

**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  
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for the Year Ended 31 March 2021

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Report of the Trustees  
for the Year Ended 31 March 2021

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of 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.

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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 hybrids new order of service delivery.

Bridgend County Borough Citizens Advice  
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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  
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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  
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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.

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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  
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Statement of Financial Activities  
for the Year Ended 31 March 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	277	-	277	3,969
<b>Charitable activities</b>	4				
Charitable projects		181,602	536,449	718,051	551,837
Investment income	3	2,026	-	2,026	2,721
<b>Total</b>		183,905	536,449	720,354	558,527
<b>EXPENDITURE ON</b>					
Raising funds	5	4,228	-	4,228	4,137
<b>Charitable activities</b>	6				
Charitable projects		96,638	510,190	606,828	500,145
<b>Total</b>		100,866	510,190	611,056	504,282
<b>NET INCOME</b>		83,039	26,259	109,298	54,245
Transfers between funds	17	(768)	768	-	-
<b>Net movement in funds</b>		82,271	27,027	109,298	54,245
<b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		346,586	8,652	355,238	300,993
<b>TOTAL FUNDS CARRIED FORWARD</b>		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 £
<b>FIXED ASSETS</b>			
Tangible assets	13	10,461	6,263
<b>CURRENT ASSETS</b>			
Debtors	14	103,472	10,922
Cash at bank and in hand		371,461	351,599
		<u>474,933</u>	<u>362,521</u>
<b>CREDITORS</b>			
Amounts falling due within one year	15	(20,858)	(13,546)
<b>NET CURRENT ASSETS</b>		<u>454,075</u>	<u>348,975</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		464,536	355,238
<b>NET ASSETS</b>		<u>464,536</u>	<u>355,238</u>
<b>FUNDS</b>	17		
Unrestricted funds		428,857	346,586
Restricted funds		35,679	8,652
<b>TOTAL FUNDS</b>		<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 £
<b>Cash flows from operating activities</b>			
Cash generated from operations	1	26,152	55,504
Net cash provided by operating activities		26,152	55,504
<b>Cash flows from investing activities</b>			
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)
<b>Change in cash and cash equivalents in the reporting period</b>		19,862	51,708
<b>Cash and cash equivalents at the beginning of the reporting period</b>		351,599	299,891
<b>Cash and cash equivalents at the end of the reporting period</b>		371,461	351,599

The notes form part of these financial statements

Bridgend County Borough Citizens Advice  
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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 £
<b>Net income for the reporting period (as per the Statement of Financial Activities)</b>	109,298	54,245
<b>Adjustments for:</b>		
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
	<hr/>	<hr/>
<b>Net cash provided by operations</b>	<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 £
<b>Net cash</b>			
Cash at bank and in hand	351,599	19,862	371,461
	<hr/>	<hr/>	<hr/>
	351,599	19,862	371,461
	<hr/>	<hr/>	<hr/>
<b>Total</b>	<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  
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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**

	Activity	2021	2020
		£	£
Grants	Charitable projects	<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  
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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  
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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  
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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  
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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  
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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 £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	3,969	-	3,969
<b>Charitable activities</b>			
Charitable projects	184,056	367,781	551,837
Investment income	2,721	-	2,721
<b>Total</b>	190,746	367,781	558,527
<b>EXPENDITURE ON</b>			
Raising funds	4,137	-	4,137
<b>Charitable activities</b>			
Charitable projects	137,915	362,230	500,145
<b>Total</b>	142,052	362,230	504,282
<b>NET INCOME</b>	48,694	5,551	54,245
<b>Transfers between funds</b>	(2,429)	2,429	-
<b>Net movement in funds</b>	46,265	7,980	54,245
<b>RECONCILIATION OF FUNDS</b>			
<b>Total funds brought forward</b>	300,321	672	300,993
<b>TOTAL FUNDS CARRIED FORWARD</b>	346,586	8,652	355,238

Bridgend County Borough Citizens Advice  
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Notes to the Financial Statements - continued  
for the Year Ended 31 March 2021

**13. TANGIBLE FIXED ASSETS**

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

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
	<hr/>	<hr/>
	103,472	10,922
	<hr/> <hr/>	<hr/> <hr/>

Bridgend County Borough Citizens Advice  
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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	<u>(20,858)</u>	<u>-</u>	<u>(20,858)</u>	<u>(13,546)</u>
	<u>428,857</u>	<u>35,679</u>	<u>464,536</u>	<u>355,238</u>



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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 £
<b>Unrestricted funds</b>				
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>
<b>Restricted funds</b>				
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>
<b>TOTAL FUNDS</b>	<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  
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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 £
<b>Unrestricted funds</b>			
General fund	183,905	(100,866)	83,039
<b>Restricted funds</b>			
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>
<b>TOTAL FUNDS</b>	<u><u>720,354</u></u>	<u><u>(611,056)</u></u>	<u><u>109,298</u></u>

Bridgend County Borough Citizens Advice  
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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 £
<b>Unrestricted funds</b>				
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>
<b>Restricted funds</b>				
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>
<b>TOTAL FUNDS</b>	<u><u>300,993</u></u>	<u><u>54,245</u></u>	<u><u>-</u></u>	<u><u>355,238</u></u>

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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 £
<b>Unrestricted funds</b>			
General fund	190,746	(142,052)	48,694
<b>Restricted funds</b>			
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>
<b>TOTAL FUNDS</b>	<u><u>558,527</u></u>	<u><u>(504,282)</u></u>	<u><u>54,245</u></u>

Bridgend County Borough Citizens Advice  
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Notes to the Financial Statements - continued  
for the Year Ended 31 March 2021

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

	2021 £	2020 £
<b>INCOME AND ENDOWMENTS</b>		
<b>Donations and legacies</b>		
Donations	277	1,073
Room hire	-	1,874
Sundry income	-	1,022
	<hr/> 277	<hr/> 3,969
<b>Investment income</b>		
Deposit account interest	2,026	2,721
<b>Charitable activities</b>		
Grants	718,051	551,837
	<hr/>	<hr/>
<b>Total incoming resources</b>	720,354	558,527
 <b>EXPENDITURE</b>		
<b>Other trading activities</b>		
Fund raising wages	4,228	4,137
<b>Charitable activities</b>		
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  
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Detailed Statement of Financial Activities  
for the Year Ended 31 March 2021

	2021 £	2020 £
<b>Charitable activities</b>		
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
	<hr/> 507,380	<hr/> 418,404
<b>Support costs</b>		
<b>Human resources</b>		
Staff costs	96,116	76,499
Payroll support	-	612
	<hr/> 96,116	<hr/> 77,111
<b>Governance costs</b>		
Trustees' expenses	-	207
Independent examiner fee	2,520	2,519
Professional fees	799	1,550
Sundry	13	97
Trustee development costs	-	257
	<hr/> 3,332	<hr/> 4,630
Total resources expended	<hr/> 611,056	<hr/> 504,282
<b>Net income</b>	<hr/> <hr/> 109,298	<hr/> <hr/> 54,245