Reserves policy

The charity's financial reserves increased by £14,499 in the year, giving total reserves at the year-end of £568,507.

It continues to be the policy of the charity to maintain general unrestricted funds, which are the free reserves of the charity, at a minimum level equivalent to approximately three months', but ideally six months', expenditure, to provide sufficient funds to cover operating costs including management and administrative support costs, particularly as grant funding is often received in arrears. At the balance sheet date, free reserves for cash-flow purposes [i.e. unrestricted net current assets less designated reserves] had increased to £423,817.

The trustees regularly review their ability to meet obligations with the current level of reserves. The trustees also reviewed the levels of designated reserves which they have decided should be put aside for specific purposes, and have agreed to designate £106,021 to mitigate potential specific risks and to enable the further development of the service within financial constraints.

Bridgend County Borough Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2024

STRATEGIC REPORT

Future plans

The charity has been able to plan the coming year's activities with a firm funding programme, as set out above, with all projects due to operate until 31 March 2024 or beyond. We will continue to seek to deliver services in innovative ways and to reach out to as many people as possible, as the demand for quality independent, impartial, free advice is still growing.

Following another successful audit of our services by national Citizens Advice in April 2024 which gave excellent results on all key service indicators, we have continued to review all key policies and risks, and followed our vision : "To be the go-to advice service within Bridgend County Borough, improving the lives of those within our community and empowering clients across every demographic by providing accessible, impartial, confidential and high-quality advice through multiple channels." We will continue to drive service growth to meet demand with evidence-based flexible solutions for multichannel delivery, targeting hard-to-reach sectors of our community and meeting client need. We will work with local, regional and national partners to maintain, secure and diversify our funding services.

We are continuing to modernise and develop all aspects of governance. A further drive to recruit additional trustees with the skills and ambition required to take the organisation forward will take place, and trustee induction, development, mentoring and training will be developed further. We regularly review our governance structure in order to maintain effective support for and scrutiny of our staff and volunteers.

We continue to have positive discussions with all of our funders, who have endorsed necessary changes in the way we have had to deliver some services, and the re-designation of some service priorities.

Consequently, the trustees have reassessed the charity's ability to continue for at least twelve months from the date that the accounts are signed, and have concluded that no material uncertainties exist which cast doubt upon the charity's ability to continue as a going concern.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is constituted as a charitable company limited by guarantee incorporated on 23 November 2010, and is governed by its Memorandum and Articles of Association.

Recruitment and appointment of new trustees

The trustees are required to stand down upon 3 years of service, but may stand for re-election.

Structure, governance and management

Day to day management of the charity is delegated to the Chief Officer. Prior to the Pandemic much of the work of the charity has been undertaken by valued volunteers, a situation which is gradually being resumed. Appropriate induction & training is provided for staff, volunteers and trustees.

Risk management

The trustees regularly examine the major strategic, financial and operational risks faced by the charity, and have established procedures to mitigate those risks. Financial risks will be managed by seeking to agree funding for both core functions and specific projects for periods longer than twelve months and by seeking to build up free reserves as indicated above. Operational procedures for project and financial management are regularly examined at trustee meetings.

Bridgend County Borough Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2024

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

07448288 (England and Wales)

Registered Charity number

1139926

Registered office

Ground Floor
26 Dunraven Place
Bridgend
CF31 1JD

Trustees

Mr. P R Crocombe
Ms. R M Biggs - Chair
Councilor D Patel (resigned 7/11/23)
Mr. S D Hodgson (resigned 5/12/23)
Mr. A J Rees -Treasurer
Dr I Gray
S M Jones (appointed 7/11/23) (resigned 3/9/24)

Auditors

Ashmole & Co
First Floor
1 St John's Court
Upper Fforest Way
Enterprise Park
Swansea
SA6 8QQ

Chief Officer

The charity's chief officer is K Henson.

Bankers

Co-operative Bank, Business Direct, PO Box 250, Skelmersdale. WN8 6WT.
Julian Hodge Bank, 29 Windsor Place, Cardiff. CF10 3BZ.
Coventry Building Society, Economic House, PO Box 9, High Street, Coventry.CV15 5QN.
Monmouthshire Building Society, John Frost Square, Newport. NP20 1PX.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Bridgend County Borough 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).

Bridgend County Borough Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2024

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

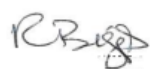
In so far as the trustees are aware:

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

AUDITORS

The auditors, Ashmole & Co, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 05/12/2024 and signed on the board's behalf by:



.....
Ms R M Biggs - Trustee

Report of the Independent Auditors to the Trustees of
Bridgend County Borough Citizens Advice
Bureau

Opinion

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

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; 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.

Report of the Independent Auditors to the Trustees of
Bridgend County Borough Citizens Advice
Bureau

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

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

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

Report of the Independent Auditors to the Trustees of
Bridgend County Borough Citizens Advice
Bureau

Our responsibilities for the audit of the financial statements

We have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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:

Irregularities are instances of non-compliance with laws and regulations. The objectives of our audit are to obtain sufficient appropriate audit evidence regarding compliance with laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements, to perform audit procedures to help identify instances of non-compliance with other laws and regulations that may have a material effect on the financial statement, and to respond appropriately to identified or suspected non-compliance with laws and regulations identified during the audit.

In relation to fraud, the objectives of our audit are to identify and assess the risk of material misstatement of the financial statements due to fraud, to obtain sufficient appropriate evidence regarding the assessed risks of material misstatement due to fraud through designing and implementing appropriate responses and to respond appropriately to fraud or suspected fraud identified during the audit.

However, it is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud, the audit engagement team:

- Obtained an understanding of the nature of the industry and sector, including the legal and regulatory framework that the company operates in and how the company is complying with the legal and regulatory framework;
- inquired of management, and those charged with governance, about their own identification and assessments of the risks of irregularities, including any known actual, suspected or alleged instances of fraud;
- discussed matters about non-compliance with laws and regulations and how fraud might occur including assessment of how and where the financial statements may be susceptible to fraud.

As a result of these procedures we consider the most significant laws and regulations that have a direct impact on the financial statements are FRS 102, and the Companies Act 2006. We performed audit procedures to detect non-compliance which may have a material impact on the financial statements which included reviewing financial statement disclosures.

The audit engagement team identified the risk of management override of controls as the area where the financial statements were most susceptible to material misstatement due to fraud. Audit procedures performed included but were not limited to testing manual journal entries and other adjustments and evaluating the business rationale in relation to any significant, unusual transactions and transactions entered into outside the normal course of business.

Report of the Independent Auditors to the Trustees of
Bridgend County Borough Citizens Advice
Bureau

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.

Other matters which we are required to address

The corresponding figures for the 2023 financial year were not audited as the client was outside the scope of audit.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees 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 trustees as a body, for our audit work, for this report, or for the opinions we have formed.

S Keith

Ashmole & Co
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006
First Floor
1 St John's Court
Upper Fforest Way
Enterprise Park
Swansea
SA6 8QQ

Date: 05/12/2024.....

Bridgend County Borough Citizens Advice
Bureau

Statement of Financial Activities
for the Year Ended 31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	440	-	440	-
Charitable activities	4				
Charitable projects		223,049	813,019	1,036,068	868,998
Investment income	3	17,884	-	17,884	3,366
Total		<u>241,373</u>	<u>813,019</u>	<u>1,054,392</u>	<u>872,364</u>
EXPENDITURE ON					
Raising funds	5	5,203	-	5,203	4,981
Charitable activities	6				
Charitable projects		202,543	832,147	1,034,690	811,945
Total		<u>207,746</u>	<u>832,147</u>	<u>1,039,893</u>	<u>816,926</u>
NET INCOME/(EXPENDITURE)		33,627	(19,128)	14,499	55,438
Transfers between funds	17	<u>(41,650)</u>	<u>41,650</u>	<u>-</u>	<u>-</u>
Net movement in funds		(8,023)	22,522	14,499	55,438
RECONCILIATION OF FUNDS					
Total funds brought forward		539,994	14,014	554,008	498,570
TOTAL FUNDS CARRIED FORWARD		<u><u>531,971</u></u>	<u><u>36,536</u></u>	<u><u>568,507</u></u>	<u><u>554,008</u></u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

Bridgend County Borough Citizens Advice
Bureau (Registered number: 07448288)

Balance Sheet
31 March 2024

	Notes	2024 £	2023 £
FIXED ASSETS			
Tangible assets	13	2,133	4,528
CURRENT ASSETS			
Debtors	14	66,167	24,868
Cash at bank and in hand		537,595	572,139
		603,762	597,007
CREDITORS			
Amounts falling due within one year	15	(37,388)	(47,527)
NET CURRENT ASSETS		566,374	549,480
TOTAL ASSETS LESS CURRENT LIABILITIES		568,507	554,008
NET ASSETS		568,507	554,008
FUNDS	17		
Unrestricted funds		531,971	539,994
Restricted funds		36,536	14,014
TOTAL FUNDS		568,507	554,008

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

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

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 audited under the requirements of Section 145 of the Charities Act 2011.

The notes form part of these financial statements

Bridgend County Borough Citizens Advice
Bureau (Registered number: 07448288)

Balance Sheet - continued
31 March 2024

The financial statements were approved by the Board of Trustees and authorised for issue on 05/12/2024 and were signed on its behalf by:



.....
Ms.R M Biggs - Trustee



.....
Mr A J Rees - Trustee

Bridgend County Borough Citizens Advice
Bureau

Cash Flow Statement
for the Year Ended 31 March 2024

Notes	2024 £	2023 £
Cash flows from operating activities		
Cash generated from operations 1	(52,428)	79,455
Net cash (used in)/provided by operating activities	(52,428)	79,455
Cash flows from investing activities		
Purchase of tangible fixed assets	-	(4,460)
Interest received	17,884	3,366
Net cash provided by/(used in) investing activities	17,884	(1,094)
Change in cash and cash equivalents in the reporting period	(34,544)	78,361
Cash and cash equivalents at the beginning of the reporting period	572,139	493,778
Cash and cash equivalents at the end of the reporting period	537,595	572,139

The notes form part of these financial statements

Bridgend County Borough Citizens Advice
Bureau

Notes to the Cash Flow Statement
for the Year Ended 31 March 2024

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

	2024 £	2023 £
Net income for the reporting period (as per the Statement of Financial Activities)	14,499	55,438
Adjustments for:		
Depreciation charges	2,395	5,449
Interest received	(17,884)	(3,366)
Increase in debtors	(41,299)	(8,247)
(Decrease)/increase in creditors	(10,139)	30,181
Net cash (used in)/provided by operations	~~(52,428)~~	~~79,455~~

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/23 £	Cash flow £	At 31/3/24 £
Net cash			
Cash at bank and in hand	572,139	(34,544)	537,595
	572,139	(34,544)	537,595
Total	~~572,139~~	~~(34,544)~~	~~537,595~~

The notes form part of these financial statements

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

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

The 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', the Charities Act 2011 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, any performance conditions attached to the item of income have been met or are fully within the control of the charity, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

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

Support costs relate to functions that assist the work of the charity but which do not directly relate to undertaking charitable activities. These costs are allocated between costs of raising funds and expenditure on charitable activities, on the basis of staff time devoted to those activities.

Tangible fixed assets

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

Fixtures and fittings	- 25% on cost
Computer equipment	- 33% on cost

Tangible fixed assets are stated at cost less accumulated depreciation. Only assets costing more than £700 are capitalised, unless specifically required by grant funders.

Taxation

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

Bridgend County Borough Citizens Advice
Bureau

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

1. ACCOUNTING POLICIES - continued

Fund accounting

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

Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside for specific purposes.

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

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

2. DONATIONS AND LEGACIES

	2024	2023
	£	£
Donations	440	-
	<u>440</u>	<u>-</u>

3. INVESTMENT INCOME

	2024	2023
	£	£
Deposit account interest	17,884	3,366
	<u>17,884</u>	<u>3,366</u>

4. INCOME FROM CHARITABLE ACTIVITIES

		2024	2023
	Activity	£	£
Grants	Charitable projects	1,036,068	868,998
		<u>1,036,068</u>	<u>868,998</u>

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

	2024	2023
	£	£
Bridgend CBC - Core funding (unrestricted income)	215,680	201,851
British Gas - Warmer Wales	41,479	-
Financial Advice Support Service	100,000	100,000
Help to Claim	169,050	166,741
Advice Link Community Focus	190,092	171,516
Advice Link Specialist Debt & Other	109,239	104,063
Claim What's Yours	37,800	36,000
Department for Work & Pensions	7,369	3,119
National Citizens Advice	48,900	-
RCT Basic Income Pilot	36,971	26,408
	<u>956,580</u>	<u>809,698</u>
Carried forward	956,580	809,698

Bridgend County Borough Citizens Advice
Bureau

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

4. INCOME FROM CHARITABLE ACTIVITIES - continued

	2024 £	2023 £
Brought forward	956,580	809,698
Energy Advice Programme	1,155	5,200
Moondance Foundation Warmer Wales II	-	31,600
Food Bank Partnership	45,000	22,500
Multiply	33,333	-
	<u>1,036,068</u>	<u>868,998</u>

5. RAISING FUNDS

Other trading activities

	2024 £	2023 £
Staff costs	<u>5,203</u>	<u>4,981</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 7) £	Support costs (see note 8) £	Totals £
Charitable projects	<u>822,344</u>	<u>212,346</u>	<u>1,034,690</u>

7. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2024 £	2023 £
Staff costs	666,703	507,895
Rent, water and premises levy	24,597	24,249
Insurance	5,757	4,240
Light and heat	17,912	13,810
Telephone & communications	13,546	10,692
Printing, postage & stationery	5,167	4,117
Staff travel	1,607	393
Staff and volunteer training	9,231	8,392
Staff recruitment	1,677	1,712
Subsistence and refreshments	4,436	3,850
Other staff expenses	58	58
Grant funding returned	2,779	-
Premises cleaning, repairs and maintenance	6,964	4,273
Reference materials etc.	7,872	11,750
Office IT and consultancy	22,975	17,402
Office equipment	28,654	21,950
Carried forward	<u>819,935</u>	<u>634,783</u>

Bridgend County Borough Citizens Advice
Bureau

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

7. DIRECT COSTS OF CHARITABLE ACTIVITIES - continued

	2024	2023
	£	£
Brought forward	819,935	634,783
Translation services	14	1,174
Depreciation	2,395	5,447
	<u>822,344</u>	<u>641,404</u>

8. SUPPORT COSTS

	Human resources £	Governance costs £	Totals £
Charitable projects	<u>202,813</u>	<u>9,533</u>	<u>212,346</u>

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

Human resources

	2024 Charitable projects £	2023 Total activities £
Staff costs	<u>202,813</u>	<u>163,963</u>

Governance costs

	2024 Charitable projects £	2023 Total activities £
Independent examiner fee	5,600	3,630
Professional fees	2,523	2,740
Bank charges	884	28
Trustees expenses	13	-
Sundry	55	45
Trustee development costs	458	80
Trustee subscriptions	-	55
	<u>9,533</u>	<u>6,578</u>

Bridgend County Borough Citizens Advice
Bureau

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

9. NET INCOME/(EXPENDITURE)

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

	2024	2023
	£	£
Depreciation - owned assets	2,395	5,449
	<u> </u>	<u> </u>

10. TRUSTEES' REMUNERATION AND BENEFITS

No expenses were paid to the Trustees during the year.

Trustees' expenses

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

11. STAFF COSTS

	2024	2023
	£	£
Wages and salaries	791,311	616,819
Social security costs	56,047	36,321
Other costs	-	-
Pension costs	27,361	23,699
	<u>874,719</u>	<u>676,839</u>
Key management personnel		
Salaries and benefits	<u>52,027</u>	<u>48,907</u>

Key management personnel comprises the Chief Officer.

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

	2024	2023
Management and support staff	7	8
Advisers	31	26
	<u>38</u>	<u>34</u>

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

Bridgend County Borough Citizens Advice
Bureau

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

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Charitable activities			
Charitable projects	204,970	664,028	868,998
Investment income	3,366	-	3,366
Total	<u>208,336</u>	<u>664,028</u>	<u>872,364</u>
 EXPENDITURE ON			
Raising funds	4,981	-	4,981
Charitable activities			
Charitable projects	141,119	670,826	811,945
Total	<u>146,100</u>	<u>670,826</u>	<u>816,926</u>
 NET INCOME/(EXPENDITURE)	62,236	(6,798)	55,438
Transfers between funds	<u>(6,798)</u>	<u>6,798</u>	<u>-</u>
Net movement in funds	55,438	-	55,438
 RECONCILIATION OF FUNDS			
Total funds brought forward	484,556	14,014	498,570
 TOTAL FUNDS CARRIED FORWARD	<u><u>539,994</u></u>	<u><u>14,014</u></u>	<u><u>554,008</u></u>

Bridgend County Borough Citizens Advice
Bureau

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

13. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2023 and 31 March 2024	9,651	39,576	49,227
DEPRECIATION			
At 1 April 2023	9,651	35,048	44,699
Charge for year	-	2,395	2,395
At 31 March 2024	9,651	37,443	47,094
NET BOOK VALUE			
At 31 March 2024	-	2,133	2,133
At 31 March 2023	-	4,528	4,528

Only assets costing more than £700 are capitalised, unless specifically required by grant funders.

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Other debtors	58,064	16,346
Prepayments	8,103	8,522
	<u>66,167</u>	<u>24,868</u>

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Social security and other taxes	10,714	10,485
Other creditors	11,480	8,874
Deferred income	-	15,000
Accrued expenses	15,194	13,168
	<u>37,388</u>	<u>47,527</u>

Bridgend County Borough Citizens Advice
Bureau

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

16. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Restricted funds	2024 Total funds	2023 Total funds
	£	£	£	£
Fixed assets	2,133	-	2,133	4,528
Current assets	567,226	36,536	603,762	597,007
Current liabilities	(37,388)	-	(37,388)	(47,527)
	<u>531,971</u>	<u>36,536</u>	<u>568,507</u>	<u>554,008</u>

17. MOVEMENT IN FUNDS

	At 1/4/23 £	Net movement in funds £	Transfers between funds £	At 31/3/24 £
Unrestricted funds				
General fund	433,973	33,627	(41,650)	425,950
Staffing Contingency	43,995	-	-	43,995
Premises Reserve	24,000	-	-	24,000
Capital Equipment	9,000	-	-	9,000
Service sustainability & development fund	29,026	-	-	29,026
	<u>539,994</u>	<u>33,627</u>	<u>(41,650)</u>	<u>531,971</u>
Restricted funds				
Financial Advice Support Service	-	(2,175)	2,175	-
Help to Claim	-	(3,852)	3,852	-
Money Advice Service Debt Advice				
Project Redundancy	5,042	-	-	5,042
Advice Link Community Focus	-	5,956	-	5,956
Advice Link Specialist Debt and Other	-	(6,016)	6,016	-
BEIS Helping More People	15	-	-	15
Domestic Violence	8,957	-	-	8,957
Claim What's Yours	-	(250)	250	-
Warmer Wales II	-	(4,223)	4,223	-
Food Bank Partnership	-	(986)	986	-
Basic Income Pilot	-	1,445	-	1,445
Energy Advice Program	-	1,155	-	1,155
Innovation	-	(16,799)	16,799	-
Multiply	-	13,966	-	13,966
Surplus Debt	-	(7,349)	7,349	-
	<u>14,014</u>	<u>(19,128)</u>	<u>41,650</u>	<u>36,536</u>
TOTAL FUNDS	<u>554,008</u>	<u>14,499</u>	<u>-</u>	<u>568,507</u>

Bridgend County Borough Citizens Advice
Bureau

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

17. 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	241,373	(207,746)	33,627
Restricted funds			
Financial Advice Support Service	100,000	(102,175)	(2,175)
Help to Claim	169,050	(172,902)	(3,852)
Advice Link Community Focus	190,092	(184,136)	5,956
Advice Link Specialist Debt and Other	109,239	(115,255)	(6,016)
Claim What's Yours	37,800	(38,050)	(250)
Warmer Wales II	41,479	(45,702)	(4,223)
Food Bank Partnership	45,000	(45,986)	(986)
Basic Income Pilot	36,971	(35,526)	1,445
Energy Advice Program	1,155	-	1,155
Innovation	48,900	(65,699)	(16,799)
Multiply	33,333	(19,367)	13,966
Surplus Debt	-	(7,349)	(7,349)
	813,019	(832,147)	(19,128)
TOTAL FUNDS	<u><u>1,054,392</u></u>	<u><u>(1,039,893)</u></u>	<u><u>14,499</u></u>

Bridgend County Borough Citizens Advice
Bureau

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

17. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/22 £	Net movement in funds £	Transfers between funds £	At 31/3/23 £
Unrestricted funds				
General fund	385,867	62,236	(14,130)	433,973
Staffing Contingency	36,663	-	7,332	43,995
Premises Reserve	24,000	-	-	24,000
Capital Equipment	9,000	-	-	9,000
Service sustainability & development fund	29,026	-	-	29,026
	<u>484,556</u>	<u>62,236</u>	<u>(6,798)</u>	<u>539,994</u>
Restricted funds				
Financial Advice Support Service	-	(593)	593	-
Help to Claim	-	(1,725)	1,725	-
Money Advice Service Debt Advice				
Project Redundancy	5,042	-	-	5,042
Advice Link Community Focus	-	(833)	833	-
Advice Link Specialist Debt and Other	-	(2,679)	2,679	-
BEIS Helping More People	15	-	-	15
Domestic Violence	8,957	-	-	8,957
Claim What's Yours	-	(437)	437	-
Warmer Wales II	-	(153)	153	-
Food Bank Partnership	-	(196)	196	-
Basic Income Pilot	-	(182)	182	-
	<u>14,014</u>	<u>(6,798)</u>	<u>6,798</u>	<u>14,014</u>
TOTAL FUNDS	<u>498,570</u>	<u>55,438</u>	<u>-</u>	<u>554,008</u>

Bridgend County Borough Citizens Advice
Bureau

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

17. 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	208,336	(146,100)	62,236
Restricted funds			
Financial Advice Support Service	100,000	(100,593)	(593)
Help to Claim	166,741	(168,466)	(1,725)
Advice Link Community Focus	171,516	(172,349)	(833)
Advice Link Specialist Debt and Other	104,063	(106,742)	(2,679)
Claim What's Yours	36,000	(36,437)	(437)
Warmer Wales II	31,600	(31,753)	(153)
Food Bank Partnership	22,500	(22,696)	(196)
Basic Income Pilot	26,408	(26,590)	(182)
Energy Advice Program	5,200	(5,200)	-
	664,028	(670,826)	(6,798)
TOTAL FUNDS	872,364	(816,926)	55,438

17. MOVEMENT IN FUNDS - continued

Purposes of Restricted Funds:

Money Advice Service Debt Advice Project Redundancy - funding provided to finance redundancy cost following withdrawal of MADCAP funding.

Financial Advice and Support Service [FASH] - funding from October 2018 to March 2023 from Bridgend County Borough Council, predominantly from the Communities First legacy fund, together with some housing benefit funding, in order to assist service users who are in poverty or at risk of poverty due to any number of reasons, which may include debt problems, financial difficulty, unemployment (claiming benefits, including Universal Credit), inability to budget or manage finances effectively and those experiencing 'in work poverty' or requiring information and support to undertake employment.

Help to Claim - funding for 2022-2023 from national Citizens Advice via the Department of Work & Pensions [DWI] in order to assist claimants to access support via telephone, web chat, online or face-to-face when making an initial claim for Universal Credit, up to time of the first payment.

Claim What's Yours - funding for 2022-2023 from the Welsh Assembly Government via the National Citizens advice to support the Welsh Governments income maximisation and benefit take up campaign.

Advice Link Cymru -Community Focus & Specialist Debt & Other - funding for two projects from the Welsh Assembly Government via the National Citizens advice to support clients in a targeted way across several advice areas, covering a regional footprint and targeting specific client needs/groups/demographics.

BEIS (Department for Business, Energy and Industrial Strategy)

Funding awarded via Citizens Advice to support local offices to respond to Covid at the outset of the pandemic to build general capacity to help more people.

Pot 2 for IT support and equipment

Pot 3 Helping more people - this grant, to be spent by March 2023, is to be spent on building capacity to help more people (e.g. equipment, desks, Covid compliance, safety, staffing to answer more calls, and training).

Warmer Wales II (Moondance Foundation) - advising clients in or at risk of fuel poverty on income maximization, debt management and budgeting. We also assist with benefit and grant applications as well as providing practical energy advice on tariff switching and supporting on dealing with suppliers.

Basic Income Pilot -advice and support for Care Leavers taking part in the Basic income Pilot scheme in Bridgend County Borough .

Food Bank Partnership - advising clients who access support from Bridgend Foldable on budgeting and income maximization needs (in partnership with Bridgend Foldable) .

Energy Advice Programme - funding from Citizens Advice for the provision of one to one appointments to clients who are in or at risk of fuel poverty.

Bridgend County Borough Citizens Advice
Bureau

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

17. MOVEMENT IN FUNDS - continued

Purposes of Designated Funds:

Staffing contingency - redundancy provision in the event of loss of funding.

Premises reserve - based on the unexpired lease terms of office premises.

Capital equipment - primarily to allow for continued renewal of IT equipment and software.

Service sustainability and development - to provide funding for the development of core service provision and support.

18. EMPLOYEE BENEFIT OBLIGATIONS

The pension costs charged in the financial statements represent the contributions payable by the charity during the year.

19. OTHER FINANCIAL COMMITMENTS

At 31 March 2024 the company had commitments under non-cancellable operating leases as follows:

	2024	2023
	£	£
Amounts due within 12 months	24,000	24,000
	<u>24,000</u>	<u>24,000</u>

20. RELATED PARTY DISCLOSURES

Apart from Trustee expenses (Note 10) and remuneration & benefits paid to key management personnel (note 11), there were no further related party transactions for the year ended 31 March 2024.

Bridgend County Borough Citizens Advice
Bureau

Detailed Statement of Financial Activities
for the Year Ended 31 March 2024

	2024 £	2023 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	440	-
Investment income		
Deposit account interest	17,884	3,366
Charitable activities		
Grants	1,036,068	868,998
Total incoming resources	1,054,392	872,364
EXPENDITURE		
Other trading activities		
Fund raising wages	5,203	4,981
Charitable activities		
Staff costs	666,703	507,895
Rent, water and premises levy	24,597	24,249
Insurance	5,757	4,240
Light and heat	17,912	13,810
Telephone & communications	13,546	10,692
Printing, postage & stationery	5,167	4,117
Staff travel	1,607	393
Staff and volunteer training	9,231	8,392
Staff recruitment	1,677	1,712
Subsistence and refreshments	4,436	3,850
Other staff expenses	58	58
Grant funding returned	2,779	-
Premises cleaning, repairs and maintenance	6,964	4,273
Reference materials etc.	7,872	11,750
Office IT and consultancy	22,975	17,402
Office equipment	28,654	21,950
Translation services	14	1,174
Depreciation of tangible fixed assets	2,395	5,447
	822,344	641,404
Support costs		

This page does not form part of the statutory financial statements

Bridgend County Borough Citizens Advice
Bureau

Detailed Statement of Financial Activities
for the Year Ended 31 March 2024

	2024 £	2023 £
Support costs		
Human resources		
Staff costs	202,813	163,963
Governance costs		
Independent examiner fee	5,600	3,630
Professional fees	2,523	2,740
Bank charges	884	28
Trustees expenses	13	-
Sundry	55	45
Trustee development costs	458	80
Trustee subscriptions	-	55
	9,533	6,578
Total resources expended	1,039,893	816,926
Net income	14,499	55,438

This page does not form part of the statutory financial statements

Accounts

REGISTERED COMPANY NUMBER: 07448288 (England and Wales)
REGISTERED CHARITY NUMBER: 1139926

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2023
for
Bridgend County Borough Citizens Advice
Bureau

Ashmole & Co
First Floor
1 St John's Court
Upper Fforest Way
Enterprise Park
Swansea
SA6 8QQ

Bridgend County Borough Citizens Advice
Bureau

Contents of the Financial Statements
for the Year Ended 31 March 2023

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Bridgend County Borough Citizens Advice
Bureau

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).

OBJECTIVES AND ACTIVITIES

Public benefit, objectives & activities

The constitutional objectives of the charity are to promote any charitable purpose for the benefit of the community in Bridgend and surrounding areas. This is mainly achieved by the provision of centres within the Bridgend County Borough to enable the community to receive advice. The trustees have had due regard to the Charity Commission's general guidance on public benefit when reviewing their aims and objectives and in planning their future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Report of the Trustees
for the Year Ended 31 March 2023

STRATEGIC REPORT

Achievement and performance

Charitable activities

A further challenging year with the lingering effects of the global pandemic still impacting our charitable activities.

In addition among world events, the invasion of Ukraine by Russia, and the instability of national government, has contributed to economic turmoil and soaring inflation, particularly impacting on energy prices.

As the year progressed, staff continued to primarily work remotely, but with a gradual return to the office with the LCA continuing to closely follow the Welsh Government Covid Guidelines at all times.

With the return to the office the proportion of clients seen on a face to face basis has increased but as yet far short of pre-pandemic levels

In response to the changing pattern of advice delivery and other factors, further staff re-organisation took place in order to increase client facing contribution of administration staff.

Staffing levels were difficult to maintain at standard levels because of high turn-over of staff, largely due to the pull of higher earning jobs, with less travelling time, rather than disenchantment with positions at the LCA.

Our main funders have continued to support us through this period, with some such as Help to Claim, substantially increased. Though some projects had come to the end of their natural life during the previous year, several of these were replaced by new projects with the overall effect of increasing activity levels. Despite several periods of staff shortages due to high turnover of staff the higher activity levels were maintained, with consequent increased income, resulting in a very healthy financial outcome.

We continued to receive funding from Bridgend County Borough Council towards the charity's core charitable services. This again accounted for around a quarter of grant funding received in the year, for which we are extremely grateful. This has enabled the continuation and extension of our core information and advice services even within the remaining constraints imposed by the pandemic. Increased capacity combined with training for new staff enabled more appointments for people requiring help to apply for health related benefits. There has been a continued shift in demand for our services during this time, with many more people seeking advice on debt and Cost of Living issues.

Specific projects in the year included:

From 1 January 2020, we were successful in gaining grant funding from the Welsh Government's Single Advice Fund as part of a regional Cwm Taf package in collaboration with our brand partners in Rhondda Cynon Taf and Merthyr Tydfil. This funding replaced a variety of funding streams, and was initially for twelve months but has been extended for a further three years, ie until the end of the 2023 calendar year, subsequently extended to the end of the 2024 calendar year.

This has enabled advice services under specialist debt and other services, and more generalist community-focused advice, to be established and consolidated.

Funding from Bridgend CBC from the Communities First legacy fund for provision of a Financial Advice & Support Service [FASS] commenced on 1 October 2018 initially for 18 months, but its success has led to further annual extensions. The scheme assists local service users, primarily those who reside within the former Communities First delivery areas of the Borough, who are in poverty or at risk of poverty.

Bridgend County Borough Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2023

Funding via the British Gas Energy Trust has provided advice and assistance to beneficiaries aimed at enabling them to manage their debts and budgets, maximise their income and ability to afford to pay their bills, enabling people to have warm homes through improving energy efficiency and improving their health and wellbeing. This project drew to its close during the year to be replaced by a similar scheme supported by Moondance entitled Warmer Wales II.

Funding for a Help to Claim service has been allocated, via national funding for Citizens Advice, to assist in people's initial claims for universal credit from application through to first payment. This was won in a competitive bid in 2021-22 and has become a significant project for the LCA, with funding being significantly further increased in 2022-23.

A new project associated with Trussell Trust Foodbanks has commenced in October 2022 and will continue into the subsequent year.

Financial review

Reserves policy

The charity's financial reserves increased by £55,438 in the year, including net income of £62,236 on unrestricted reserves and net deficit of £6,798 on restricted reserves, giving total reserves at the year-end of £554,008.

It continues to be the policy of the charity to maintain general unrestricted funds, which are the free reserves of the charity, at a minimum level equivalent to approximately three months', but ideally six months', expenditure, to provide sufficient funds to cover operating costs including management and administrative support costs, particularly as grant funding is often received in arrears. At the balance sheet date, free reserves for cash-flow purposes [i.e. unrestricted net current assets less designated reserves] had increased to £429,445, which exceeds the reserves policy aim of six months budgeted expenditure.

The trustees regularly review their ability to meet obligations with the current level of reserves. The trustees also reviewed the levels of designated reserves which they have decided should be put aside for specific purposes, and have agreed to designate £106,021 to mitigate potential specific risks and to enable the further development of the service within financial constraints.

Bridgend County Borough Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2023

STRATEGIC REPORT

Future plans

The charity has been able to plan the coming year's activities with a firm funding programme, as set out above, with all projects due to operate until 31 March 2024 or beyond. We will continue to seek to deliver services in innovative ways and to reach out to as many people as possible, as the demand for quality independent, impartial, free advice is still growing.

Following another successful audit of our services by national Citizens Advice in April 2021 which gave excellent results on all key service indicators, followed by a successful light touch audit in this year, we have continued to review all key policies and risks, and followed our vision : "To be the go-to advice service within Bridgend County Borough, improving the lives of those within our community and empowering clients across every demographic by providing accessible, impartial, confidential and high-quality advice through multiple channels."

We will continue to drive service growth to meet demand with evidence-based flexible solutions for multichannel delivery, targeting hard-to-reach sectors of our community and meeting client need. We will work with local, regional and national partners to maintain, secure and diversify our funding services.

We are continuing to modernise and develop all aspects of governance. A further drive to recruit additional trustees with the skills and ambition required to take the organisation forward will take place, and trustee induction, development, mentoring and training will be developed further. We regularly review our governance structure in order to maintain effective support for and scrutiny of our staff and volunteers.

We continue to have positive discussions with all of our funders, who have endorsed necessary changes in the way we have had to deliver some services, and the re-designation of some service priorities.

Consequently, the trustees have reassessed the charity's ability to continue for at least twelve months from the date that the accounts are signed, and have concluded that no material uncertainties exist which cast doubt upon the charity's ability to continue as a going concern.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is constituted as a charitable company limited by guarantee incorporated on 23 November 2010, and is governed by its Memorandum and Articles of Association.

Recruitment and appointment of new trustees

The trustees are required to stand down upon 3 years of service, but may stand for re-election.

Structure, governance and management

Day to day management of the charity is delegated to the Chief Officer. Much of the work of the charity is undertaken by valued volunteers, appropriate induction & training is provided for staff, volunteers and trustees.

Risk management

The trustees regularly examine the major strategic, financial and operational risks faced by the charity, and have established procedures to mitigate those risks. Financial risks will be managed by seeking to agree funding for both core functions and specific projects for periods longer than twelve months and by seeking to build up free reserves as indicated above. Operational procedures for project and financial management are regularly examined at trustee meetings.

Bridgend County Borough Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2023

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

07448288 (England and Wales)

Registered Charity number

1139926

Registered office

Ground Floor
26 Dunraven Place
Bridgend
CF31 1JD

Trustees

Mr P R Crocombe - Chair (resigned chair 7/12/2022)
Ms R M Thompson-Biggs - Chair (appointed chair 7/12/2022)
Councillor D Patel
Dr D P Carney (resigned 1/7/22)
Mr S D Hodgson - Vice chair
Mr A J Rees - Treasurer
Dr I Gray

Independent Examiner

Ashmole & Co
First Floor
1 St John's Court
Upper Fforest Way
Enterprise Park
Swansea
SA6 8QQ

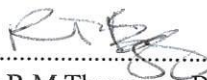
Chief Officer

The charity's chief officer is K Henson.

Bankers

Co-operative Bank, Business Direct, PO Box 250, Skelmersdale. WN8 6WT.
Julian Hodge Bank, 29 Windsor Place, Cardiff. CF10 3BZ.
Coventry Building Society, Economic House, PO Box 9, High Street, Coventry. CV15 5QN.
Monmouthshire Building Society, John Frost Square, Newport. NP20 1PX.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 10/10/2023..... and signed on the board's behalf by:

x  10/10/2023
Ms R M Thompson-Biggs - Trustee

Independent Examiner's Report to the Trustees of
Bridgend County Borough Citizens Advice
Bureau

Independent examiner's report to the trustees of Bridgend County Borough 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 2023.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

Independent Examiner's Report to the Trustees of
Bridgend County Borough Citizens Advice
Bureau

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

D S Morgan FCCA

Ashmole & Co
First Floor
1 St John's Court
Upper Fforest Way
Enterprise Park
Swansea
SA6 8QQ

Date: 10/10/2023

Bridgend County Borough Citizens Advice
Bureau

Statement of Financial Activities
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	-	-	-	320
Charitable activities	4				
Charitable projects		204,970	664,028	868,998	738,853
Investment income	3	3,366	-	3,366	1,889
Total		<u>208,336</u>	<u>664,028</u>	<u>872,364</u>	<u>741,062</u>
EXPENDITURE ON					
Raising funds	5	4,981	-	4,981	4,545
Charitable activities	6				
Charitable projects		141,119	670,826	811,945	702,483
Total		<u>146,100</u>	<u>670,826</u>	<u>816,926</u>	<u>707,028</u>
NET INCOME/(EXPENDITURE)		62,236	(6,798)	55,438	34,034
Transfers between funds	17	(6,798)	6,798	-	-
Net movement in funds		55,438	-	55,438	34,034
RECONCILIATION OF FUNDS					
Total funds brought forward		484,556	14,014	498,570	464,536
TOTAL FUNDS CARRIED FORWARD		<u><u>539,994</u></u>	<u><u>14,014</u></u>	<u><u>554,008</u></u>	<u><u>498,570</u></u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

Bridgend County Borough Citizens Advice
Bureau (Registered number: 07448288)

Balance Sheet
31 March 2023

	Notes	2023 £	2022 £
FIXED ASSETS			
Tangible assets	13	4,528	5,517
CURRENT ASSETS			
Debtors	14	24,868	16,621
Cash at bank and in hand		572,139	493,778
		<u>597,007</u>	<u>510,399</u>
CREDITORS			
Amounts falling due within one year	15	(47,527)	(17,346)
NET CURRENT ASSETS		<u>549,480</u>	<u>493,053</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		554,008	498,570
NET ASSETS		<u>554,008</u>	<u>498,570</u>
FUNDS	17		
Unrestricted funds		539,994	484,556
Restricted funds		14,014	14,014
TOTAL FUNDS		<u>554,008</u>	<u>498,570</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

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

The financial statements were approved by the Board of Trustees and authorised for issue on 10/10/2023 and were signed on its behalf by:

The notes form part of these financial statements

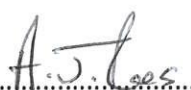
Bridgend County Borough Citizens Advice
Bureau (Registered Number: 07448288)

Balance Sheet – continued

31 March 2023

x  10/10/2023

Ms R. Thompson-Biggs - Trustee

.....  10/10/2023

Mr. A.J. Rees - Trustee

Bridgend County Borough 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	79,455	120,428
Net cash provided by operating activities		<u>79,455</u>	<u>120,428</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(4,460)	-
Interest received		3,366	1,889
Net cash (used in)/provided by investing activities		<u>(1,094)</u>	<u>1,889</u>
Change in cash and cash equivalents in the reporting period		<u>78,361</u>	<u>122,317</u>
Cash and cash equivalents at the beginning of the reporting period		<u>493,778</u>	<u>371,461</u>
Cash and cash equivalents at the end of the reporting period		<u><u>572,139</u></u>	<u><u>493,778</u></u>

The notes form part of these financial statements

Bridgend County Borough 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)	55,438	34,034
Adjustments for:		
Depreciation charges	5,449	4,944
Interest received	(3,366)	(1,889)
(Increase)/decrease in debtors	(8,247)	86,851
Increase/(decrease) in creditors	30,181	(3,512)
Net cash provided by operations	<u>79,455</u>	<u>120,428</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	493,778	78,361	572,139
	<u>493,778</u>	<u>78,361</u>	<u>572,139</u>
Total	<u>493,778</u>	<u>78,361</u>	<u>572,139</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.

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', the Charities Act 2011 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, any performance conditions attached to the item of income have been met or are fully within the control of the charity, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

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

Support costs relate to functions that assist the work of the charity but which do not directly relate to undertaking charitable activities. These costs are allocated between costs of raising funds and expenditure on charitable activities, on the basis of staff time devoted to those activities.

Tangible fixed assets

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

Fixtures and fittings	- 25% on cost
Computer equipment	- 33% on cost

Tangible fixed assets are stated at cost less accumulated depreciation. Only assets costing more than £700 are capitalised, unless specifically required by grant funders.

Taxation

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

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

1. ACCOUNTING POLICIES - continued

Fund accounting

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

Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside for specific purposes.

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

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

2. DONATIONS AND LEGACIES

	2023	2022
	£	£
Donations	-	320
	<u> </u>	<u> </u>

3. INVESTMENT INCOME

	2023	2022
	£	£
Deposit account interest	3,366	1,889
	<u> </u>	<u> </u>

4. INCOME FROM CHARITABLE ACTIVITIES

		2023	2022
	Activity	£	£
Grants	Charitable projects	868,998	738,853
		<u> </u>	<u> </u>

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

	2023	2022
	£	£
Bridgend CBC - Core funding (unrestricted income)	201,851	183,452
British Gas - Warmer Wales	-	20,034
Financial Advice Support Service	100,000	100,000
Help to Claim	166,741	72,667
Advice Link Community Focus	171,516	164,919
Advice Link Specialist Debt & Other	104,063	100,139
Domestic Violence	-	28,000
Employment Upskilling	-	9,833
Torfaen CAB	-	10,000
Claim What's Yours	36,000	15,000
	<u> </u>	<u> </u>
Carried forward	780,171	704,044

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

4. INCOME FROM CHARITABLE ACTIVITIES - continued

	2023	2022
	£	£
Brought forward	780,171	704,044
Public Health Wales	-	27,000
Department for Work & Pensions	3,119	6,909
National Citizens Advice	-	900
RCT Basic Income Pilot	26,408	-
Energy Advice Programme	5,200	-
Moondance Foundation Warmer Wales II	31,600	-
Food Bank Partnership	22,500	-
	<u>868,998</u>	<u>738,853</u>

5. RAISING FUNDS

Other trading activities

	2023	2022
	£	£
Staff costs	<u>4,981</u>	<u>4,545</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 7)	Support costs (see note 8)	Totals
	£	£	£
Charitable projects	<u>641,404</u>	<u>170,541</u>	<u>811,945</u>

7. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2023	2022
	£	£
Staff costs	507,895	379,030
Rent, water and premises levy	24,249	24,230
Insurance	4,240	4,028
Light and heat	13,810	5,703
Telephone & communications	10,692	9,083
Printing, postage & stationery	4,117	3,916
Advertising	-	30
Staff travel	393	-
Staff and volunteer training	8,392	8,567
Staff recruitment	1,712	2,779
Subsistence and refreshments	3,850	2,339
Other staff expenses	58	545
Premises cleaning, repairs and maintenance	<u>4,273</u>	<u>5,278</u>
Carried forward	583,681	445,528

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

7. DIRECT COSTS OF CHARITABLE ACTIVITIES - continued

	2023	2022
	£	£
Brought forward	583,681	445,528
Reference materials etc.	11,750	9,142
Office IT and consultancy	17,402	14,214
Office equipment	21,950	22,371
Other office expenses	-	900
Translation services	1,174	1,091
Depreciation	5,447	4,944
	<u>641,404</u>	<u>498,190</u>

8. SUPPORT COSTS

	Human resources	Governance costs	Totals
	£	£	£
Charitable projects	<u>163,963</u>	<u>6,578</u>	<u>170,541</u>

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

Human resources

	2023 Charitable projects	2022 Total activities
	£	£
Staff costs	<u>163,963</u>	<u>199,433</u>

Governance costs

	2023 Charitable projects	2022 Total activities
	£	£
Independent examiner fee	3,630	3,300
Professional fees	2,740	1,310
Bank charges	28	-
Sundry	45	250
Trustee development costs	80	-
Trustee subscriptions	55	-
	<u>6,578</u>	<u>4,860</u>

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

9. NET INCOME/(EXPENDITURE)

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

	2023	2022
	£	£
Depreciation - owned assets	5,449	4,944
	<u>5,449</u>	<u>4,944</u>

10. TRUSTEES' REMUNERATION AND BENEFITS

No expenses were paid to the Trustees during the year.

Trustees' expenses

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

11. STAFF COSTS

	2023	2022
	£	£
Wages and salaries	616,819	518,594
Social security costs	36,321	36,926
Other costs	-	-
Pension costs	23,699	19,488
	<u>676,839</u>	<u>583,008</u>
Key management personnel		
Salaries and benefits	<u>48,907</u>	<u>45,448</u>

Key management personnel comprises the Chief Officer.

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

	2023	2022
Management and support staff	8	12
Advisers	26	26
	<u>34</u>	<u>38</u>

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

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	320	-	320
Charitable activities			
Charitable projects	191,261	547,592	738,853
Investment income	1,889	-	1,889
Total	<u>193,470</u>	<u>547,592</u>	<u>741,062</u>
EXPENDITURE ON			
Raising funds	4,545	-	4,545
Charitable activities			
Charitable projects	122,478	580,005	702,483
Total	<u>127,023</u>	<u>580,005</u>	<u>707,028</u>
NET INCOME/(EXPENDITURE)	66,447	(32,413)	34,034
Transfers between funds	<u>(10,748)</u>	<u>10,748</u>	<u>-</u>
Net movement in funds	55,699	(21,665)	34,034
RECONCILIATION OF FUNDS			
Total funds brought forward	428,857	35,679	464,536
TOTAL FUNDS CARRIED FORWARD	<u>484,556</u>	<u>14,014</u>	<u>498,570</u>

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

13. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2022	9,651	35,116	44,767
Additions	-	4,460	4,460
At 31 March 2023	9,651	39,576	49,227
DEPRECIATION			
At 1 April 2022	9,651	29,599	39,250
Charge for year	-	5,449	5,449
At 31 March 2023	9,651	35,048	44,699
NET BOOK VALUE			
At 31 March 2023	-	4,528	4,528
At 31 March 2022	-	5,517	5,517

Only assets costing more than £700 are capitalised, unless specifically required by grant funders.

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Other debtors	16,346	11,619
Prepayments	8,522	5,002
	24,868	16,621

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Social security and other taxes	10,485	9,231
Other creditors	8,874	3,447
Deferred income	15,000	-
Accrued expenses	13,168	4,668
	<u>47,527</u>	<u>17,346</u>

16. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Restricted funds	2023 Total funds	2022 Total funds
	£	£	£	£
Fixed assets	4,528	-	4,528	5,517
Current assets	582,993	14,014	597,007	510,399
Current liabilities	(47,527)	-	(47,527)	(17,346)
	<u>539,994</u>	<u>14,014</u>	<u>554,008</u>	<u>498,570</u>

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

17. 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	208,336	(146,100)	62,236
Restricted funds			
Financial Advice Support Service	100,000	(100,593)	(593)
Help to Claim	166,741	(168,466)	(1,725)
Advice Link Community Focus	171,516	(172,349)	(833)
Advice Link Specialist Debt and Other	104,063	(106,742)	(2,679)
Claim What's Yours	36,000	(36,437)	(437)
Warmer Wales II	31,600	(31,753)	(153)
Food Bank Partnership	22,500	(22,696)	(196)
Basic Income Pilot	26,408	(26,590)	(182)
Energy Advice Program	5,200	(5,200)	-
	<u>664,028</u>	<u>(670,826)</u>	<u>(6,798)</u>
TOTAL FUNDS	<u><u>872,364</u></u>	<u><u>(816,926)</u></u>	<u><u>55,438</u></u>

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

17. 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	306,168	66,447	13,252	385,867
Staffing Contingency	36,663	-	-	36,663
Premises Reserve	48,000	-	(24,000)	24,000
Capital Equipment	9,000	-	-	9,000
Service sustainability & development fund	29,026	-	-	29,026
	<u>428,857</u>	<u>66,447</u>	<u>(10,748)</u>	<u>484,556</u>
Restricted funds				
British Gas - Warmer Wales	-	(913)	913	-
Financial Advice Support Service	-	(951)	951	-
Help to Claim	-	(4,827)	4,827	-
Money Advice Service Debt Advice				
Project Redundancy	5,042	-	-	5,042
Advice Link Community Focus	-	(2,053)	2,053	-
Advice Link Specialist Debt and Other	-	(1,774)	1,774	-
BEIS Helping More People	10,251	(10,236)	-	15
Meeting More People	16	(16)	-	-
Community Foundation Wales	953	(953)	-	-
Domestic Violence	9,093	(136)	-	8,957
Building Debt Capacity	891	(1,055)	164	-
Employment Upskilling	9,433	(9,437)	4	-
Carers Project	-	(16)	16	-
Claim What's Yours	-	(1)	1	-
Public Health Wales	-	(45)	45	-
	<u>35,679</u>	<u>(32,413)</u>	<u>10,748</u>	<u>14,014</u>
TOTAL FUNDS	<u>464,536</u>	<u>34,034</u>	<u>-</u>	<u>498,570</u>

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

17. 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	193,470	(127,023)	66,447
Restricted funds			
British Gas - Warmer Wales	20,034	(20,947)	(913)
Financial Advice Support Service	100,000	(100,951)	(951)
Help to Claim	72,667	(77,494)	(4,827)
Advice Link Community Focus	164,919	(166,972)	(2,053)
Advice Link Specialist Debt and Other	100,139	(101,913)	(1,774)
BEIS Helping More People	-	(10,236)	(10,236)
Meeting More People	-	(16)	(16)
Community Foundation Wales	-	(953)	(953)
Domestic Violence	28,000	(28,136)	(136)
Building Debt Capacity	-	(1,055)	(1,055)
Employment Upskilling	9,833	(19,270)	(9,437)
Carers Project	10,000	(10,016)	(16)
Claim What's Yours	15,000	(15,001)	(1)
Public Health Wales	27,000	(27,045)	(45)
	<u>547,592</u>	<u>(580,005)</u>	<u>(32,413)</u>
TOTAL FUNDS	<u>741,062</u>	<u>(707,028)</u>	<u>34,034</u>

17. MOVEMENT IN FUNDS - continued

Purposes of Restricted Funds:

Money Advice Service Debt Advice Project Redundancy - funding provided to finance redundancy cost following withdrawal of MADCAP funding.

Financial Advice and Support Service [FASH] - funding from October 2018 to March 2023 from Bridgend County Borough Council, predominantly from the Communities First legacy fund, together with some housing benefit funding, in order to assist service users who are in poverty or at risk of poverty due to any number of reasons, which may include debt problems, financial difficulty, unemployment (claiming benefits, including Universal Credit), inability to budget or manage finances effectively and those experiencing 'in work poverty' or requiring information and support to undertake employment.

Help to Claim - funding for 2022-2023 from national Citizens Advice via the Department of Work & Pensions [DWI] in order to assist claimants to access support via telephone, web chat, online or face-to-face when making an initial claim for Universal Credit, up to time of the first payment.

Claim What's Yours - funding for 2022-2023 from the Welsh Assembly Government via the National Citizens advice to support the Welsh Governments income maximisation and benefit take up campaign.

Advice Link Cymru -Community Focus & Specialist Debt & Other - funding for two projects from the Welsh Assembly Government via the National Citizens advice to support clients in a targeted way across several advice areas, covering a regional footprint and targeting specific client needs/groups/ demographics.

BIAS (Department for Business, Energy and Industrial Strategy)

Funding awarded via Citizens Advice to support local offices to respond to Covid at the outset of the pandemic to build general capacity to help more people.

Pot 2 for IT support and equipment

Pot 3 Helping more people - this grant, to be spent by March 2023, is to be spent on building capacity to help more people (e.g. equipment, desks, Covid compliance, safety, staffing to answer more calls, and training).

Warmer Wales II (Moondance Foundation) - advising clients in or at risk of fuel poverty on income maximization, debt management and budgeting. We also assist with benefit and grant applications as well as providing practical energy advice on tariff switching and supporting on dealing with suppliers.

Basic Income Pilot -advice and support for Care Leavers taking part in the Basic income Pilot scheme in Bridgend County Borough .

Food Bank Partnership - advising clients who access support from Bridgend Foldable on budgeting and income maximization needs (in partnership with Bridgend Foldable) .

Energy Advice Programme - funding from Citizens Advice for the provision of one to one appointments to clients who are in or at risk of fuel poverty.

Purposes of Designated Funds:

Staffing contingency - redundancy provision in the event of loss of funding.

Premises reserve - based on the unexpired lease terms of office premises.

Capital equipment - primarily to allow for continued renewal of IT equipment and software.

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

17. MOVEMENT IN FUNDS - continued

Service sustainability and development - to provide funding for the development of core service provision and support.

18. EMPLOYEE BENEFIT OBLIGATIONS

The pension costs charged in the financial statements represent the contributions payable by the charity during the year.

19. OTHER FINANCIAL COMMITMENTS

At 31 March 2022 the company had commitments under non-cancellable operating leases as follows:

	2022	2021
	£	£
Amounts due within 12 months	24,000	27,141
	<u> </u>	<u> </u>

20. RELATED PARTY DISCLOSURES

Apart from Trustee expenses (Note 10) and remuneration & benefits paid to key management personnel (note 11), there were no further related party transactions for the year ended 31 March 2023.

Bridgend County Borough Citizens Advice
Bureau

Detailed Statement of Financial Activities
for the Year Ended 31 March 2023

	2023 £	2022 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	-	320
Investment income		
Deposit account interest	3,366	1,889
Charitable activities		
Grants	868,998	738,853
Total incoming resources	872,364	741,062
EXPENDITURE		
Other trading activities		
Fund raising wages	4,981	4,545
Charitable activities		
Staff costs	507,895	379,030
Rent, water and premises levy	24,249	24,230
Insurance	4,240	4,028
Light and heat	13,810	5,703
Telephone & communications	10,692	9,083
Printing, postage & stationery	4,117	3,916
Advertising	-	30
Staff travel	393	-
Staff and volunteer training	8,392	8,567
Staff recruitment	1,712	2,779
Subsistence and refreshments	3,850	2,339
Other staff expenses	58	545
Premises cleaning, repairs and maintenance	4,273	5,278
Reference materials etc.	11,750	9,142
Office IT and consultancy	17,402	14,214
Office equipment	21,950	22,371
Other office expenses	-	900
Translation services	1,174	1,091
Depreciation of tangible fixed assets	5,447	4,944
	641,404	498,190
Support costs		

This page does not form part of the statutory financial statements

Bridgend County Borough Citizens Advice
Bureau

Detailed Statement of Financial Activities
for the Year Ended 31 March 2023

	2023	2022
	£	£
Support costs		
Human resources		
Staff costs	163,963	199,433
Governance costs		
Independent examiner fee	3,630	3,300
Professional fees	2,740	1,310
Bank charges	28	-
Sundry	45	250
Trustee development costs	80	-
Trustee subscriptions	55	-
	<u>6,578</u>	<u>4,860</u>
Total resources expended	<u>816,926</u>	<u>707,028</u>
Net income	<u><u>55,438</u></u>	<u><u>34,034</u></u>

Accounts

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2022
for
Bridgend County Borough Citizens Advice
Bureau

Ashmole & Co
First Floor
1 St John's Court
Upper Fforest Way
Enterprise Park
Swansea
SA6 8QQ

Bridgend County Borough Citizens Advice
Bureau

Contents of the Financial Statements
for the Year Ended 31 March 2022

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Bridgend County Borough Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2022

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

OBJECTIVES AND ACTIVITIES

Public benefit, objectives & activities

The constitutional objectives of the charity are to promote any charitable purpose for the benefit of the community in Bridgend and surrounding areas. This is mainly achieved by the provision of centres within the Bridgend County Borough to enable the community to receive advice. The trustees have had due regard to the Charity Commission's general guidance on public benefit when reviewing their aims and objectives and in planning their future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Bridgend County Borough Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2022

STRATEGIC REPORT

Achievement and performance

Charitable activities

Another challenging year with the effects of the global pandemic still impacting all of our charitable activities.

Due to the continuing impact of COVID, staff continued to primarily work remotely, but as the year progressed staff have been gradually returning to work in the office for client appointments. Client visits to the office are by appointment only and strict COVID precautions are in place.

To date our ability to assist our clients has been modified but not restricted by the Pandemic.

Our main funders have continued to support us through this period. Though some projects had come to the end of their natural life during the previous year, some of the remnant funding was a useful source of income which assisted us in achieving a reasonably comfortable financial position.

We continued to receive funding from Bridgend County Borough Council towards the charity's core charitable services. This accounted for around a quarter of grant funding received in the year, for which we are extremely grateful, which has enabled the continuation and extension of our core information and advice services even within the constraints imposed by the pandemic. Increased capacity combined with training for new staff enabled more appointments for people requiring help to apply for benefits such as PIP. There has been a continued shift in demand for our services during this time, with many more people seeking advice on employment and benefit matters, and the complexity of issues being magnified. We have also seen an increase in the number of clients with long term health conditions accessing our services.

Specific projects in the year included:

- From 1 January 2020, we were successful in gaining grant funding from the Welsh Government's Single Advice Fund as part of a regional Cwm Taf package in collaboration with our brand partners in Rhondda Cynon Taf and Merthyr Tydfil. This funding replaced a variety of funding streams, and was initially for twelve months but has been extended for a further two years, ie until the end of calendar 2023. This has enabled advice services under specialist debt and other services, and more generalist community-focused advice, to be established and consolidated.
- Funding from Bridgend CBC from the Communities First legacy fund for provision of a Financial Advice & Support Service [FASS] commenced on 1 October 2018 initially for 18 months, but its success has led to further annual extensions. The scheme assists local service users, primarily those who reside within the former Communities First delivery areas of the Borough, who are in poverty or at risk of poverty.
- Funding via the British Gas Energy Trust to provide advice and assistance to beneficiaries aimed at enabling them to manage their debts and budgets, maximise their income and ability to afford to pay their bills, enabling people to have warm homes through improving energy efficiency and improving their health and wellbeing. This project drew to its close during the year to be replaced by a similar scheme in 2022-2023 supported by Moondance.
- Funding for a Help to Claim service, via national funding for Citizens Advice, to assist in people's initial claims for universal credit from application through to first payment, was won in a testing bid and has become a significant project for the LCA.

Bridgend County Borough Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2022

STRATEGIC REPORT

Financial review

Reserves policy

The charity's financial reserves increased by £34,034 in the year, including net income of £55,699 on unrestricted reserves and net deficit of £21,665 on restricted reserves, giving total reserves at the year-end of £498,570.

It continues to be the policy of the charity to maintain general unrestricted funds, which are the free reserves of the charity, at a minimum level equivalent to approximately three months', but ideally six months', expenditure, to provide sufficient funds to cover operating costs including management and administrative support costs, particularly as grant funding is often received in arrears. At the balance sheet date, free reserves for cash-flow purposes [i.e. unrestricted net current assets less designated reserves] had increased to £380,350, which equates to around six months' of budgeted expenditure.

The trustees regularly review their ability to meet obligations with the current level of reserves. The trustees also reviewed the levels of designated reserves which they have decided should be put aside for specific purposes, and have agreed to designate £98,689 to mitigate potential specific risks and to enable the further development of the service within financial constraints.

Future plans

The charity has been able to plan the coming year's activities with a firm funding programme, as set out above, with all projects due to operate until 31 March 2023. We will continue to seek to deliver services in innovative ways and to reach out to as many people as possible, as the demand for quality independent, impartial, free advice is still growing.

Following another successful audit of our services by national Citizens Advice in April 2021 which gave excellent results on all key service indicators, we have continued to review all key policies and risks, and followed our vision is: "To be the go-to advice service within Bridgend County Borough, improving the lives of those within our community and empowering clients across every demographic by providing accessible, impartial, confidential and high-quality advice through multiple channels." We will continue to drive service growth to meet demand with evidence-based flexible solutions for multichannel delivery, targeting hard-to-reach sectors of our community and meeting client need. We will work with local, regional and national partners to maintain, secure and diversify our funding services.

We are continuing to modernise and develop all aspects of governance. A further drive to recruit additional trustees with the skills and ambition required to take the organisation forward, and trustee induction, development, mentoring and training will be developed further. We regularly review our governance structure in order to maintain effective support for and scrutiny of our staff and volunteers.

We continue to have positive discussions with all of our funders, who have endorsed necessary changes in the way we have had to deliver some services, and the re-designation of some service priorities.

Consequently, the trustees have reassessed the charity's ability to continue for at least twelve months from the date that the accounts are signed, and have concluded that no material uncertainties exist which cast doubt upon the charity's ability to continue as a going concern.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is constituted as a charitable company limited by guarantee incorporated on 23 November 2010, and is governed by its Memorandum and Articles of Association.

Bridgend County Borough Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment and appointment of new trustees

The trustees are required to stand down upon 3 years of service, but may stand for re-election.

Structure, governance and management

Day to day management of the charity is delegated to the Chief Officer. Much of the work of the charity is undertaken by valued volunteers, appropriate induction & training is provided for staff, volunteers and trustees.

Risk management

The trustees regularly examine the major strategic, financial and operational risks faced by the charity, and have established procedures to mitigate those risks. Financial risks will be managed by seeking to agree funding for both core functions and specific projects for periods longer than twelve months and by seeking to build up free reserves as indicated above. Operational procedures for project and financial management are regularly examined at trustee meetings.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

07448288 (England and Wales)

Registered Charity number

1139926

Registered office

Ground Floor
26 Dunraven Place
Bridgend
CF31 1JD

Trustees

Mr P R Crocombe - Chair
Mr A W Dodd - Treasurer (resigned 25/3/22)
Councillor D Patel
Mr M N Strange (resigned 25/11/21)
Dr D P Carney (resigned 1/7/22)
Mr S D Hodgson - Vice chair
Mr A J Rees - Treasurer
Dr I Gray
Ms L L Hill (resigned 22/7/21)
Ms R M Thompson-Biggs (appointed 5/1/22)

Independent Examiner

Ashmole & Co
First Floor
1 St John's Court
Upper Fforest Way
Enterprise Park
Swansea
SA6 8QQ

Bridgend County Borough Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2022

REFERENCE AND ADMINISTRATIVE DETAILS

Independent Examiner

Ashmole & Co
First Floor
1 St John's Court
Upper Fforest Way
Enterprise Park
Swansea
SA6 8QQ

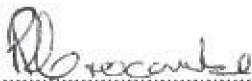
Chief Officer

The charity's chief officer is K Henson.

Bankers

Co-operative Bank, Business Direct, PO Box 250, Skelmersdale. WN8 6WT.
Julian Hodge Bank, 29 Windsor Place, Cardiff. CF10 3BZ.
Coventry Building Society, Economic House, PO Box 9, High Street, Coventry. CV15 5QN.
Monmouthshire Building Society, John Frost Square, Newport. NP20 1PX.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 11.10.22..... and signed on the board's behalf by:



Mr P R Crocombe - Trustee



MR A. J. REES - TRUSTEE

04.11.2022

Independent Examiner's Report to the Trustees of
Bridgend County Borough Citizens Advice
Bureau

Independent examiner's report to the trustees of Bridgend County Borough 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 2022.

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 Report to the Trustees of
Bridgend County Borough Citizens Advice
Bureau

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 FCCA 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.

D S Morgan
FCCA
Ashmole & Co
First Floor
1 St John's Court
Upper Fforest Way
Enterprise Park
Swansea
SA6 8QQ

Date: 11.10.2022

Bridgend County Borough Citizens Advice
Bureau

Statement of Financial Activities
for the Year Ended 31 March 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	320	-	320	277
Charitable activities					
Charitable projects		191,261	547,592	738,853	718,051
Investment income	3	1,889	-	1,889	2,026
Total		<u>193,470</u>	<u>547,592</u>	<u>741,062</u>	<u>720,354</u>
EXPENDITURE ON					
Raising funds	5	4,545	-	4,545	4,228
Charitable activities	6				
Charitable projects		122,478	580,005	702,483	606,828
Total		<u>127,023</u>	<u>580,005</u>	<u>707,028</u>	<u>611,056</u>
NET INCOME/(EXPENDITURE)		66,447	(32,413)	34,034	109,298
Transfers between funds	17	(10,748)	10,748	-	-
Net movement in funds		55,699	(21,665)	34,034	109,298
RECONCILIATION OF FUNDS					
Total funds brought forward		428,857	35,679	464,536	355,238
TOTAL FUNDS CARRIED FORWARD		<u>484,556</u>	<u>14,014</u>	<u>498,570</u>	<u>464,536</u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

Bridgend County Borough Citizens Advice
Bureau (Registered number: 07448288)

Balance Sheet
31 March 2022

	Notes	2022 £	2021 £
FIXED ASSETS			
Tangible assets	13	5,517	10,461
CURRENT ASSETS			
Debtors	14	16,621	103,472
Cash at bank and in hand		493,778	371,461
		<u>510,399</u>	<u>474,933</u>
CREDITORS			
Amounts falling due within one year	15	(17,346)	(20,858)
NET CURRENT ASSETS		<u>493,053</u>	<u>454,075</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		498,570	464,536
NET ASSETS		<u>498,570</u>	<u>464,536</u>
FUNDS	17		
Unrestricted funds		484,556	428,857
Restricted funds		14,014	35,679
TOTAL FUNDS		<u>498,570</u>	<u>464,536</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

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

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

The notes form part of these financial statements

Bridgend County Borough Citizens Advice
Bureau (Registered number: 07448288)

Balance Sheet - continued
31 March 2022

The financial statements were approved by the Board of Trustees and authorised for issue on
11.10.2022 and were signed on its behalf by:



Mr P R Crocombe - Trustee



Mr A J Rees - Trustee

04.11.2022

The notes form part of these financial statements

Bridgend County Borough Citizens Advice
Bureau

Cash Flow Statement
for the Year Ended 31 March 2022

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	120,428	26,152
Net cash provided by operating activities		<u>120,428</u>	<u>26,152</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		-	(8,316)
Interest received		1,889	2,026
Net cash provided by/(used in) investing activities		<u>1,889</u>	<u>(6,290)</u>
Change in cash and cash equivalents in the reporting period		<u>122,317</u>	<u>19,862</u>
Cash and cash equivalents at the beginning of the reporting period		<u>371,461</u>	<u>351,599</u>
Cash and cash equivalents at the end of the reporting period		<u><u>493,778</u></u>	<u><u>371,461</u></u>

The notes form part of these financial statements

Bridgend County Borough Citizens Advice
Bureau

Notes to the Cash Flow Statement
for the Year Ended 31 March 2022

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

	2022 £	2021 £
Net income for the reporting period (as per the Statement of Financial Activities)	34,034	109,298
Adjustments for:		
Depreciation charges	4,944	4,118
Interest received	(1,889)	(2,026)
Decrease/(increase) in debtors	86,851	(92,550)
(Decrease)/increase in creditors	(3,512)	7,312
	<u>120,428</u>	<u>26,152</u>
Net cash provided by operations	<u><u>120,428</u></u>	<u><u>26,152</u></u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/21 £	Cash flow £	At 31/3/22 £
Net cash			
Cash at bank and in hand	371,461	122,317	493,778
	<u>371,461</u>	<u>122,317</u>	<u>493,778</u>
Total	<u><u>371,461</u></u>	<u><u>122,317</u></u>	<u><u>493,778</u></u>

The notes form part of these financial statements

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', the Charities Act 2011 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, any performance conditions attached to the item of income have been met or are fully within the control of the charity, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

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

Support costs relate to functions that assist the work of the charity but which do not directly relate to undertaking charitable activities. These costs are allocated between costs of raising funds and expenditure on charitable activities, on the basis of staff time devoted to those activities.

Tangible fixed assets

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

Fixtures and fittings	- 25% on cost
Computer equipment	- 33% on cost

Tangible fixed assets are stated at cost less accumulated depreciation. Only assets costing more than £700 are capitalised, unless specifically required by grant funders.

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.

Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside for specific purposes.

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

Bridgend County Borough Citizens Advice
Bureau

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

1. ACCOUNTING POLICIES - continued

Fund accounting

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

2. DONATIONS AND LEGACIES

	2022	2021
	£	£
Donations	320	277

3. INVESTMENT INCOME

	2022	2021
	£	£
Deposit account interest	1,889	2,026

4. INCOME FROM CHARITABLE ACTIVITIES

		2022	2021
	Activity	£	£
Grants	Charitable projects	738,853	718,051

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

	2022	2021
	£	£
Bridgend CBC - Core funding (unrestricted income)	183,452	180,802
British Gas - Warmer Wales	20,034	19,869
Financial Advice Support Service	100,000	100,000
Help to Claim	72,667	72,408
Advice Link Community Focus	164,919	165,919
Advice Link Specialist Debt & Other	100,139	102,260
Helping More People	-	16,000
Meeting More People	-	17,860
Community Foundation Wales - Post Covid Grant	-	15,000
BAVO	-	1,000
Domestic Violence	28,000	-
Partnership Research	-	800
Building Debt Capacity	-	6,300
Employment Upskilling	9,833	19,833
Torfaen CAB	10,000	-
Claim What's Yours	15,000	-
Public Health Wales	27,000	-
Department for Work & Pensions	6,909	-
National Citizens Advice	900	-
	<u>738,853</u>	<u>718,051</u>

Bridgend County Borough Citizens Advice
Bureau

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

5. RAISING FUNDS

Other trading activities

	2022	2021
	£	£
Staff costs	4,545	4,228

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 7) £	Support costs (see note 8) £	Totals £
Charitable projects	498,190	204,293	702,483

7. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2022 £	2021 £
Staff costs	379,030	378,858
Rent, water and premises levy	24,230	24,311
Insurance	4,028	1,879
Light and heat	5,703	5,619
Telephone & communications	9,083	9,138
Printing, postage & stationery	3,916	3,060
Advertising	30	1,001
Staff travel	-	6
Staff and volunteer training	8,567	1,190
Staff recruitment	2,779	1,727
Subsistence and refreshments	2,339	1,372
Other staff expenses	545	1,014
Premises cleaning, repairs and maintenance	5,278	15,490
Reference materials etc.	9,142	7,696
Office IT and consultancy	14,214	11,205
Office equipment	22,371	36,903
Other office expenses	900	-
Translation services	1,091	27
Service partner contributions	-	2,766
Depreciation	4,944	4,118
	498,190	507,380

Bridgend County Borough Citizens Advice
Bureau

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

8. SUPPORT COSTS

	Human resources £	Governance costs £	Totals £
Charitable projects	199,433	4,860	204,293

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

Human resources

	2022 Charitable projects £	2021 Total activities £
Staff costs	199,433	96,116

Governance costs

	2022 Charitable projects £	2021 Total activities £
Independent examiner fee	3,300	2,520
Professional fees	1,310	799
Sundry	250	13
	<u>4,860</u>	<u>3,332</u>

9. NET INCOME/(EXPENDITURE)

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

	2022 £	2021 £
Depreciation - owned assets	4,944	4,118

Bridgend County Borough Citizens Advice
Bureau

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

10. TRUSTEES' REMUNERATION AND BENEFITS

No expenses were paid to the Trustees during the year.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

11. STAFF COSTS

	2022	2021
	£	£
Wages and salaries	518,594	427,960
Social security costs	36,926	33,143
Other costs	-	-
Pension costs	19,488	15,909
	<u>583,008</u>	<u>477,012</u>
Key management personnel		
Salaries and benefits	<u>45,448</u>	<u>42,282</u>

Key management personnel comprises the Chief Officer.

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

	2022	2021
Management and support staff	12	6
Advisers	26	15
	<u>38</u>	<u>21</u>

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

Bridgend County Borough Citizens Advice
Bureau

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

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	277	-	277
Charitable activities			
Charitable projects	181,602	536,449	718,051
Investment income	2,026	-	2,026
Total	<u>183,905</u>	<u>536,449</u>	<u>720,354</u>
EXPENDITURE ON			
Raising funds	4,228	-	4,228
Charitable activities			
Charitable projects	<u>96,638</u>	<u>510,190</u>	<u>606,828</u>
Total	<u>100,866</u>	<u>510,190</u>	<u>611,056</u>
NET INCOME	83,039	26,259	109,298
Transfers between funds	<u>(768)</u>	<u>768</u>	<u>-</u>
Net movement in funds	82,271	27,027	109,298
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>346,586</u>	<u>8,652</u>	<u>355,238</u>
TOTAL FUNDS CARRIED FORWARD	<u><u>428,857</u></u>	<u><u>35,679</u></u>	<u><u>464,536</u></u>

Bridgend County Borough Citizens Advice
Bureau

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

13. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2021 and 31 March 2022	9,651	35,116	44,767
DEPRECIATION			
At 1 April 2021	9,651	24,655	34,306
Charge for year	-	4,944	4,944
At 31 March 2022	9,651	29,599	39,250
NET BOOK VALUE			
At 31 March 2022	-	5,517	5,517
At 31 March 2021	-	10,461	10,461

Only assets costing more than £700 are capitalised, unless specifically required by grant funders.

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Grant debtors	-	95,472
Other debtors	11,619	2,606
Prepayments	5,002	5,394
	<u>16,621</u>	<u>103,472</u>

Bridgend County Borough Citizens Advice
Bureau

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

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Social security and other taxes	9,231	9,448
Other creditors	3,447	-
Accrued expenses	4,668	11,410
	<u>17,346</u>	<u>20,858</u>

16. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Restricted funds	2022 Total funds	2021 Total funds
	£	£	£	£
Fixed assets	5,517	-	5,517	10,461
Current assets	496,385	14,014	510,399	474,933
Current liabilities	(17,346)	-	(17,346)	(20,858)
	<u>484,556</u>	<u>14,014</u>	<u>498,570</u>	<u>464,536</u>

Bridgend County Borough Citizens Advice
Bureau

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

17. MOVEMENT IN FUNDS

	At 1/4/21	Net movement in funds	Transfers between funds	At 31/3/22
	£	£	£	£
Unrestricted funds				
General fund	306,168	66,447	13,252	385,867
Staffing Contingency	36,663	-	-	36,663
Premises Reserve	48,000	-	(24,000)	24,000
Capital Equipment	9,000	-	-	9,000
Service sustainability & development fund	29,026	-	-	29,026
	<u>428,857</u>	<u>66,447</u>	<u>(10,748)</u>	<u>484,556</u>
Restricted funds				
British Gas - Warmer Wales	-	(913)	913	-
Financial Advice Support Service	-	(951)	951	-
Help to Claim	-	(4,827)	4,827	-
Money Advice Service Debt Advice				
Project Redundancy	5,042	-	-	5,042
Advice Link Community Focus	-	(2,053)	2,053	-
Advice Link Specialist Debt and Other	-	(1,774)	1,774	-
BEIS Helping More People	10,251	(10,236)	-	15
Meeting More People	16	(16)	-	-
Community Foundation Wales	953	(953)	-	-
Domestic Violence	9,093	(136)	-	8,957
Building Debt Capacity	891	(1,055)	164	-
Employment Upskilling	9,433	(9,437)	4	-
Carers Project	-	(16)	16	-
Claim What's Yours	-	(1)	1	-
Public Health Wales	-	(45)	45	-
	<u>35,679</u>	<u>(32,413)</u>	<u>10,748</u>	<u>14,014</u>
TOTAL FUNDS	<u>464,536</u>	<u>34,034</u>	<u>-</u>	<u>498,570</u>

Bridgend County Borough Citizens Advice
Bureau

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

17. 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	193,470	(127,023)	66,447
Restricted funds			
British Gas - Warmer Wales	20,034	(20,947)	(913)
Financial Advice Support Service	100,000	(100,951)	(951)
Help to Claim	72,667	(77,494)	(4,827)
Advice Link Community Focus	164,919	(166,972)	(2,053)
Advice Link Specialist Debt and Other	100,139	(101,913)	(1,774)
BEIS Helping More People	-	(10,236)	(10,236)
Meeting More People	-	(16)	(16)
Community Foundation Wales	-	(953)	(953)
Domestic Violence	28,000	(28,136)	(136)
Building Debt Capacity	-	(1,055)	(1,055)
Employment Upskilling	9,833	(19,270)	(9,437)
Carers Project	10,000	(10,016)	(16)
Claim What's Yours	15,000	(15,001)	(1)
Public Health Wales	27,000	(27,045)	(45)
	<u>547,592</u>	<u>(580,005)</u>	<u>(32,413)</u>
TOTAL FUNDS	<u>741,062</u>	<u>(707,028)</u>	<u>34,034</u>

Bridgend County Borough Citizens Advice
Bureau

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

17. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/20 £	Net movement in funds £	Transfers between funds £	At 31/3/21 £
Unrestricted funds				
General fund	255,460	83,039	(32,331)	306,168
Staffing Contingency	29,100	-	7,563	36,663
Premises Reserve	24,000	-	24,000	48,000
Capital Equipment	9,000	-	-	9,000
Service sustainability & development fund	29,026	-	-	29,026
	346,586	83,039	(768)	428,857
Restricted funds				
British Gas - Warner Wales	-	(364)	364	-
Financial Advice Support Service	-	(37)	37	-
Help to Claim	-	(230)	230	-
Money Advice Service Debt Advice				
Project Redundancy	5,042	-	-	5,042
Advice Link Community Focus	3,610	(3,648)	38	-
Advice Link Specialist Debt and Other	-	(98)	98	-
BEIS Helping More People	-	10,251	-	10,251
Meeting More People	-	16	-	16
Community Foundation Wales	-	953	-	953
BAVO	-	(1)	1	-
Domestic Violence	-	9,093	-	9,093
Building Debt Capacity	-	891	-	891
Employment Upskilling	-	9,433	-	9,433
	8,652	26,259	768	35,679
TOTAL FUNDS	355,238	109,298	-	464,536

Bridgend County Borough Citizens Advice
Bureau

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

17. 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	183,905	(100,866)	83,039
Restricted funds			
British Gas - Warmer Wales	19,869	(20,233)	(364)
Financial Advice Support Service	100,000	(100,037)	(37)
Help to Claim	72,408	(72,638)	(230)
Advice Link Community Focus	165,919	(169,567)	(3,648)
Advice Link Specialist Debt and Other	102,260	(102,358)	(98)
BEIS Helping More People	16,000	(5,749)	10,251
Meeting More People	17,860	(17,844)	16
Community Foundation Wales	15,000	(14,047)	953
BAVO	1,000	(1,001)	(1)
Domestic Violence	10,000	(907)	9,093
Building Debt Capacity	6,300	(5,409)	891
Employment Upskilling	9,833	(400)	9,433
	<u>536,449</u>	<u>(510,190)</u>	<u>26,259</u>
TOTAL FUNDS	<u>720,354</u>	<u>(611,056)</u>	<u>109,298</u>

17. MOVEMENT IN FUNDS - continued

Purposes of Restricted Funds:

Money Advice Service Debt Advice Project Redundancy - funding provided to finance redundancy cost following withdrawal of MASDAP funding.

British Gas - Warmer Wales - funding from the British Gas Energy Trust to provide advice and support to those clients facing fuel poverty or challenges with energy related enquiries.

Financial Advice and Support Service [FASS] - funding from October 2018 to March 2023 from Bridgend County Borough Council, predominantly from the Communities First legacy fund, together with some housing benefit funding, in order to assist service users who are in poverty or at risk of poverty due to any number of reasons, which may include debt problems, financial difficulty, unemployment (claiming benefits, including Universal Credit), inability to budget or manage finances effectively and those experiencing 'in work poverty' or requiring information and support to undertake employment.

Help to Claim - funding for 2022-2023 from national Citizens Advice via the Department of Work & Pensions [DWP] in order to assist claimants to access support via telephone, web chat, online or face-to-face when making an initial claim for Universal Credit, up to time of the first payment.

Advice Link Cymru -Community Focus & Specialist Debt & Other - funding for two projects from the Welsh Assembly Government via the National Citizens advice to support clients in a targeted way across several advice areas, covering a regional footprint and targeting specific client needs/groups/ demographics.

Domestic Violence - funding from the Welsh Assembly Government via the National Citizens advice to provide income maximisation advice and support those affected by GVA

Building Debt Capacity - funding via Citizens Advice to increase capacity and upskill staff and volunteers with specialist training etc. in debt advice in light of rising demand due to Covid.

Employment Upskilling - funding to increase capacity to train staff and volunteers to deliver employment advice in the wake of coronavirus and the impact on employment.

Public Health Wales - funding from National Citizens advice in conjunction with Public Health Wales to deliver advice to those young people who are economically disadvantaged by the Covid impact.

Claim Whats Yours - funding from Welsh Assembly Government, contracted by Citizens Advice Cymru to provide, principally telephone advice on welfare benefits, income maximisation and entitlements.

Carers Project - subcontract funding via Torfaen Citizens Advice to provide support to carers and improve client journey via referrals.

BEIS (Department for Business, Energy and Industrial Strategy)

Funding awarded via Citizens Advice to support local offices to respond to Covid at the outset of the pandemic to build general capacity to help more people.

Pot 2 for IT support and equipment

Pot 3 Helping more people - this grant, to be spent by March 2022, is to be spent on building capacity to help more people (e.g. equipment, desks, Covid compliance, safety, staffing to answer more calls, and training).

Community Foundation Wales -awarded via the Wales coronavirus resilience fund and Citizens Advice for activities relating to Covid safety and compliance.

Purposes of Designated Funds:

Bridgend County Borough Citizens Advice
Bureau

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

17. MOVEMENT IN FUNDS - continued

Staffing contingency - redundancy provision in the event of loss of funding.

Premises reserve - based on the unexpired lease terms of office premises.

Capital equipment - primarily to allow for continued renewal of IT equipment and software.

Service sustainability and development - to provide funding for the development of core service provision and support.

18. EMPLOYEE BENEFIT OBLIGATIONS

The pension costs charged in the financial statements represent the contributions payable by the charity during the year.

19. OTHER FINANCIAL COMMITMENTS

At 31 March 2022 the company had commitments under non-cancellable operating leases as follows:

	2022	2021
	£	£
Amounts due within 12 months	24,000	27,141

20. RELATED PARTY DISCLOSURES

Apart from Trustee expenses (Note 10) and remuneration & benefits paid to key management personnel (note 11), there were no further related party transactions for the year ended 31 March 2022.

Bridgend County Borough Citizens Advice
Bureau

Detailed Statement of Financial Activities
for the Year Ended 31 March 2022

	2022 £	2021 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	320	277
Investment income		
Deposit account interest	1,889	2,026
Charitable activities		
Grants	738,853	718,051
Total incoming resources	741,062	720,354
EXPENDITURE		
Other trading activities		
Fund raising wages	4,545	4,228
Charitable activities		
Staff costs	379,030	378,858
Rent, water and premises levy	24,230	24,311
Insurance	4,028	1,879
Light and heat	5,703	5,619
Telephone & communications	9,083	9,138
Printing, postage & stationery	3,916	3,060
Advertising	30	1,001
Staff travel	-	6
Staff and volunteer training	8,567	1,190
Staff recruitment	2,779	1,727
Subsistence and refreshments	2,339	1,372
Other staff expenses	545	1,014
Premises cleaning, repairs and maintenance	5,278	15,490
Reference materials etc.	9,142	7,696
Office IT and consultancy	14,214	11,205
Office equipment	22,371	36,903
Other office expenses	900	-
Translation services	1,091	27
Service partner contributions	-	2,766
Depreciation of tangible fixed assets	4,944	4,118
	498,190	507,380

This page does not form part of the statutory financial statements

Bridgend County Borough Citizens Advice
Bureau

Detailed Statement of Financial Activities
for the Year Ended 31 March 2022

	2022 £	2021 £
Support costs		
Human resources		
Staff costs	199,433	96,116
Governance costs		
Independent examiner fee	3,300	2,520
Professional fees	1,310	799
Sundry	250	13
	<u>4,860</u>	<u>3,332</u>
Total resources expended	<u>707,028</u>	<u>611,056</u>
Net income	<u><u>34,034</u></u>	<u><u>109,298</u></u>

Accounts

REGISTERED COMPANY NUMBER: 07448288 (England and Wales)
REGISTERED CHARITY NUMBER: 1139926

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2021
for
Bridgend County Borough Citizens Advice
Bureau

Ashmole & Co
First Floor
1 St John's Court
Upper Fforest Way
Enterprise Park
Swansea
SA6 8QQ

Bridgend County Borough Citizens Advice
Bureau

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for the Year Ended 31 March 2021

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Bridgend County Borough Citizens Advice
Bureau

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 the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities': Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Public benefit, objectives & activities

The constitutional objectives of the charity are to promote any charitable purpose for the benefit of the community in Bridgend and surrounding areas. This is mainly achieved by the provision of centres within the Bridgend County Borough to enable the community to receive advice. The trustees have had due regard to the Charity Commission's general guidance on public benefit when reviewing their aims and objectives and in planning their future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Bridgend County Borough Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2021

STRATEGIC REPORT

Achievement and performance

Charitable activities

What a year! Like the rest of the country, the charity was impacted by the effects of the global Covid-19 pandemic, at a time when the demand for our services was increasing. The majority of staff were redeployed to work from home, with a huge effort on the part of the management team and our IT service provider, ITCS, to whom we are especially grateful. We had to move away from a face-to-face service to additional phone and web solutions. Our staff stepped up to the plate magnificently in circumstances which were also personally difficult and worrying. We continued to have positive discussions with all of our funders, who committed to maintaining our sources of funding, whilst endorsing necessary changes in the way we had to deliver some services and the re-designation of some service priorities.

We continued to receive funding from Bridgend County Borough Council towards the charity's core charitable services. This accounted for around a quarter of grant funding received in the year, for which are extremely grateful, and has enabled the continuation and extension of our core information and advice services even within the constraints imposed by the pandemic. For example, we introduced an initial triage system and a client booking system which allow us to deal with emergencies and quick contact issues whilst scheduling appointment slots at generalist and specialist levels. Increased capacity combined with training for new staff enabled more appointments for people requiring help to apply for benefits such as PIP. There has been a shift in demand for our services during this time, with many more people seeking advice on employment and benefit matters, and the complexity of issues being magnified. We have also seen an increase in the number of clients with long term health conditions accessing our services.

Specific projects in the year included:

- From 1 January 2020, we were successful in gaining grant funding from the Welsh Government's Single Advice Fund as part of a regional Cwm Taf package in collaboration with our brand partners in Rhondda Cynon Taf and Merthyr Tydfil. This funding replaced a variety of funding streams, and was initially for twelve months but has been extended for a further two years. This has enabled advice services under specialist debt and other services, and more generalist community-focused advice, to be established. Staff who were previously employed within the Better Advice Better Lives (BABL) and Money Advice Service (MAS) schemes were redeployed to the new projects, branded as Advicelink Cymru, and further recruitment continued throughout the year.
- Funding from Bridgend CBC from the Communities First legacy fund for provision of a Financial Advice & Support Service [FASS] commenced on 1 October 2018 initially for 18 months, but its success has led to further annual extensions. The scheme assists local service users, primarily those who reside within the former Communities First delivery areas of the Borough, who are in poverty or at risk of poverty.
- Funding via the British Gas Energy Trust to provide advice and assistance to beneficiaries aimed at enabling them to manage their debts and budgets, maximise their income and ability to afford to pay their bills, enabling people to have warm homes through improving energy efficiency and improving their health and wellbeing.
- Funding for a Help to Claim service, via national funding for Citizens Advice, to assist in people's initial claims for universal credit, from application through to first payment.
- Additional sources of funding were obtained during the year to facilitate efficient home-working but also to start the process of resuming an office-based service in the future. We are therefore becoming very well prepared for the hybrid new order of service delivery.

Bridgend County Borough Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2021

STRATEGIC REPORT

Financial review

Reserves policy

The charity's financial reserves increased by £109,298 in the year, including net income of £27,027 on restricted reserves and £82,271 on unrestricted reserves, giving total reserves at the year-end of £464,536.

It continues to be the policy of the charity to maintain general unrestricted funds, which are the free reserves of the charity, at a minimum level equivalent to approximately three months', but ideally six months', expenditure, to provide sufficient funds to cover operating costs including management and administrative support costs, particularly as grant funding is often received in arrears. At the balance sheet date, free reserves for cash-flow purposes [i.e. unrestricted net current assets less designated reserves] had increased to £295,707, which equates to around five months' of budgeted expenditure.

The trustees regularly review their ability to meet obligations with the current level of reserves. The trustees also reviewed the levels of designated reserves which they have decided should be put aside for specific purposes, and have agreed to designate £122,689 to mitigate potential specific risks and to enable the further development of the service within financial constraints.

Bridgend County Borough Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2021

STRATEGIC REPORT

Future plans

The charity has been able to plan the coming year's activities with a firm funding programme, as set out above, with all projects due to operate until 31 March 2022. We will continue to seek to deliver services in innovative ways and to reach out to as many people as possible, as the demand for quality independent, impartial, free advice is still growing.

Following another successful audit of our services by national Citizens Advice in April 2021 which gave excellent results on all key service indicators, we have continued to review all key policies and risks, and a number of development sessions have subsequently been held between the trustees and the senior management team. This has enabled a newly structured medium term business development strategy to be developed, which has equality, diversity and inclusion (EDI) principles integral to all areas. Our vision is: "To be the go-to advice service within Bridgend County Borough, improving the lives of those within our community and empowering clients across every demographic by providing accessible, impartial, confidential and high-quality advice through multiple channels." We will drive service growth to meet demand with evidence-based flexible solutions for multichannel delivery, targeting hard-to-reach sectors of our community and meeting client need. We will work with local, regional and national partners to maintain, secure and diversify our funding services.

We are continuing to modernise and develop all aspects of governance, to continue to seek additional funding for projects, and to devise new ways of delivering core services. A new drive commenced to recruit additional trustees with the skills and ambition required to take the organisation forward, and trustee induction, development, mentoring and training will be developed further. We regularly review our governance structure in order to maintain effective support for and scrutiny of our staff and volunteers.

At the time of signing these accounts, the majority of staff continue to work from home. There has been a shift in demand for our services during this time, with many more people seeking advice on employment and benefit matters. We continue to have positive discussions with all of our funders, who have endorsed necessary changes in the way we have had to deliver some services, and the re-designation of some service priorities.

Consequently, the trustees have reassessed the charity's ability to continue for at least twelve months from the date that the accounts are signed, and have concluded that no material uncertainties exist which cast doubt upon the charity's ability to continue as a going concern.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is constituted as a charitable company limited by guarantee incorporated on 23 November 2010, and is governed by its Memorandum and Articles of Association.

Recruitment and appointment of new trustees

The trustees are required to stand down upon 3 years of service, but may stand for re-election.

Structure, governance and management

Day to day management of the charity is delegated to the Chief Officer. Much of the work of the charity is undertaken by valued volunteers, appropriate induction & training is provided for staff, volunteers and trustees.

Bridgend County Borough Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The trustees regularly examine the major strategic, financial and operational risks faced by the charity, and have established procedures to mitigate those risks. Financial risks will be managed by seeking to agree funding for both core functions and specific projects for periods longer than twelve months and by seeking to build up free reserves as indicated above. Operational procedures for project and financial management are regularly examined at trustee meetings.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

07448288 (England and Wales)

Registered Charity number

1139926

Registered office

Ground Floor
26 Dunraven Place
Bridgend
CF31 1JD

Trustees

Mr P R Crocombe - Chair
Mr M Gregory (resigned 23/7/20)
Mr A W Dodd - Treasurer
Councillor D Patel
Mr M N Strange (resigned 25/11/21)
Dr D P Carney
Mr S D Hodgson - Vice chair
Ms J C Lawton (resigned 16/1/21)
Mr A J Rees (appointed 15/2/21)
Dr I Gray (appointed 16/12/20)
Ms L L Hill (appointed 16/12/20) (resigned 22/7/21)

Independent Examiner

Ashmole & Co
First Floor
1 St John's Court
Upper Fforest Way
Enterprise Park
Swansea
SA6 8QQ

Chief Officer

The charity's chief officer is K Henson.

Bridgend County Borough Citizens Advice
Bureau

Report of the Trustees
for the Year Ended 31 March 2021

REFERENCE AND ADMINISTRATIVE DETAILS

Bankers

Co-operative Bank, Business Direct, PO Box 250, Skelmersdale. WN8 6WT.

Julian Hodge Bank, 29 Windsor Place, Cardiff. CF10 3BZ.

Coventry Building Society, Economic House, PO Box 9, High Street, Coventry. CV15 5QN.

Monmouthshire Building Society, John Frost Square, Newport. NP20 1PX.

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

.....
Mr P R Crocombe - Trustee

Independent Examiner's Report to the Trustees of
Bridgend County Borough Citizens Advice
Bureau

Independent examiner's report to the trustees of Bridgend County Borough 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 Report to the Trustees of
Bridgend County Borough Citizens Advice
Bureau

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 FCCA 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.

D S Morgan
FCCA
Ashmole & Co
First Floor
1 St John's Court
Upper Fforest Way
Enterprise Park
Swansea
SA6 8QQ

Date:

Bridgend County Borough Citizens Advice
Bureau

Statement of Financial Activities
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	277	-	277	3,969
Charitable activities	4				
Charitable projects		181,602	536,449	718,051	551,837
Investment income	3	2,026	-	2,026	2,721
Total		183,905	536,449	720,354	558,527
EXPENDITURE ON					
Raising funds	5	4,228	-	4,228	4,137
Charitable activities	6				
Charitable projects		96,638	510,190	606,828	500,145
Total		100,866	510,190	611,056	504,282
NET INCOME		83,039	26,259	109,298	54,245
Transfers between funds	17	(768)	768	-	-
Net movement in funds		82,271	27,027	109,298	54,245
RECONCILIATION OF FUNDS					
Total funds brought forward		346,586	8,652	355,238	300,993
TOTAL FUNDS CARRIED FORWARD		428,857	35,679	464,536	355,238

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

Bridgend County Borough Citizens Advice
Bureau (Registered number: 07448288)

Balance Sheet
31 March 2021

	Notes	2021 £	2020 £
FIXED ASSETS			
Tangible assets	13	10,461	6,263
CURRENT ASSETS			
Debtors	14	103,472	10,922
Cash at bank and in hand		371,461	351,599
		<u>474,933</u>	<u>362,521</u>
CREDITORS			
Amounts falling due within one year	15	(20,858)	(13,546)
NET CURRENT ASSETS		<u>454,075</u>	<u>348,975</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		464,536	355,238
NET ASSETS		<u>464,536</u>	<u>355,238</u>
FUNDS	17		
Unrestricted funds		428,857	346,586
Restricted funds		35,679	8,652
TOTAL FUNDS		<u>464,536</u>	<u>355,238</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.

The notes form part of these financial statements

Bridgend County Borough Citizens Advice
Bureau (Registered number: 07448288)

Balance Sheet - continued
31 March 2021

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

.....
Mr P R Crocombe - Trustee

.....
Mr A W Dodd - Trustee

Bridgend County Borough 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	26,152	55,504
Net cash provided by operating activities		26,152	55,504
Cash flows from investing activities			
Purchase of tangible fixed assets		(8,316)	(6,517)
Interest received		2,026	2,721
Net cash used in investing activities		(6,290)	(3,796)
Change in cash and cash equivalents in the reporting period		19,862	51,708
Cash and cash equivalents at the beginning of the reporting period		351,599	299,891
Cash and cash equivalents at the end of the reporting period		371,461	351,599

The notes form part of these financial statements

Bridgend County Borough 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)	109,298	54,245
Adjustments for:		
Depreciation charges	4,118	667
Interest received	(2,026)	(2,721)
(Increase)/decrease in debtors	(92,550)	1,858
Increase in creditors	7,312	1,455
Net cash provided by operations	<u>26,152</u>	<u>55,504</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	351,599	19,862	371,461
	351,599	19,862	371,461
Total	<u>351,599</u>	<u>19,862</u>	<u>371,461</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', the Charities Act 2011 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, any performance conditions attached to the item of income have been met or are fully within the control of the charity, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

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

Support costs relate to functions that assist the work of the charity but which do not directly relate to undertaking charitable activities. These costs are allocated between costs of raising funds and expenditure on charitable activities, on the basis of staff time devoted to those activities.

Tangible fixed assets

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

Fixtures and fittings	- 25% on cost
Computer equipment	- 33% on cost

Tangible fixed assets are stated at cost less accumulated depreciation. Only assets costing more than £700 are capitalised, unless specifically required by grant funders.

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.

Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside for specific purposes.

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

1. ACCOUNTING POLICIES - continued

Fund accounting

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

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

2. DONATIONS AND LEGACIES

	2021	2020
	£	£
Donations	277	1,073
Room hire	-	1,874
Sundry income	-	1,022
	<u>277</u>	<u>3,969</u>

3. INVESTMENT INCOME

	2021	2020
	£	£
Deposit account interest	<u>2,026</u>	<u>2,721</u>

4. INCOME FROM CHARITABLE ACTIVITIES

	2021	2020
	£	£
Grants	<u>718,051</u>	<u>551,837</u>

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

	2021	2020
	£	£
Bridgend CBC - Core funding (unrestricted income)	180,802	180,556
Better Advice Better Lives	-	65,581
Money Advice Service Debt Advice Project (MASDAP)	-	38,987
British Gas - Warmer Wales	19,869	19,841
Financial Advice Support Service	100,000	100,000
Help to Claim	72,408	73,171
Advice Link Community Focus	165,919	40,566
Advice Link Specialist Debt & Other	102,260	24,593
Bridgend CBC - Citizens Advice - Transition Funding	-	3,500
MASDAP - Redundancy Liability Grant	-	5,042
	<u>641,258</u>	<u>551,837</u>
Carried forward	641,258	551,837

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

4. INCOME FROM CHARITABLE ACTIVITIES - continued

	2021 £	2020 £
Brought forward	641,258	551,837
Helping More People	16,000	-
Meeting More People	17,860	-
Community Foundation Wales - Post Covid Grant	15,000	-
BAVO	1,000	-
Partnership Research	800	-
Building Debt Capacity	6,300	-
Employment Upskilling	19,833	-
	<u>718,051</u>	<u>551,837</u>

5. RAISING FUNDS

Other trading activities

	2021 £	2020 £
Staff costs	4,228	4,137
	<u>4,228</u>	<u>4,137</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 7) £	Support costs (see note 8) £	Totals £
Charitable projects	507,380	99,448	606,828
	<u>507,380</u>	<u>99,448</u>	<u>606,828</u>

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

7. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2021 £	2020 £
Staff costs	378,858	318,360
Rent, water and premises levy	24,311	24,964
Insurance	1,879	2,053
Light and heat	5,619	7,575
Telephone & communications	9,138	8,367
Printing, postage & stationery	3,060	5,265
Advertising	1,001	207
Staff travel	6	3,371
Staff and volunteer training	1,190	6,056
Staff recruitment	1,727	-
Subsistence and refreshments	1,372	845
Other staff expenses	1,014	1,565
Premises cleaning, repairs and maintenance	15,490	4,399
Reference materials etc.	7,696	7,144
Office IT and consultancy	11,205	8,696
Office equipment	36,903	13,983
Translation services	27	150
Service partner contributions	2,766	4,737
Depreciation	4,118	667
	<u>507,380</u>	<u>418,404</u>

8. SUPPORT COSTS

	Human resources £	Governance costs £	Totals £
Charitable projects	<u>96,116</u>	<u>3,332</u>	<u>99,448</u>

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

8. SUPPORT COSTS - continued

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

Human resources

	2021 Charitable projects £	2020 Total activities £
Staff costs	96,116	76,499
Payroll support	-	612
	<u>96,116</u>	<u>77,111</u>

Governance costs

	2021 Charitable projects £	2020 Total activities £
Trustees' expenses	-	207
Independent examiner fee	2,520	2,519
Professional fees	799	1,550
Sundry	13	97
Trustee development costs	-	257
	<u>3,332</u>	<u>4,630</u>

9. NET INCOME/(EXPENDITURE)

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

	2021 £	2020 £
Depreciation - owned assets	<u>4,118</u>	<u>667</u>

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

10. TRUSTEES' REMUNERATION AND BENEFITS

No expenses were paid to the Trustees during the year.

Trustees' expenses

	2021	2020
	£	£
Trustees' expenses	-	207
	<u> </u>	<u> </u>

11. STAFF COSTS

	2021	2020
	£	£
Wages and salaries	427,960	359,246
Social security costs	33,143	23,817
Other costs	-	2,917
Pension costs	15,909	13,015
	<u>477,012</u>	<u>398,995</u>
Key management personnel		
Salaries and benefits	<u>42,282</u>	<u>41,367</u>

Key management personnel comprises the Chief Officer.

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

	2021	2020
Management and support staff	6	6
Advisers	15	14
	<u>21</u>	<u>20</u>

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

Bridgend County Borough 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	3,969	-	3,969
Charitable activities			
Charitable projects	184,056	367,781	551,837
Investment income	2,721	-	2,721
Total	190,746	367,781	558,527
EXPENDITURE ON			
Raising funds	4,137	-	4,137
Charitable activities			
Charitable projects	137,915	362,230	500,145
Total	142,052	362,230	504,282
NET INCOME	48,694	5,551	54,245
Transfers between funds	(2,429)	2,429	-
Net movement in funds	46,265	7,980	54,245
RECONCILIATION OF FUNDS			
Total funds brought forward	300,321	672	300,993
TOTAL FUNDS CARRIED FORWARD	346,586	8,652	355,238

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

13. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2020	9,651	26,800	36,451
Additions	-	8,316	8,316
At 31 March 2021	9,651	35,116	44,767
DEPRECIATION			
At 1 April 2020	9,553	20,635	30,188
Charge for year	98	4,020	4,118
At 31 March 2021	9,651	24,655	34,306
NET BOOK VALUE			
At 31 March 2021	-	10,461	10,461
At 31 March 2020	98	6,165	6,263

Only assets costing more than £700 are capitalised, unless specifically required by grant funders.

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Grant debtors	95,472	7,945
Other debtors	2,606	1,163
Prepayments	5,394	1,814
	103,472	10,922

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Social security and other taxes	9,448	7,589
Other creditors	-	2,195
Accrued expenses	11,410	3,762
	<u>20,858</u>	<u>13,546</u>

16. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
Fixed assets	10,461	-	10,461	6,263
Current assets	439,254	35,679	474,933	362,521
Current liabilities	(20,858)	-	(20,858)	(13,546)
	<u>428,857</u>	<u>35,679</u>	<u>464,536</u>	<u>355,238</u>

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

17. MOVEMENT IN FUNDS

	At 1/4/20 £	Net movement in funds £	Transfers between funds £	At 31/3/21 £
Unrestricted funds				
General fund	255,460	83,039	(32,331)	306,168
Staffing Contingency	29,100	-	7,563	36,663
Premises Reserve	24,000	-	24,000	48,000
Capital Equipment	9,000	-	-	9,000
Service sustainability & development fund	29,026	-	-	29,026
	<u>346,586</u>	<u>83,039</u>	<u>(768)</u>	<u>428,857</u>
Restricted funds				
British Gas - Warmer Wales	-	(364)	364	-
Financial Advice Support Service	-	(37)	37	-
Help to Claim	-	(230)	230	-
Money Advice Service Debt Advice				
Project Redundancy	5,042	-	-	5,042
Advice Link Community Focus	3,610	(3,648)	38	-
Advice Link Specialist Debt and Other	-	(98)	98	-
BEIS Helping More People	-	10,251	-	10,251
Meeting More People	-	16	-	16
Community Foundation Wales	-	953	-	953
BAVO	-	(1)	1	-
Domestic Violence	-	9,093	-	9,093
Building Debt Capacity	-	891	-	891
Employment Upskilling	-	9,433	-	9,433
	<u>8,652</u>	<u>26,259</u>	<u>768</u>	<u>35,679</u>
TOTAL FUNDS	<u><u>355,238</u></u>	<u><u>109,298</u></u>	<u><u>-</u></u>	<u><u>464,536</u></u>

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

17. 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	183,905	(100,866)	83,039
Restricted funds			
British Gas - Warmer Wales	19,869	(20,233)	(364)
Financial Advice Support Service	100,000	(100,037)	(37)
Help to Claim	72,408	(72,638)	(230)
Advice Link Community Focus	165,919	(169,567)	(3,648)
Advice Link Specialist Debt and Other	102,260	(102,358)	(98)
BEIS Helping More People	16,000	(5,749)	10,251
Meeting More People	17,860	(17,844)	16
Community Foundation Wales	15,000	(14,047)	953
BAVO	1,000	(1,001)	(1)
Domestic Violence	10,000	(907)	9,093
Building Debt Capacity	6,300	(5,409)	891
Employment Upskilling	9,833	(400)	9,433
	<u>536,449</u>	<u>(510,190)</u>	<u>26,259</u>
TOTAL FUNDS	<u><u>720,354</u></u>	<u><u>(611,056)</u></u>	<u><u>109,298</u></u>

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

17. 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	211,672	48,694	(4,906)	255,460
Staffing Contingency	26,311	-	2,789	29,100
Premises Reserve	24,000	-	-	24,000
Capital Equipment	9,016	-	(16)	9,000
Service sustainability & development fund	29,322	-	(296)	29,026
	<u>300,321</u>	<u>48,694</u>	<u>(2,429)</u>	<u>346,586</u>
Restricted funds				
WG: Better Advice Better Lives	-	(279)	279	-
Money Advice Service Debt Advice Project	-	(774)	774	-
British Gas - Warmer Wales	-	(357)	357	-
Financial Advice Support Service	-	(908)	908	-
Help to Claim	-	(96)	96	-
Ford Britain Trust	672	(672)	-	-
Money Advice Service Debt Advice Project Redundancy	-	5,042	-	5,042
Advice Link Community Focus	-	3,610	-	3,610
Advice Link Specialist Debt and Other	-	(15)	15	-
	<u>672</u>	<u>5,551</u>	<u>2,429</u>	<u>8,652</u>
TOTAL FUNDS	<u><u>300,993</u></u>	<u><u>54,245</u></u>	<u><u>-</u></u>	<u><u>355,238</u></u>

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

17. 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	190,746	(142,052)	48,694
Restricted funds			
WG: Better Advice Better Lives	65,581	(65,860)	(279)
Money Advice Service Debt Advice Project	38,987	(39,761)	(774)
British Gas - Warmer Wales	19,841	(20,198)	(357)
Financial Advice Support Service	100,000	(100,908)	(908)
Help to Claim	73,171	(73,267)	(96)
Ford Britain Trust	-	(672)	(672)
Money Advice Service Debt Advice Project Redundancy	5,042	-	5,042
Advice Link Community Focus	40,566	(36,956)	3,610
Advice Link Specialist Debt and Other	24,593	(24,608)	(15)
	<u>367,781</u>	<u>(362,230)</u>	<u>5,551</u>
TOTAL FUNDS	<u><u>558,527</u></u>	<u><u>(504,282)</u></u>	<u><u>54,245</u></u>

17. MOVEMENT IN FUNDS - continued

Purposes of Restricted Funds:

Money Advice Service Debt Advice Project Redundancy - funding provided to finance redundancy cost following withdrawal of MASDAP funding.

British Gas - Warmer Wales - funding from October 2018 to March 2021 from the British Gas Energy Trust to provide advice and assistance to beneficiaries aimed at enabling them to manage their debts and budgets going forward, maximise their income and ability to afford to pay their bills, enabling people to have warm homes through improving energy efficiency and improving their health and well being.

Financial Advice and Support Service [FASS] - funding from October 2018 to March 2021 from Bridgend County Borough Council, predominantly from the Communities First legacy fund, together with some housing benefit funding, in order to assist service users who are in poverty or at risk of poverty due to any number of reasons, which may include debt problems, financial difficulty, unemployment (claiming benefits, including Universal Credit), inability to budget or manage finances effectively and those experiencing 'in work poverty' or requiring information and support to undertake employment.

Help to Claim - funding for 2020-2021 from national Citizens Advice via the Department of Work & Pensions [DWP] in order to assist claimants to access support via telephone, web chat, online or face-to-face when making an initial claim for Universal Credit, up to time of the first payment.

Advice Link Cymru -Community Focus & Specialist Debt & Other - funding for two new projects which took over from the Better Advice Better Lives and the Money Advice Service Debt Advice schemes from January 2020, following the decision by Welsh Government to recommission advice services across Wales to improve the quality and availability of advice services and to encourage greater collaboration between advice providers. One project delivers debt and other specialist advice, whilst the other is concerned with more general community focused services .

BEIS (Department for Business, Energy and Industrial Strategy)

Funding awarded via Citizens Advice to support local offices to respond to Covid at the outset of the pandemic to build general capacity to help more people.

Pot 2 for IT support and equipment

Pot 3 Helping more people - this grant, to be spent by March 2022, is to be spent on building capacity to help more people (e.g. equipment, desks, Covid compliance, safety, staffing to answer more calls, and training).

Domestic Violence - part of Advicelink Test and Learn, sub contracted by RCT Citizens Advice. In 2020/21 this was the Partnership development funding allocated to resources to build partnerships relating to our chosen regional area of focus (DV services) and set up Refernet. Additional to the £8,500 there was £1,500 for partnership equipment. A further funding agreement in 2021/22 is for delivery of Test and Learn.

Building debt capacity - funding via Citizens Advice to increase capacity and upskill staff and volunteers - specialist training etc. in debt advice in light of rising demand due to Covid.

Employment upskilling - funding to increase capacity to deal with employment enquiries due to Covid.

BAVO - £1k grant to respond to Covid emergency at outset of pandemic.

Community Foundation Wales -awarded via the Wales coronavirus resilience fund and Citizens Advice for activities relating to Covid safety and compliance.

Bridgend County Borough Citizens Advice
Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

17. MOVEMENT IN FUNDS - continued

Purposes of Designated Funds:

Staffing contingency - redundancy provision in the event of loss of funding.

Premises reserve - based on the unexpired lease terms of office premises.

Capital equipment - primarily to allow for continued renewal of IT equipment and software.

Service sustainability and development - to provide funding for the development of core service provision and support.

18. EMPLOYEE BENEFIT OBLIGATIONS

The pension costs charged in the financial statements represent the contributions payable by the charity during the year.

19. OTHER FINANCIAL COMMITMENTS

At 31 March 2021 the company had commitments under non-cancellable operating leases as follows:

	2021	2020
	£	£
Amounts due within 12 months	27,141	27,141
	<u>27,141</u>	<u>27,141</u>

20. RELATED PARTY DISCLOSURES

Apart from Trustee expenses (Note 10) and remuneration & benefits paid to key management personnel (note 11), there were no further related party transactions for the year ended 31 March 2021.

Bridgend County Borough Citizens Advice
Bureau

Detailed Statement of Financial Activities
for the Year Ended 31 March 2021

	2021 £	2020 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	277	1,073
Room hire	-	1,874
Sundry income	-	1,022
	277	3,969
Investment income		
Deposit account interest	2,026	2,721
Charitable activities		
Grants	718,051	551,837
Total incoming resources	720,354	558,527
 EXPENDITURE		
Other trading activities		
Fund raising wages	4,228	4,137
Charitable activities		
Staff costs	378,858	318,360
Rent, water and premises levy	24,311	24,964
Insurance	1,879	2,053
Light and heat	5,619	7,575
Telephone & communications	9,138	8,367
Printing, postage & stationery	3,060	5,265
Advertising	1,001	207
Staff travel	6	3,371
Staff and volunteer training	1,190	6,056
Staff recruitment	1,727	-
Subsistence and refreshments	1,372	845
Other staff expenses	1,014	1,565
Premises cleaning, repairs and maintenance	15,490	4,399
Reference materials etc.	7,696	7,144
Office IT and consultancy	11,205	8,696
Carried forward	463,566	398,867

This page does not form part of the statutory financial statements

Bridgend County Borough Citizens Advice
Bureau

Detailed Statement of Financial Activities
for the Year Ended 31 March 2021

	2021 £	2020 £
Charitable activities		
Brought forward	463,566	398,867
Office equipment	36,903	13,983
Translation services	27	150
Service partner contributions	2,766	4,737
Depreciation of tangible fixed assets	4,118	667
	507,380	418,404
Support costs		
Human resources		
Staff costs	96,116	76,499
Payroll support	-	612
	96,116	77,111
Governance costs		
Trustees' expenses	-	207
Independent examiner fee	2,520	2,519
Professional fees	799	1,550
Sundry	13	97
Trustee development costs	-	257
	3,332	4,630
Total resources expended	611,056	504,282
Net income	109,298	54,245