

CARMARTHENSHIRE CITIZENS ADVICE BUREAU

England & Wales · Charity number 1141755

Details

Status Registered

Legal form Charitable company

Company number [07600945](#)

Registered 2011-05-06

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

Contact

Address Citizens Advice Bureau
PO Box 247
Llanelli
Carmarthenshire
SA15 9FQ

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Activities

Objects: THE CHARITY'S OBJECTS ('OBJECTS') ARE SPECIFICALLY: TO PROMOTE ANY CHARITABLE PURPOSE FOR THE PUBLIC BENEFIT BY THE ADVANCE-MENT 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 WALES AND IN PARTICULAR CARMARTHENSHIRE AND SURROUNDING AREAS

Activities: Generalist and specialist advice

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes
- **Who:** Children/young People, People With Disabilities, Other Charities Or Voluntary Bodies, The General Public/mankind

Geography

- **Area of benefit:** WALES AND IN PARTICULAR CARMARTHENSHIRE AND SURROUNDING AREAS
- Carmarthenshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£718,758	£1,083,871	£132,445	22
2024-03-31	£741,890	£719,273	£497,558	22
2023-03-31	£587,886	£607,995	£478,841	20
2022-03-31	£729,040	£607,695	£515,908	19
2021-03-31	£705,995	£637,268	£381,205	19

Trustees

Name	Role	Appointed
HAMISH WILLIAM LAUGHLAND		2011-05-03
Hayley Linda Price		2024-01-30
Janice Kay Richards Evans OBE		2025-03-11
RICHARD JOHN EDWARDS		2011-05-10

CARMARTHENSHIRE CITIZENS ADVICE BUREAU

England & Wales - Charity number 1141755

Accounts

CARMARTHENSHIRE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

TRUSTEE REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR TO 31 MARCH 2025

Registered Charity No 1141755

Company No 07600945

**CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)**

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THE YEAR TO 31 MARCH 2025**

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CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name	Carmarthenshire Citizens Advice Bureau
Registered Charity Number	1141755
Registered Company Number	07600945 (Registered in England and Wales)
Financial Conduct Authority	617542
Registered Office	19 Murray Street Llanelli SA15 1AQ
Directors/Trustees	Howard Neil Llewellyn (Chair) (resigned 27 November 2025) Richard John Edwards Hamish William Laughland Fioled Meirion Jones (resigned 27 November 2025) Huw Wyn Lloyd (resigned 17 March 2025) Hayley Linda Price (Chair) Janice Kay Richards Evans OBE (appointed 11 March 2025)
Company Secretary	G Butler (appointed 24 March 2025)
Senior Management Team	Suzanne Gainard - Chief Executive G Butler - Finance Manager
Independent Examiners	Harris Bassett Limited Chartered Accountants 19 Murray Street Llanelli SA15 1AQ
Bankers	HSBC 4A Vaughan Street Llanelli Carmarthenshire SA15 3TY

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR TO 31 MARCH 2025

The Trustees who are Directors of the Charity for the purposes of the Companies Act 2006 where indicated, present their report together with the financial statements of the Charity for the year ended 31st March 2025. The financial statements comply with Charities Act 2011, the Company's Act 2006, the Memorandum and Articles of Association and 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 2022) Section 1A.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The organisation is a charitable company limited by guarantee, incorporated on 12th April 2011 and registered as a charity on 6th May 2011 and commenced its activities on 1st July 2011. The company was established and is governed under its Articles of Association which sets out its objects and powers.

Organisation and management

The Charity is administered and managed by the members of the Executive Committee which shall consist of not less than three members and not more than fifteen:- honorary office holders of Chairman and Vice Chairman elected by members from amongst themselves at the first meeting of Carmarthenshire Citizens Advice Bureau.

A member of the Executive Committee shall cease to hold office if they become disqualified, incapable, is absent from meetings, notifies the trustees of their wish to resign, ceases to be a member or fails to declare an interest in a contract of the Charity.

The Trustee Board which comprises of Trustees/Directors, Bureau County Director and other appropriate personnel meet on a regular basis to discuss issues and future plans.

Recruitment and appointment of new trustees

The names of the Trustee Board are shown on the previous page. The Charity is a company limited by guarantee and none of the officers hold any shares in the company. The Charity is administered by a Trustee Board of between three and fifteen persons.

The Trustee Board members can either be elected at the Annual General Meeting or co-opted by the Trustee Board provided that the total number of co-opted nominated members does not exceed one third of the total members of the Trustee Board. No member of the Trustee Board can serve for more than three years without being formally re-elected.

Induction and training of new trustees

New Trustees are provided with a Trustee handbook and a follow up course of induction procedures.

The company was established and is governed under its Articles of Association which sets out its objects and powers. Under those Articles the members of the Trustee Board are elected at AGM. A member may be co-opted at any ordinary meeting, subject to the Articles, until the next AGM.

The charity is operated in accordance with its Articles of Association. The Trustee Board is responsible for all aspects of the Bureau. Sub committees are delegated the power to make some decisions on behalf of the Board. In other areas, recommendations are made to the Trustee Board, which makes the ultimate decision.

Wider network

Carmarthenshire Citizens Advice Bureau is a member of Citizens Advice (Cita), but is an independently registered Charity and company limited by guarantee. Citizens Advice provides support services to the Bureau in the form of information and training amongst others. The Bureau is required to adopt service wide policies and comply with Membership Scheme requirements.

**CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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**TRUSTEES' REPORT
FOR THE YEAR TO 31 MARCH 2025**

Relationships with other organizations

The Charity has links with Carmarthenshire County Council, Carmarthenshire Social Services, Citizens Advice Cymru, and Welsh Government. We have approximately 71 partner organisations who make daily referrals into our service.

Risk management

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

During the year the Board has reviewed each of the Bureau's operations and activities as part of an overall risk assessment approach. All new ventures are appraised on the basis of the risks identified and the procedures and policies associated with the minimisation of such risks that are significant. In addition, the LCA is subject to regular audit by Citizens Advice.

OBJECTIVES AND ACTIVITIES

The aims and objects of the Charity are to provide the following:-

Free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

It values diversity, promotes equality and challenges discrimination.

The service aims:

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

Charity's public benefit

The Charity exists to provide advice to members of the public. It is part of the Charity's ethos to meet the changing needs of the people of Carmarthenshire and to be responsive to their requests for advice. Any surplus generated from the provision of our services is reinvested for the benefit of the public in the future. We have referred to the guidance contained in the Charity commissioner's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

Volunteers

Having lost several of our volunteers at the beginning of the Pandemic the Bureau currently has one active volunteer, who has a lengthy service exceeding 10 years and volunteers three days per week. The Trustees Board would like to thank her for her substantial work during the period.

ACHIEVEMENTS AND PERFORMANCE

Review of activities

This year like any other has been both demanding and challenging. However once again the staff have worked tirelessly to meet the needs of our clients, endeavouring delivering a service that is accessible to all. Whilst ensuring that we work within the aims and principles for the Citizens Advice Service.

Demand for our service is still very high, reaching people and ensuring they can reach us has always been a challenge. We offer a range of digital services: Web Chat, email, Facebook messaging, video call drop-in accessible on our website – people choose their virtual waiting room e.g.: debt, welfare benefits, energy or generalist advice, they are then greeted by an advisor.

We have received funding from the "Moondance Foundation" for the third year running to work with the Gypsy & Traveler community in Carmarthenshire. Working in partnership with the Carmarthenshire County Council "Liaison Officer" and the "Community Development Officer" of Hywel Dda, has made a significant difference to our being welcomed on their sites and building confidence within the Gypsy and Traveler community.

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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TRUSTEES' REPORT
FOR THE YEAR TO 31 MARCH 2025

We have attended events, visited sites and received referrals. We estimate we have identified an approx. value of **£119,250** for the community in benefits gains, energy vouchers and debt written off.

In October 2024, as Mid & West Wales Region (Carmarthenshire, Ceredigion, Powys and Pembrokeshire) and across the Citizens Advice Wales Network submitted a bid to the Welsh Government to deliver the three-year project "Advicelink Cymru".

I am pleased to say we were successful and have been delivering the project since 1st April 2025. In the Mid & West Wales region we have worked together tirelessly to prepare for the project. Staff across the region have developed regional debt, welfare benefit and energy groups too.

We have regional Debt, Welfare Benefits and Energy groups lead by the staff across the region. Where sharing best practise, addressing issues client and the service are facing and looking at ways of reducing waiting times and nonattendance.

FINANCIAL REVIEW

The charity relies largely on grants received which were of a satisfactory level in the sum of £709,108 (2024: £733,362). Overall the fund balances (including assets and liabilities) carried forward are £132,445 made up of £524,551 restricted funds and (£392,106) unrestricted funds. An overall deficit of (£49,147) (2024: Surplus £18,717) was made in the year on total funds before transfers and unrealized gains.

Reserves policy

Total funds held at 31 March 2025 amounted to £132,445 made up of £524,551 restricted funds and (£392,106) unrestricted funds.

It is the policy of the charity that reserves should be maintained where possible at a level equivalent of at least £120,000. The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised.

Investment policy

The Charity invests its funds in bank deposits and is continually seeking to obtain better rates of return.

Remote working

We continue to deliver a remote service through the following advice channels: Telephone, Web Chat, Video Call, Drop-in Video Call and Email. We continue to provide the following equipment, laptop, phone, desk, support equipment and IT support. We have achieved the 'Cyber Essentials Plus' Certificate for the second consecutive year.

Face-to-Face Services

Working in partnership with Carmarthenshire County Council we deliver advice from the three Hwb's Carmarthen (Monday) Ammanford (Tuesday) Llanelli (alternate Wednesday and Thursday). We attend 'Advice Events' held by AM's, MP's and Partner Organisations building a trusted pathway to advice.

Future Developments

During the financial year we had one volunteer, and we are seeking to increase the number of volunteers during the 2025-26 Financial Year.

Develop a relationship with the local gypsy and traveller community, working in partnership with Carmarthen County Council Liaison Officer and Hywel Health Board Community Manager.

Continue to seek more funding opportunities with a view to ensuring the financial security of the service and to ensure that we can continue to provide much needed advice and support within the region. In particular,

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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Independent examiner's report to the Trustees of Carmarthenshire Citizens Advice Bureau

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2025, which are set out on pages 5 to 13.

Responsibilities and basis of report

As the charity's trustees of the company (who are also the directors of the company for the purpose 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

The company's gross income exceeded £250,000 and I confirm that I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

I have completed my examination. I confirm that no material matters have come to my attention which gives 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 accounting 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 Charities SORP (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.



Nicholas Bassett
Chartered Accountant
Harris Bassett Ltd Chartered Accountants
19 Murray Street
Llanelli
Carmarthenshire
SA15 1AQ

Date: 22/12/2025

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR TO 31 MARCH 2025

		Unrestricted Funds 2025	Restricted Funds 2025	Total Funds 2025	Total Funds 2024
	<i>Notes</i>	£	£	£	£
INCOME FROM:					
Charitable activities	2	146,000	563,108	709,108	733,362
Donations	3	190	-	190	50
Investment income	4	9,460	-	9,460	8,478
Total income		<u>155,650</u>	<u>563,108</u>	718,758	<u>741,890</u>
EXPENDITURE ON:					
Charitable activities	5	(309,939)	(467,861)	(777,800)	(723,173)
Exceptional item	14	(306,071)	-	(306,071)	-
Total expenditure		<u>(616,010)</u>	<u>(467,861)</u>	(1,083,871)	<u>(723,173)</u>
NET (EXPENDITURE) INCOME					
		(460,360)	95,247	(365,113)	18,717
Gross transfers between funds	12	1,875	(1,875)	-	-
Net movement in funds		<u>(458,485)</u>	<u>93,372</u>	(365,113)	<u>18,717</u>
RECONCILIATION OF FUNDS:					
Total funds brought forward				497,558	478,841
Total funds carried forward				132,445	497,558

All activities relate to continuing operations and there are no gains or losses other than those shown above.

**CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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BALANCE SHEET AS AT 31 MARCH 2025

	<i>Notes</i>	Total Funds 2025 £	Total Funds 2024 £
FIXED ASSETS			
Tangible Assets	8	<u>12,006</u>	16,008
CURRENT ASSETS			
Debtors	9	27,735	46,559
Bank and Cash		<u>430,476</u>	<u>452,112</u>
		458,211	498,671
CREDITORS			
Amounts falling due within one year	10	(65,701)	(17,121)
NET CURRENT ASSETS			
		<u>392,510</u>	451,550
CREDITORS			
Amounts falling due after one year	11	(272,071)	-
NET ASSETS			
		<u>132,445</u>	<u>497,558</u>
CHARITY FUNDS			
Unrestricted funds	12	(392,106)	66,379
Restricted funds		<u>524,551</u>	<u>431,179</u>
TOTAL FUNDS		<u>132,445</u>	<u>497,558</u>

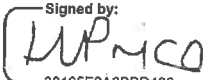
The Trustees consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act.

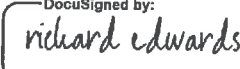
The trustees acknowledge their responsibilities for:

- i. ensuring that the charitable company keeps accounting records that comply with Section 386 of the Companies Act 2006; and
- ii. 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 period and of its surplus or deficit for each financial period 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 accounts have been prepared in accordance with the provisions applicable to companies subject to the Small Companies regime and in accordance with FRS 102 Section 1A and the Charities SORP (FRS 102).

The financial statements were approved by the trustees on 2025 and signed on their behalf, by

Signed by:

38195E2A68BD426.....
 Miss H L Price – Acting Chair
 (Director/Trustee)

DocuSigned by:

0B56ADBA63CB462.....
 Mr R J Edwards
 (Director/Trustee)

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2025

	<i>Notes</i>	2025 £	2024 £
Cash flows from operating activities			
Net cash (expenditure)/income		(365,113)	18,717
Adjustments to cash flows from non-cash items			
Depreciation		4,002	4,883
Investment income	4	(9,460)	(8,478)
Working capital adjustments			
Decrease/(increase) in debtors	9	18,824	(29,474)
Increase/(decrease) in creditors	10	320,651	(36,432)
Net cash flows from operating activities		(31,096)	(50,784)
Cash flows from investing activities			
Interest receivable and similar income	4	9,460	8,478
Purchase of tangible fixed assets	8	-	(5,762)
Net cash flows from investing activities		9,460	2,716
Net decrease in cash and cash equivalents			
Cash and cash equivalents at 1 April 2024		452,112	500,180
Cash and cash equivalents at 31 March 2025		430,476	452,112
Reconciliation of net cash flow to movements in net funds			
Decrease in cash		(21,636)	(48,068)
Net funds at 1 April 2024		452,112	500,180
Net funds at 31 March 2025		430,476	452,112

All of the cash flows are derived from continuing operations during the above two years.

Notes to the Cash Flow Statement

Analysis of changes in net debt

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net Cash			
Cash at bank and in hand	452,112	(21,636)	430,476
Debt			
Debts falling due within 1 year	(17,121)	(48,580)	(65,701)
Total	434,991	(70,216)	364,775

**CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2025**

1 ACCOUNTING POLICIES

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

The financial statements have been prepared in accordance with 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 2022) – (Charities SORP (FRS 102)), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) section 1A. They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation

Carmarthenshire Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The financial statements are prepared in sterling which is the functional currency of the entity.

Going concern

The financial statements have been prepared on a going concern basis.

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

Income

Grants and donations are recognised on entitlement once conditions of certainty and measurement are met. Grant income is recognised on an accruals basis and is allocated on a strict basis to the period to which it relates.

Expenditure

All expenditure incurred by the charity relates to its charitable activities i.e., providing advice to the community and is allocated accordingly. Governance costs relate to the provision of accountancy fees and also trustees meetings expenses and are allocated accordingly. The accruals basis has been adopted for the recognition of liabilities.

Use of volunteers

The charity relies on the service of one fully trained volunteer who carries out a wide range of advice work and administrative tasks, apart from the cost of training and reimbursement of travel expenses. The donated services of the volunteer in the course of undertaking the charitable and income generating activities is not recognised within the Statement of Financial Activities.

Leasing

Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

Pensions

The pension costs charged in the financial statements represent the contribution paid by the charity during the year to a defined contribution money purchase scheme.

**CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2025**

Taxation

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

Tangible Fixed Assets and Depreciation

Tangible fixed assets are included at valuation on commencement in July 2011 and at cost thereafter less accumulated depreciation. Depreciation is provided to write down the net book value of the assets at the following rates:

Fixtures, Fittings and Equipment – 25% reducing balance method

Trade Debtors

Trade debtors are amounts due from grant providers towards services provided in the financial year. Trade debtors are recognised at the transaction price.

Trade Creditors

Trade creditors are obligations to pay for goods and services that have been acquired in the ordinary course of business by suppliers. Trade creditors are recognized at the transaction price.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2 INCOME FROM CHARITABLE ACTIVITIES

	2025	2024
	£	£
Contracts and fees – Citizens Advice & Welsh Office	548,452	572,706
Grants – Carmarthenshire County Council	160,656	160,656
	<u>709,108</u>	<u>733,362</u>

3. DONATIONS

	2025	2024
	£	£
Donations	<u>190</u>	<u>50</u>

4. INVESTMENT INCOME

	2025	2024
	£	£
Interest receivable	<u>9,460</u>	<u>8,478</u>

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2025**

5. EXPENDITURE ON CHARITABLE ACTIVITIES

	Governance	Support	2025	2024
	£	Costs	Total	Total
	£	£	£	£
Employment costs	-	686,791	686,791	655,267
Establishment	-	2,893	2,893	8,486
Office and administrative expenses	-	79,578	79,578	50,245
Sundry and other costs	-	125	125	124
Cost of Trustee meetings, travel and training	128		128	-
Legal and professional fees	-	203	203	268
Accountancy and Independent Examination	4,080	-	4,080	3,900
Depreciation of tangible fixed assets	-	4,002	4,002	4,883
	4,208	773,592	777,800	723,173

6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025. Reimbursement of travel expenses and training were made totaling £128 (2024 £ 0).

7. EMPLOYEES

	2025	2024
	No.	No.
Number of employees		
The average monthly number of employees during the year was:		
Manager and project caseworkers	20	20
Management and administration of the charity	2	2
	22	22

	2025	2024
	£	£
Employment costs		
Gross wages and salaries	615,108	582,493
National insurance	55,814	47,807
Pension costs	13,797	22,830
Staff training and conferences	2,072	2,137
	686,791	655,267

There were no employees whose annual remuneration was £60,000 or more. In addition, one volunteer provided support during the year.

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2025

8. FIXED ASSETS

	Office equipment and furniture
	£
Cost	
At 1 April 2024	29,610
Additions in year	-
Disposals	-
At 31 March 2025	<u>29,610</u>
Depreciation	
At 1 April 2024	13,602
Depreciation charge for the year	4,002
Elimination on disposals	-
At 31 March 2025	<u>17,604</u>
Net Book Value	
At 31 March 2025	<u>12,006</u>
At 31 March 2024	<u>16,008</u>

9 DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Debtor – Charitable income	27,250	44,004
Prepayments	485	2,555
	<u>27,735</u>	<u>46,559</u>

10 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Taxation & Social Security	12,758	12,055
Accruals	18,152	5,066
Other creditors	34,791	-
	<u>65,701</u>	<u>17,121</u>

11 CREDITORS: AMOUNTS FALLING DUE AFTER ONE YEAR

	2025	2024
	£	£
Other creditors (see note 14)	<u>272,071</u>	<u>-</u>
Amount included above that is due after five years	184,944	-

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2025

12 MOVEMENT IN FUNDS

	At 01.04.24	Net movement in funds	Transfers	At 31.03.25
	£	£	£	£
Unrestricted funds				
General Advice Fund & Universal Support	66,379	(460,360)	1,875	(392,106)
Restricted funds	<u>431,179</u>	<u>95,247</u>	<u>(1,875)</u>	<u>524,551</u>
TOTAL FUNDS	<u>497,558</u>	<u>(365,113)</u>	<u>-</u>	<u>132,445</u>

Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balance of grants and donations held on trust for specific purposes:-

	Balance at 01.04.24	Movement in funds			Balance at 31.03.25
	£	Income	Expenditure	Transfers	£
Welfare Rights		14,656	(57,785)	43,129	-
Central Fund	431,179	123,443	(30,071)	-	524,551
Single Advice Fund		290,910	(303,507)	12,597	-
Carbon Monoxide Advice		67,500	(21,339)	(46,161)	-
Warmer Wales		41,479	(30,670)	(10,809)	-
Basic Income Pilot		25,120	(24,489)	(631)	-
	<u>431,179</u>	<u>563,108</u>	<u>(467,861)</u>	<u>(1,875)</u>	<u>524,551</u>

Transfers

Any restricted funds that are in deficit are supported by the central core fund. Any deficit made by a particular fund is absorbed by the core fund and any such funds are left with a nil retained reserve carried forward.

The specific purposes for which the funds are applied are as follows:

- Generalist Advice – Funded by Carmarthenshire County Council for generalist advice - unrestricted.
- Welfare Rights - Funded by Carmarthenshire County Council for benefits advice.
- Single Adviceline (SAS) – Welsh Government funding to provide social welfare rights based information and advice services together with specialised debt advice.
- Energy advice programmes – projects to give energy advice – included in central funds.

**CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2025**

13 RELATED PARTY TRANSACTIONS

In April 2011 Citizens Advice Bureau, Ammanford were awarded substantial compensation monies of approximately £160,000 under the proceeds of crime act. No monies were received by the Bureau in the year ending 31 March 2025. HM Courts & Tribunals Services are currently unable to speculate as to the time scale for the balance of the compensation to be paid and as a result no provision has been made in these accounts for the recovery of the balance of the award.

Apart from this the Trustees have considered the position and confirm that there are no other related party disclosures.

14 EXCEPTIONAL ITEM - POST-EMPLOYMENT BENEFITS

The company has entered into an agreement to pay a employee a monthly amount upon retirement.

Payments will commence on retirement of the related employee, with an annual increase determined by the Consumer Price Index. The obligation represents a defined benefit arrangement and has been measured at the present value of expected future payments, discounted using a rate based on high-quality corporate bonds.

Key assumptions used in the valuation include:

- Discount rate: 4.7% per annum
- Annual increase in payments: 3.6%
- Estimated life expectancy based on standard UK mortality tables

The present value of the obligation at 31 March 2025 is £306,071. This amount has been recognized as a liability in the statement of financial position. The obligation is subject to actuarial assumptions and will be reassessed annually. Any changes in assumptions will be recognized in other comprehensive income.

**CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)**

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR TO 31 MARCH 2025**

	2025	2024
	£	£
INCOME FROM:		
Charitable Activities		
Contracts and fees – Citizens Advice & Welsh Office	548,452	572,706
Grants – Carmarthenshire County Council	160,656	160,656
	<u>709,108</u>	<u>733,362</u>
Donations	<u>190</u>	<u>50</u>
Investment Income		
Deposit account interest	<u>9,460</u>	<u>8,478</u>
TOTAL INCOME	<u>718,758</u>	<u>741,890</u>
EXPENDITURE ON CHARITABLE ACTIVITIES:		
Support Costs		
Wages – salaries	670,922	630,300
Staff pension costs	13,797	22,830
Staff training and conferences	2,073	2,137
Staff travel and expenses	7,401	6,524
Rent	1,479	7,500
Water rates	369	-
Heating and lighting	-	400
Insurance	2,925	4,593
Postage, stationery and computer costs	9,659	8,451
I T equipment support, telephone & internet	34,074	28,022
Reference materials	4,150	1,775
Cleaning, repairs and maintenance	1,045	586
Legal and professional	203	268
Bank charges	125	124
General expenses	21,368	880
Depreciation	4,002	4,883
	<u>773,592</u>	<u>719,273</u>
Governance costs		
Trustees training and travel costs	128	-
Accountancy	4,080	3,900
	<u>4,208</u>	<u>3,900</u>
EXCEPTIONAL ITEM	306,071	-
TOTAL EXPENDITURE	<u>1,083,871</u>	<u>723,173</u>
NET INCOME / (EXPENDITURE)	<u>(365,113)</u>	<u>18,717</u>

This page does not form part of the statutory financial statements

CARMARTHENSHIRE CITIZENS ADVICE BUREAU

England & Wales - Charity number 1141755

Accounts

CARMARTHENSHIRE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

TRUSTEE REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR TO 31 MARCH 2024

Registered Charity No 1141755

Company No 07600945

**CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)**

**CONTENTS OF THE FINANCIAL STATEMENTS FOR
THE YEAR TO 31 MARCH 2024**

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CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name	Carmarthenshire Citizens Advice Bureau
Registered Charity Number	1141755
Registered Company Number	07600945 (Registered in England and Wales)
Financial Conduct Authority	617542
Registered Office	113 Lammas Street Carmarthen Carmarthenshire SA31 1AP
Directors/Trustees	Howard Neil Llewellyn (Chair) Richard John Edwards Hamish William Laughland Beverley Jayne Careless (Resigned 30 January 2024) Fioled Meirion Jones Huw Wyn Lloyd Hayley Linda Price (appointed 30 January 2024)
Company Secretary	R M Thomas
Senior Management Team	Suzanne Gainard - Chief Executive R M Thomas - Finance Manager
Independent Examiners	Harris Bassett Limited Chartered Accountants 19 Murray Street Llanelli SA15 1AQ
Bankers	HSBC 4A Vaughan Street Llanelli Carmarthenshire SA15 3TY

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR TO 31 MARCH 2024

The Trustees who are Directors of the Charity for the purposes of the Companies Act 2006 where indicated, present their report together with the financial statements of the Charity for the year ended 31st March 2024. The financial statements comply with Charities Act 2011, the Company's Act 2006, the Memorandum and Articles of Association and 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 2022) Section 1A.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The organisation is a charitable company limited by guarantee, incorporated on 12th April 2011 and registered as a charity on 6th May 2011 and commenced its activities on 1st July 2011. The company was established and is governed under its Articles of Association which sets out its objects and powers.

Organisation and management

The Charity is administered and managed by the members of the Executive Committee which shall consist of not less than three members and not more than fifteen:- honorary office holders of Chairman and Vice Chairman elected by members from amongst themselves at the first meeting of Carmarthenshire Citizens Advice Bureau.

A member of the Executive Committee shall cease to hold office if they become disqualified, incapable, is absent from meetings, notifies the trustees of their wish to resign, ceases to be a member or fails to declare an interest in a contract of the Charity.

The Trustee Board which comprises of Trustees/Directors, Bureau County Director and other appropriate personnel meet on a regular basis to discuss issues and future plans.

Recruitment and appointment of new trustees

The names of the Trustee Board are shown on the previous page. The Charity is a company limited by guarantee and none of the officers hold any shares in the company. The Charity is administrated by a Trustee Board of between three and fifteen persons.

The Trustee Board members can either be elected at the Annual General Meeting or co-opted by the Trustee Board provided that the total number of co-opted nominated members does not exceed one third of the total members of the Trustee Board. No member of the Trustee Board can serve for more than three years without being formally re-elected.

Induction and training of new trustees

New Trustees are provided with a Trustee handbook and a follow up course of induction procedures.

The company was established and is governed under its Articles of Association which sets out its objects and powers. Under those Articles the members of the Trustee Board are elected at AGM. A member may be co-opted at any ordinary meeting, subject to the Articles, until the next AGM.

The charity is operated in accordance with its Articles of Association. The Trustee Board is responsible for all aspects of the Bureau. Sub committees are delegated the power to make some decisions on behalf of the Board. In other areas, recommendations are made to the Trustee Board, which makes the ultimate decision.

Wider network

Carmarthenshire Citizens Advice Bureau is a member of Citizens Advice (Cita), but is an independently registered Charity and company limited by guarantee. Citizens Advice provides support services to the Bureau in the form of information and training amongst others. The Bureau is required to adopt service wide policies and comply with Membership Scheme requirements.

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)
TRUSTEES' REPORT
FOR THE YEAR TO 31 MARCH 2024 (Cont'd)

Relationships with other organizations

The Charity has links with Carmarthenshire County Council, Carmarthenshire Social Services, Citizens Advice Cymru, and Welsh Government. We have approximately 71 partner organization who make daily referrals into our service.

Risk management

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

During the year the Board has reviewed each of the Bureau's operations and activities as part of an overall risk assessment approach. All new ventures are appraised on the basis of the risks identified and the procedures and policies associated with the minimisation of such risks that are significant.

In addition, the LCA is subject to regular audit by Citizens Advice.

OBJECTIVES AND ACTIVITIES

The aims and objects of the Charity are to provide the following:-

Free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

It values diversity, promotes equality and challenges discrimination.

The service aims:

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

Charity's public benefit

The Charity exists to provide advice to members of the public. It is part of the Charity's ethos to meet the changing needs of the people of Carmarthenshire and to be responsive to their requests for advice. Any surplus generated from the provision of our services is reinvested for the benefit of the public in the future. We have referred to the guidance contained in the Charity commissioner's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

Volunteers

Having lost several of our volunteers at the beginning of the Pandemic the Bureau currently has one active volunteer, who has a lengthy service exceeding 10 years and volunteers three days per week. The Trustees Board would like to thank her for her substantial work during the period.

ACHIEVEMENTS AND PERFORMANCE

Review of activities

Carmarthenshire Citizens Advice was awarded the Advice Quality Standard - General Help, and Specialist Debt and Welfare Benefits with Casework - in October 2021. We are now in year three of our three-year audit cycle.

We have received additional funding from the following: -

- Energy Projects (Cita) to provide advice around energy savings, Carbon Monoxide awareness.
- Single Advice Fund 1st April 2023 to 31st March 2024 to provide Generalist Advice, social welfare rights-based information, advice services together with specialist debt and welfare benefits advice.
- Moondance Foundation – to support generalist Advice.
- Unrestricted Funding – to support generalist Advice.

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)
TRUSTEES' REPORT
FOR THE YEAR TO 31 MARCH 2024 (Cont'd)

FINANCIAL REVIEW

The charity relies largely on grants received which were of a satisfactory level in the sum of £733,362 (2023: £585,899). Overall the fund balances (including assets and liabilities) carried forward are £ 497,558 made up of £431,179 restricted funds and £66,379 unrestricted funds. An overall surplus of £18,717 (2023: deficit £20,109) was made in the year on total funds before transfers and unrealised gains.

Reserves policy

Total funds held at 31 March 2024 amounted to £497,558 made up of £431,179 restricted funds and £66,379 unrestricted funds.

It is the policy of the charity that reserves should be maintained where possible at a level equivalent of at least £120,000. The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised.

Investment policy

The Charity invests its funds in bank deposits and is continually seeking to obtain better rates of return.

Remote working

We continue to deliver a remote service through the following advice channels: Telephone, Web Chat, Video Call, Drop-in Video Call and Email.

We continue to provide the following equipment, laptop, phone, desk, support equipment and IT support. We have achieved the 'Cyber Essentials Plus' Certificate for the second consecutive year.

Face-to-Face Services

Working in partnership with Carmarthenshire County Council we deliver advice from the three Hwb's Carmarthen (Monday) Ammanford (Tuesday) Llanelli (alternate Wednesday and Thursday). We attend 'Advice Events' held by AM's, MP's and Partner Organisations building a trusted pathway to advice.

Future Developments

- Increase our number of volunteers.
- Develop a relationship with the local gypsy and traveller community, working in partnership with Carmarthen County Council Liaison Officer and Hywel Dda Health Board Community Manager.

**CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)
TRUSTEES' REPORT
FOR THE YEAR TO 31 MARCH 2024 (Cont'd)**

Responsibilities of the Trustees

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 as at the balance sheet date and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

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

The trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. The Trustees 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.

This report has been prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to Small Companies. The report also contains a director's report as required by Company Law.

Approved by the Executive Committee on

August 2024 and signed on its behalf by:

.....
Mr H N Llewellyn – Chair
Director/Trustee

.....
Mr R J Edwards
Director/Trustee

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

Independent examiner's report to the Trustees of Carmarthenshire Citizens Advice Bureau

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2024, which are set out on pages 6 to 13.

Responsibilities and basis of report

As the charity's trustees of the company (who are also the directors of the company for the purpose 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

The company's gross income exceeded £250,000 and I confirm that I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

I have completed my examination. I confirm that no material matters have come to my attention which gives 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 accounting 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 Charities SORP (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.

Nicholas Bassett
Chartered Accountant
Harris Bassett Ltd Chartered Accountants
19 Murray Street
Llanelli
Carmarthenshire
SA15 1AQ

Date:

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR TO 31 MARCH 2024

	Notes	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
INCOME FROM					
Charitable activities	2	146,000	587,362	733,362	585,899
Donations	3	50	-	50	150
Investment income	4	<u>8,478</u>	-	<u>8,478</u>	<u>1,837</u>
Total income		<u>154,528</u>	<u>587,362</u>	<u>741,890</u>	<u>587,886</u>
 EXPENDITURE ON:					
Charitable activities	5	<u>242,730</u>	<u>480,443</u>	<u>723,173</u>	<u>607,995</u>
Total expenditure		<u>242,730</u>	<u>480,443</u>	<u>723,173</u>	<u>607,995</u>
 NET (EXPENDITURE) INCOME					
Gross transfers between funds	11	(88,202)	106,919	18,717	(20,109)
		<u>104,117</u>	<u>(104,117)</u>	-	-
Net movement in funds		<u>15,915</u>	<u>2,802</u>	<u>18,717</u>	<u>(20,109)</u>
 RECONCILIATION OF FUNDS:					
Total funds brought forward		<u>50,464</u>	<u>428,377</u>	<u>478,841</u>	<u>498,950</u>
Total funds carried forward		<u>66,379</u>	<u>431,179</u>	<u>497,558</u>	<u>478,841</u>

All activities relate to continuing operations and there are no gains or losses other than those shown above.

The notes form part of these financial statements

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Registered Number 07600945

BALANCE SHEET AS AT 31 MARCH 2024

	Notes	Total Funds 2024 £	Total Funds 2023 £
FIXED ASSETS			
Tangible Assets	8	<u>16,008</u>	<u>15,129</u>
CURRENT ASSETS			
Debtors	9	46,559	17,085
Bank and Cash		<u>452,112</u>	<u>500,180</u>
		498,671	517,265
CREDITORS			
Amounts falling due within one year	10	<u>(17,121)</u>	<u>(53,553)</u>
NET CURRENT ASSETS		<u>481,550</u>	<u>463,712</u>
NET ASSETS		<u>497,558</u>	<u>478,841</u>
CHARITY FUNDS			
Unrestricted funds	11	66,379	50,464
Restricted funds		<u>431,179</u>	<u>428,377</u>
TOTAL FUNDS		<u>497,558</u>	<u>478,841</u>

The Trustees consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act.

The trustees acknowledge their responsibilities for:

- i. ensuring that the charitable company keeps accounting records that comply with Section 386 of the Companies Act 2006; and
- ii. 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 period and of its surplus or deficit for each financial period 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 accounts have been prepared in accordance with the provisions applicable to companies subject to the Small Companies regime and in accordance with FRS 102 Section 1A and the Charities SORP (FRS 102).

The financial statements were approved by the trustees on
behalf, by

August 2024 and signed on their

.....
Mr H N Llewellyn – Chair
(Director/Trustee)

.....
Mr R J Edwards
(Director/Trustee)

The notes form part of these financial statements

CARMARTHENSHIRE CITIZENS ADVICE BUREAU

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net cash income		18,717	(20,109)
Adjustments to cash flows from non-cash items			
Depreciation		4,883	3,453
Loss on disposal of tangible fixed assets		-	4,986
Investment income	4	(8,478)	(1,837)
		15,122	(13,507)
Working capital adjustments			
(Increase)/decrease in debtors	9	(29,474)	12,192
Increase/(decrease) in creditors	10	(36,432)	<u>21,156</u>
Net cash flows from operating activities		(50,784)	<u>19,841</u>
Cash flows from investing activities			
Interest receivable and similar income	4	8,478	1,837
Purchase of tangible fixed assets	8	(5,762)	(8,129)
Net cash flows from investing activities		<u>2,716</u>	(6,292)
Net increase/(decrease) in cash and cash equivalents		(48,068)	13,549
Cash and cash equivalents at 1 April 2023		<u>500,180</u>	<u>486,631</u>
Cash and cash equivalents at 31 March 2024		<u>452,112</u>	<u>500,180</u>
Reconciliation of net cash flow to movements in net funds			
Increase/(decrease) in cash		(48,068)	13,549
Net funds at 1 April 2023		<u>500,180</u>	<u>486,631</u>
Net funds at 31 March 2024		<u>452,112</u>	<u>500,180</u>

All of the cash flows are derived from continuing operations during the above two years.

Notes to the Cash Flow Statement

Analysis of changes in net debt

	At 1.4.23 £	Cash flow £	At 31.3.24 £
Net Cash			
Cash at bank and in hand	<u>500,180</u>	(48,068)	452,112
Debt			
Debts falling due within 1 year	(53,553)	<u>36,432</u>	(17,121)
Total	<u>446,627</u>	(11,636)	<u>434,991</u>

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

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

1 ACCOUNTING POLICIES

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

The financial statements have been prepared in accordance with 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 2022) – (Charities SORP (FRS 102)), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) section 1A. They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation

Carmarthenshire Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The financial statements are prepared in sterling which is the functional currency of the entity.

Going concern

The financial statements have been prepared on a going concern basis.

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

Income

Grants and donations are recognised on entitlement once conditions of certainty and measurement are met. Grant income is recognised on an accruals basis and is allocated on a strict basis to the period to which it relates.

Expenditure

All expenditure incurred by the charity relates to its charitable activities i.e., providing advice to the community and is allocated accordingly. Governance costs relate to the provision of accountancy fees and also trustees meetings expenses and are allocated accordingly. The accruals basis has been adopted for the recognition of liabilities.

Use of volunteers

The charity relies on the service of one fully trained volunteer who carries out a wide range of advice work and administrative tasks, apart from the cost of training and reimbursement of travel expenses. The donated services of the volunteer in the course of undertaking the charitable and income generating activities is not recognised within the Statement of Financial Activities.

Leasing

Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

Pensions

The pension costs charged in the financial statements represent the contribution paid by the charity during the year to a defined contribution money purchase scheme.

Taxation

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

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2024 (Cont'd)

Tangible Fixed Assets and Depreciation

Tangible fixed assets are included at valuation on commencement in July 2011 and at cost thereafter less accumulated depreciation. Depreciation is provided to write down the net book value of the assets at the following rates:-

Fixtures, Fittings and Equipment – 25% reducing balance method

Trade Debtors

Trade debtors are amounts due from grant providers towards services provided in the financial year. Trade debtors are recognised at the transaction price.

Trade Creditors

Trade creditors are obligations to pay for goods and services that have been acquired in the ordinary course of business by suppliers. Trade creditors are recognized at the transaction price.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2	INCOME FROM CHARITABLE ACTIVITIES	<u>2024</u>	<u>2023</u>	
		£	£	
	Contracts and fees – Citizens Advice & Welsh Office	572,706	425,035	
	Grants – Carmarthenshire County Council	<u>160,656</u>	<u>160,864</u>	
		<u>733,362</u>	<u>585,899</u>	
3.	DONATIONS	<u>2024</u>	<u>2023</u>	
		£	£	
	Donations	<u>50</u>	<u>150</u>	
4.	INVESTMENT INCOME	£	£	
	Interest receivable	<u>8,478</u>	<u>1,837</u>	
5.	EXPENDITURE ON CHARITABLE ACTIVITIES	Governance	Support Costs	Total
			£	£
	Employment costs		655,267	655,267
	Establishment		8,486	8,486
	Office and administrative expenses		50,245	50,245
	Sundry and other costs		124	124
	Cost of Trustee meetings, travel and training		-	-
	Legal and professional fees		268	268
	Accountancy and Independent Examination	3,900	-	3,900
	Depreciation of tangible fixed assets		4,883	4,883
		<u>3,900</u>	<u>719,273</u>	<u>723,173</u>

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2024 (Cont'd)

6. **TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2024. Reimbursement of travel expenses and training were made totalling £0 (2023 £ 0).

	<u>2024</u>	<u>2023</u>
7. EMPLOYEES		
Number of employees		
The average monthly number of employees during the year was:		
Manager and project caseworkers	20	18
Management and administration of the charity	<u>2</u>	<u>2</u>
	<u>22</u>	<u>20</u>
	<u>2024</u>	<u>2023</u>
Employment costs	£	£
Gross wages and salaries	582,493	459,677
National insurance	47,807	38,054
Pension costs	22,830	13,708
Staff training and conferences	<u>2,137</u>	<u>1,123</u>
	<u>655,267</u>	<u>512,562</u>

There were no employees whose annual remuneration was £60,000 or more. In addition, one volunteer provided support during the year.

8. **FIXED ASSETS**

	Office equipment and furniture
	£
Cost	
At 1 April 2023	23,848
Additions in year	5,762
Disposals	-
At 31 March 2024	<u>29,610</u>
Depreciation	£
At 1 April 2023	8,719
Depreciation charge for the year	4,883
Elimination on disposals	-
At 31 March 2024	<u>13,602</u>
Net Book Value	
At 31 March 2024	<u>16,008</u>
At 31 March 2023	<u>15,129</u>

9. **DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	<u>2024</u>	<u>2023</u>
	£	£
Debtor – Charitable income	44,004	16,295
Prepayments	<u>2,555</u>	<u>790</u>
	<u>46,559</u>	<u>17,085</u>

10. **CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	<u>2024</u>	<u>2023</u>
	£	£
Grant paid in advance	-	34,126
Taxation & Social Security	12,055	10,874
Accruals	<u>5,066</u>	<u>8,553</u>
	<u>17,121</u>	<u>53,553</u>

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2024 (Cont'd)

11	MOVEMENT IN FUNDS	At 01.04.23 £	Net Movement in funds £	Transfers £	At 31.03.24 £
	Unrestricted funds				
	General Advice Fund & Universal Support	50,464	(88,202)	104,117	66,379
	Restricted funds	<u>428,377</u>	<u>106,919</u>	<u>(104,117)</u>	<u>431,179</u>
	TOTAL FUNDS	<u>478,841</u>	<u>18,717</u>	<u>-</u>	<u>497,558</u>

Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balance of grants and donations held on trust for specific purposes:-

	Balance at	Income	Movement in funds		Balance at
	1 April 2023		Expenditure	Transfers	
	£	£	£	£	£
Welfare Rights	74,569	14,656	(29,092)	(60,133)	-
Central Fund	324,761	148,721	(35,199)	(7,104)	431,179
Single Adviceline	29,047	290,910	(339,291)	19,334	-
Carbon Monoxide Advice	-	91,596	(28,278)	(63,318)	-
Warmer Wales	-	41,479	(48,583)	7,104	-
	<u>428,377</u>	<u>587,362</u>	<u>(480,443)</u>	<u>(104,117)</u>	<u>431,179</u>

Transfers

Any restricted funds that are in deficit are supported by the central core fund. Any deficit made by a particular fund is absorbed by the core fund and any such funds are left with a nil retained reserve carried forward.

The specific purposes for which the funds are applied are as follows:

Generalist Advice – Funded by Carmarthenshire County Council for generalist advice - unrestricted.

Welfare Rights - Funded by Carmarthenshire County Council for benefits advice.

Single Adviceline (SAS) – Welsh Government funding to provide social welfare rights based information and advice services together with specialised debt advice.

Energy advice programmes – projects to give energy advice – included in central funds.

British Gas – Funding to continue the delivery of advice and support through the Warmer Wales initiative – included in central funds.

**CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2024 (Cont'd)**

12 FINANCIAL COMMITMENTS

At 31 March 2024 the company had commitments under non-cancellable operating leases over the remaining life of those leases of £0 (2023 £0).

13 RELATED PARTY TRANSACTION

In April 2011 Citizens Advice Bureau, Ammanford were awarded substantial compensation monies of approximately £160,000 under the proceeds of crime act. No monies were received by the Bureau in the year ending 31 March 2024. HM Courts & Tribunals Services are currently unable to speculate as to the time scale for the balance of the compensation to be paid and as a result no provision has been made in these accounts for the recovery of the balance of the award.

Apart from this the Trustees have considered the position and confirm that there are no other related party disclosures.

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR TO 31 MARCH 2024

		<u>2024</u>		<u>2023</u>	
	£	£	£	£	£
INCOME FROM:					
Charitable Activities					
Contracts and fees – Citizens Advice & Welsh Office	572,706		425,035		
Grants – Carmarthenshire County Council	160,656		160,864		
	_____	733,362	_____	585,899	
Donations		50		150	
Investment Income					
Deposit account interest		8,478		1,837	
		_____		_____	
TOTAL INCOME		741,890		587,886	
 EXPENDITURE ON CHARITABLE ACTIVITIES:					
Support Costs					
Local partnership payment – Garnant Family Centre		-	500		
Wages – salaries		630,300	497,731		
Staff pension costs		22,830	13,708		
Staff training and conferences		2,137	1,123		
Staff travel and expenses		6,524	3,191		
Subsistence and refreshments		-	25		
Rent		7,500	7,500		
Water rates		-	37		
Heating and lighting		400	3,987		
Insurance		4,593	5,145		
Postage, stationery and computer costs		8,451	21,710		
I T equipment support, telephone & internet		28,022	28,141		
Reference materials		1,775	5,172		
Cleaning, repairs and maintenance		586	2,175		
Legal and professional		268	4,803		
Bank charges		124	126		
General expenses		880	582		
Depreciation		4,883	3,453		
Loss on disposal of equipment		_____	4,986		
Carried Forward		719,273	604,095		

This pages does not form part of the statutory financial statements

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR TO 31 MARCH 2024 (Cont'd)

	<u>2024</u>		<u>2023</u>	
	£	£	£	£
Brought Forward		719,273		604,095
Governance costs				
Trustees training and travel costs	-		-	
Accountancy	3,900		3,900	
		<u>3,900</u>		<u>3,900</u>
TOTAL EXPENDITURE		<u>723,173</u>		<u>607,995</u>
NET INCOME (EXPENDITURE)		<u>18,717</u>		<u>(20,109)</u>

This page does not form part of the statutory financial statements

CARMARTHENSHIRE CITIZENS ADVICE BUREAU

England & Wales - Charity number 1141755

Accounts

CARMARTHENSHIRE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

TRUSTEE REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR TO 31 MARCH 2023

Registered Charity No 1141755

Company No 07600945

**CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)**

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THE YEAR TO 31 MARCH 2023**

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CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name	Carmarthenshire Citizens Advice Bureau
Registered Charity Number	1141755
Registered Company Number	07600945 (Registered in England and Wales)
Financial Conduct Authority	617542
Registered Office	113 Lammas Street Carmarthen Carmarthenshire SA31 1AP
Directors/Trustees	Howard Neil Llewellyn (Chair) Richard John Edwards Hamish William Laughland Beverley Jayne Careless Fioled Meirion Jones Huw Wyn Lloyd (Appointed 13 September 2022)
Company Secretary	R M Thomas
Senior Management Team	Suzanne Gainard - Chief Executive R M Thomas - Finance Manager
Independent Examiners	Rimmer & May Chartered Accountants 19 Murray Street Llanelli SA15 1AQ
Bankers	HSBC 4A Vaughan Street Llanelli Carmarthenshire SA15 3TY

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR TO 31 MARCH 2023

The Trustees who are Directors of the Charity for the purposes of the Companies Act 2006 where indicated, present their report together with the financial statements of the Charity for the year ended 31st March 2023. The financial statements comply with Charities Act 2011, the Company's Act 2006, the Memorandum and Articles of Association and 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) Section 1A.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The organisation is a charitable company limited by guarantee, incorporated on 12th April 2011 and registered as a charity on 6th May 2011 and commenced its activities on 1st July 2011. The company was established and is governed under its Articles of Association which sets out its objects and powers.

Organisation and management

The Charity is administered and managed by the members of the Executive Committee which shall consist of not less than three members and not more than fifteen:- honorary office holders of Chairman, Vice Chairman and Treasurer elected by members from amongst themselves at the first meeting of Carmarthenshire Citizens Advice Bureau.

A member of the Executive Committee shall cease to hold office if they become disqualified, incapable, is absent from meetings, notifies the trustees of their wish to resign, ceases to be a member or fails to declare an interest in a contract of the Charity.

The Trustee Board which comprises of Trustees/Directors, Bureau County Director and other appropriate personnel meet on a bi-monthly basis to discuss issues and future plans.

Recruitment and appointment of new trustees

The names of the Trustee Board are shown on the previous page. The Charity is a company limited by guarantee and none of the officers hold any shares in the company. The Charity is administered by a Trustee Board of between three and fifteen persons.

The Trustee Board members can either be elected at the Annual General Meeting or co-opted by the Trustee Board provided that the total number of co-opted nominated members does not exceed one third of the total members of the Trustee Board. No member of the Trustee Board can serve for more than three years without being formally re-elected.

Induction and training of new trustees

New Trustees are provided with a Trustee handbook and a follow up course of induction procedures.

The company was established and is governed under its Articles of Association which sets out its objects and powers. Under those Articles the members of the Trustee Board are elected at AGM. A member may be co-opted at any ordinary meeting, subject to the Articles, until the next AGM.

The charity is operated in accordance with its Articles of Association. The Trustee Board is responsible for all aspects of the Bureau. Sub committees are delegated the power to make some decisions on behalf of the Board. In other areas, recommendations are made to the Trustee Board, which makes the ultimate decision.

Wider network

Carmarthenshire Citizens Advice Bureau is a member of Citizens Advice (Cita), but is an independently registered Charity and company limited by guarantee. Citizens Advice provides support services to the Bureau in the form of information and training amongst others. The Bureau is required to adopt service wide policies and comply with Membership Scheme requirements.

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)
TRUSTEES' REPORT
FOR THE YEAR TO 31 MARCH 2023 (Cont'd)

Relationships with other organizations

The Charity has links with Carmarthenshire County Council, Carmarthenshire Social Services, Citizens Advice Cymru, and Welsh Government. We have approximately 60 partner organization who make daily referrals into our service.

Risk management

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

During the year the Board has reviewed each of the Bureau's operations and activities as part of an overall risk assessment approach. All new ventures are appraised on the basis of the risks identified and the procedures and policies associated with the minimisation of such risks that are significant. In addition, the Bureau is subject to regular audit by Citizens Advice.

OBJECTIVES AND ACTIVITIES

The aims and objects of the Charity are to provide the following:-

Free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

It values diversity, promotes equality and challenges discrimination.

The service aims:

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

Charity's public benefit

The Charity exists to provide advice to members of the public. It is part of the Charity's ethos to meet the changing needs of the people of Carmarthenshire and to be responsive to their requests for advice. Any surplus generated from the provision of our services is reinvested for the benefit of the public in the future. We have referred to the guidance contained in the Charity commissioner's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

Volunteers

Having lost several of our volunteers at the beginning of the Pandemic the Bureau currently has two active volunteers, one of which has a lengthy service exceeding 10 years. The Trustees Board would like to thank both volunteers for their substantial work during the period.

ACHIEVEMENTS AND PERFORMANCE

Review of activities

Carmarthenshire Citizens Advice was awarded the Advice Quality Standard - General Help, and Specialist Debt and Welfare Benefits with Casework - in October 2021. We are now in year two of our three-year audit cycle.

We have received additional funding from the following: -

- Energy Projects (Cita) to provide advice around energy savings, Carbon Monoxide awareness.
- Single Advice Fund 1st April 2022 to 31st March 2023 to provide Generalist Advice, social welfare rights-based information, advice services together with specialist debt and welfare benefits advice.
- Moondance Foundation – to support generalist Advice.
- Unrestricted Funding – to support generalist Advice.

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)
TRUSTEES' REPORT
FOR THE YEAR TO 31 MARCH 2023 (Cont'd)

FINANCIAL REVIEW

The charity relies largely on grants received which were of a satisfactory level in the sum of £ 585,899 (2022: £728,300). Overall the fund balances (including assets and liabilities) carried forward are £478,841 made up of £428,377 restricted funds and £50,464 unrestricted funds. An overall deficit of £ 20,109 (2022: surplus £117,745) was made in the year on total funds before transfers and unrealised gains.

Reserves policy

Total funds held at 31 March 2023 amounted to £478,841 made up of £428,377 restricted funds and £50,464 unrestricted funds.

It is the policy of the charity that reserves should be maintained where possible at a level equivalent of at least £120,000. The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised.

Investment policy

The Charity invests its funds in bank deposits and is continually seeking to obtain better rates of return.

Remote working

We continue to deliver a remote service through the following advice channels: Telephone, Web Chat, Video Call, Drop-in Video Call and Email.

We continue to provide the following equipment, laptop, phone, desk, support equipment and IT support. We have achieved the 'Cyber Essentials Plus' Certificate.

FUTURE DEVELOPMENTS

Working in partnership with Carmarthenshire County Council we deliver advice from the three Hwb's Carmarthen (Monday) Ammanford (Tuesday) Llanelli (alternate Wednesday and Thursday). We attend 'Advice Events' held by AM's, MP's and Partner Organisations building a trusted pathway to advice.

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)
TRUSTEES' REPORT
FOR THE YEAR TO 31 MARCH 2023 (Cont'd)

Responsibilities of the Trustees

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 as at the balance sheet date and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

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

The trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. The Trustees 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.

This report has been prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to Small Companies. The report also contains a director's report as required by Company Law.

Approved by the Executive Committee on

July 2023 and signed on its behalf by:

.....
Mr H N Llewellyn – Chair
Director/Trustee

.....
Mr R J Edwards
Director/Trustee

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

Independent examiner's report to the Trustees of Carmarthenshire Citizens Advice Bureau

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2023, which are set out on pages 6 to 13.

Responsibilities and basis of report

As the charity's trustees of the company (who are also the directors of the company for the purpose 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

The company's gross income exceeded £250,000 and I confirm that I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

I have completed my examination. I confirm that no material matters have come to my attention which gives 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 accounting 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 Charities SORP (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.

Alan Martin Evans F.C.A
Chartered Accountant
Rimmer & May Chartered Accountants
19 Murray Street
Llanelli
Carmarthenshire
SA15 1AQ

Date:

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR TO 31 MARCH 2023

	Notes	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
INCOME FROM					
Charitable activities	2	146,208	439,691	585,899	728,300
Donations	3	150	-	150	700
Investment income	4	<u>1,837</u>	-	<u>1,837</u>	<u>40</u>
Total income		<u>148,195</u>	<u>439,691</u>	<u>587,886</u>	<u>729,040</u>
 EXPENDITURE ON:					
Charitable activities	5	<u>216,729</u>	<u>391,266</u>	<u>607,995</u>	<u>611,295</u>
Total expenditure		<u>216,729</u>	<u>391,266</u>	<u>607,995</u>	<u>611,295</u>
 NET (EXPENDITURE) INCOME					
Gross transfers between funds	11	(68,534)	48,425	(20,109)	117,745
Net movement in funds		<u>128,401</u>	<u>(128,401)</u>	<u>-</u>	<u>-</u>
		<u>59,867</u>	<u>(79,976)</u>	<u>(20,109)</u>	<u>117,745</u>
 RECONCILIATION OF FUNDS:					
Total funds brought forward		(9,403)	<u>508,353</u>	<u>498,950</u>	<u>381,205</u>
Total funds carried forward		<u>50,464</u>	<u>428,377</u>	<u>478,841</u>	<u>498,950</u>

All activities relate to continuing operations and there are no gains or losses other than those shown above.

The notes form part of these financial statements

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Registered Number 07600945

BALANCE SHEET AS AT 31 MARCH 2023

	Notes	Total Funds 2023 £	Total Funds 2022 £
FIXED ASSETS			
Tangible Assets	8	<u>15,129</u>	<u>15,439</u>
CURRENT ASSETS			
Debtors	9	17,085	29,277
Bank and Cash		<u>500,180</u>	<u>486,631</u>
		517,265	515,908
CREDITORS			
Amounts falling due within one year	10	(53,553)	(32,397)
NET CURRENT ASSETS		<u>463,712</u>	<u>483,511</u>
NET ASSETS		<u>478,841</u>	<u>498,950</u>
CHARITY FUNDS	11		
Unrestricted funds		50,464	(9,403)
Restricted funds		<u>428,377</u>	<u>508,353</u>
TOTAL FUNDS		<u>478,841</u>	<u>498,950</u>

The Trustees consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act.

The trustees acknowledge their responsibilities for:

- i. ensuring that the charitable company keeps accounting records that comply with Section 386 of the Companies Act 2006; and
- ii. 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 period and of its surplus or deficit for each financial period 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 accounts have been prepared in accordance with the provisions applicable to companies subject to the Small Companies regime and in accordance with FRS 102 Section 1A and the Charities SORP (FRS 102).

The financial statements were approved by the trustees on
by

July 2023 and signed on their behalf,

.....
Mr H N Llewellyn – Chair
(Director/Trustee)

.....
Mr R J Edwards
(Director/Trustee)

The notes form part of these financial statements

CARMARTHENSHIRE CITIZENS ADVICE BUREAU

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash income		(20,109)	117,745
Adjustments to cash flows from non-cash items			
Depreciation	8	3,453	4,302
Loss on disposal of tangible fixed assets		4,986	-
Investment income	4	<u>(1,837)</u>	<u>(40)</u>
		<u>(13,507)</u>	122,007
Working capital adjustments			
(Increase)/decrease in debtors	9	12,192	(632)
Increase/(decrease) in creditors	10	<u>21,156</u>	<u>17,327</u>
Net cash flows from operating activities		<u>19,841</u>	<u>138,702</u>
Cash flows from investing activities			
Interest receivable and similar income	4	1,837	40
Purchase of tangible fixed assets	8	<u>(8,129)</u>	<u>(2,761)</u>
Net cash flows from investing activities		<u>(6,292)</u>	<u>(2,721)</u>
Net increase/(decrease) in cash and cash equivalents		13,549	135,981
Cash and cash equivalents at 1 April 2022		<u>486,631</u>	<u>350,650</u>
Cash and cash equivalents at 31 March 2023		<u>500,180</u>	<u>486,631</u>
Reconciliation of net cash flow to movements in net funds			
Increase/(decrease) in cash		13,549	135,981
Net funds at 1 April 2022		<u>486,631</u>	<u>350,650</u>
Net funds at 31 March 2023		<u>500,180</u>	<u>486,631</u>

All of the cash flows are derived from continuing operations during the above two years.

Notes to the Cash Flow Statement

Analysis of changes in net debt

	At 1.4.22 £	Cash flow £	At 31.3.23 £
Net Cash			
Cash at bank and in hand	<u>486,631</u>	<u>13,549</u>	<u>500,180</u>
Debt			
Debts falling due within 1 year	<u>(32,397)</u>	<u>(21,156)</u>	<u>(53,553)</u>
Total	<u>454,234</u>	<u>(7,607)</u>	<u>446,627</u>

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

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

1 ACCOUNTING POLICIES

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

The financial statements have been prepared in accordance with 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) – (Charities SORP (FRS 102)), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) section 1A. They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation

Carmarthenshire Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The financial statements are prepared in sterling which is the functional currency of the entity.

Going concern

The financial statements have been prepared on a going concern basis.

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

Income

Grants and donations are recognised on entitlement once conditions of certainty and measurement are met. Grant income is recognised on an accruals basis and is allocated on a strict basis to the period to which it relates.

Expenditure

All expenditure incurred by the charity relates to its charitable activities i.e., providing advice to the community and is allocated accordingly. Governance costs relate to the provision of accountancy fees and also trustees meetings expenses and are allocated accordingly. The accruals basis has been adopted for the recognition of liabilities.

Use of volunteers

The charity relies on up to 2 fully trained volunteers who carry out a wide range of advice work and administrative tasks, apart from the cost of training and reimbursement of travel expenses. The donated services of volunteers in the course of undertaking the charitable and income generating activities is not recognised within the Statement of Financial Activities.

Leasing

Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

Pensions

The pension costs charged in the financial statements represent the contribution paid by the charity during the year to a defined contribution money purchase scheme.

Taxation

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

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2023 (Cont'd)

Tangible Fixed Assets and Depreciation

Tangible fixed assets are included at valuation on commencement in July 2011 and at cost thereafter less accumulated depreciation. Depreciation is provided to write down the net book value of the assets at the following rates:-

Fixtures, Fittings and Equipment – 25% reducing balance method

Trade Debtors

Trade debtors are amounts due from grant providers towards services provided in the financial year. Trade debtors are recognised at the transaction price.

Trade Creditors

Trade creditors are obligations to pay for goods and services that have been acquired in the ordinary course of business by suppliers. Trade creditors are recognized at the transaction price.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2	INCOME FROM CHARITABLE ACTIVITIES	<u>2023</u>	<u>2022</u>	
		£	£	
	Contracts and fees – Citizens Advice & Welsh Office	425,035	567,436	
	Grants – Carmarthenshire County Council	<u>160,864</u>	<u>160,864</u>	
		<u>585,899</u>	<u>728,300</u>	
3.	DONATIONS	<u>2023</u>	<u>2022</u>	
		£	£	
	Donations	<u>150</u>	<u>700</u>	
4.	INVESTMENT INCOME	£	£	
	Interest receivable	<u>1,837</u>	<u>40</u>	
5.	EXPENDITURE ON CHARITABLE ACTIVITIES	Governance	Support Costs	Total
			£	£
	Local partnership payment		500	500
	Employment costs		512,562	512,562
	Establishment		13,699	13,699
	Office and administrative expenses		63,966	63,966
	Sundry and other costs		126	126
	Cost of Trustee meetings, travel and training		-	-
	Legal and professional fees		4,803	4,803
	Accountancy and Independent Examination	3,900	-	3,900
	Depreciation of tangible fixed assets		3,453	3,453
	Loss on disposal of tangible fixed assets		<u>4,986</u>	<u>4,986</u>
		<u>3,900</u>	<u>604,095</u>	<u>607,995</u>

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2023 (Cont'd)

6. **TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2023. Reimbursement of travel expenses and training were made totalling £0 (2022 £ 0).

7. **EMPLOYEES**

Number of employees

The average monthly number of employees during the year was:

	<u>2023</u>	<u>2022</u>
Manager and project caseworkers	18	17
Management and administration of the charity	<u>2</u>	<u>2</u>
	<u>20</u>	<u>19</u>

Employment costs

	<u>2023</u>	<u>2022</u>
	£	£
Gross wages and salaries	459,677	476,177
National insurance	38,054	37,813
Pension costs	13,708	13,385
Staff training and conferences	<u>1,123</u>	<u>510</u>
	<u>512,562</u>	<u>527,885</u>

There were no employees whose annual remuneration was £60,000 or more. In addition, approximately four volunteers provided support during the year.

8. **FIXED ASSETS**

**Office equipment
and furniture**
£

Cost

At 1 April 2022		27,714
Additions in year		8,129
Disposals		(11,995)
At 31 March 2023		<u>23,848</u>

Depreciation

At 1 April 2022		12,275
Depreciation charge for the year		3,453
Elimination on disposals		(7,009)
At 31 March 2023		<u>8,719</u>

Net Book Value

At 31 March 2023		<u>15,129</u>
At 31 March 2022		<u>15,439</u>

9. **DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

2023 2022
£ £

Debtor – Charitable income	16,295	28,790
Prepayments	<u>790</u>	<u>487</u>
	<u>17,085</u>	<u>29,277</u>

10. **CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

2023 2022
£ £

Grant paid in advance	34,126	-
Taxation & Social Security	10,874	8,950
Accruals	<u>8,553</u>	<u>23,447</u>
	<u>53,553</u>	<u>32,397</u>

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2023 (Cont'd)

11	MOVEMENT IN FUNDS	At	Net Movement	Transfers	At
		01.04.22	in funds		31.03.23
		£	£	£	£
	Unrestricted funds				
	General Advice Fund & Universal Support	(9,403)	(68,534)	128,401	50,464
	Restricted funds	<u>508,353</u>	<u>48,425</u>	<u>(128,401)</u>	<u>428,377</u>
	TOTAL FUNDS	<u>498,950</u>	<u>(20,109)</u>	<u>-</u>	<u>478,841</u>

Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balance of grants and donations held on trust for specific purposes:-

	Balance at	Income	Movement in funds		Balance at
	1 April 2022	£	Expenditure	Transfers	31 March 2023
	£	£	£	£	£
Welfare Rights	74,582	14,656	(14,669)	-	74,569
Central Fund	261,257	137,778	(74,274)	-	324,761
Masdap	79,606	-	-	(79,606)	-
Front Line Advice	67,461	-	-	(67,461)	-
Single Line advice	25,447	277,057	(273,457)	-	29,047
Carbon Monoxide Advice	<u>-</u>	<u>10,200</u>	<u>(28,866)</u>	<u>18,666</u>	<u>-</u>
	<u>508,353</u>	<u>439,691</u>	<u>(391,266)</u>	<u>(128,401)</u>	<u>428,377</u>

Transfers

Any restricted funds that are in deficit are supported by the central core fund. Any deficit made by a particular fund is absorbed by the core fund and any such funds are left with a nil retained reserve carried forward.

The Masdap and Front Line Advice projects were completed in previous years as all targets were met in relation to this income and there will be no clawback. The balances have therefore been transferred to unrestricted funds.

The specific purposes for which the funds are applied are as follows:

Generalist Advice – Funded by Carmarthenshire County Council for generalist advice - unrestricted.

Welfare Rights - Funded by Carmarthenshire County Council for benefits advice.

Claim what's Yours – Project to assist clients with obtaining benefits maximization – included in central funds.

Adviceline (SAS) – Welsh Government funding to provide social welfare rights based information and advice services together with specialised debt advice.

Energy advice programmes – projects to give energy advice – included in central funds.

British Gas – Funding to continue the delivery of advice and support through the Warmer Wales initiative – included in central funds.

**CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2023 (Cont'd)**

12 FINANCIAL COMMITMENTS

At 31 March 2023 the company had commitments under non-cancellable operating leases over the remaining life of those leases of £0 (2022 £0).

13 RELATED PARTY TRANSACTION

In April 2011 Citizens Advice Bureau, Ammanford were awarded substantial compensation monies of approximately £160,000 under the proceeds of crime act. No monies were received by the Bureau in the year ending 31 March 2023. HM Courts & Tribunals Services are currently unable to speculate as to the time scale for the balance of the compensation to be paid and as a result no provision has been made in these accounts for the recovery of the balance of the award. Apart from this the Trustees have considered the position and confirm that there are no other related party disclosures.

14 CONTINGENT LIABILITY

The trustees have been made aware of an accident claim by a member of staff. Having considered the matter they believe that there is no merit in the claim but that any claim would be covered by insurance cover and that ultimately there will be no financial liability to the Charity.

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR TO 31 MARCH 2023

		<u>2023</u>		<u>2022</u>	
	£	£	£	£	£
INCOME FROM:					
Charitable Activities					
Contracts and fees – Citizens Advice & Welsh Office	425,035		567,436		
Grants – Carmarthenshire County Council	160,864		160,864		
	_____	585,899	_____	728,300	
Donations		150		700	
Investment Income					
Deposit account interest		1,837		40	
		_____		_____	
TOTAL INCOME		587,886		729,040	
 EXPENDITURE ON CHARITABLE ACTIVITIES:					
Support Costs					
Local partnership payment – Garnant Family Centre	500		-		
Wages – salaries	497,731		513,990		
Staff pension costs	13,708		13,385		
Staff training and conferences	1,123		510		
Staff travel	3,191		1,963		
Volunteer travel and expenses	-		245		
Subsistence and refreshments	25		73		
Rent	7,500		14,825		
Water rates	37		84		
Heating and lighting	3,987		13,400		
Insurance	5,145		4,655		
Postage, stationery and computer costs	21,710		6,556		
Licences – Video calling platform	-		3,109		
I T equipment support, telephone & internet	28,141		21,530		
Reference materials	5,172		4,320		
Cleaning, repairs and maintenance	2,175		3,448		
Legal and professional	4,803		1,150		
Bank charges	126		137		
General expenses	582		13		
Depreciation	3,453		4,302		
Loss on disposal of equipment	4,986		-		
Carried Forward		604,095		607,695	

This pages does not form part of the statutory financial statements

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR TO 31 MARCH 2023 (Cont'd)

	2023		2022	
	£	£	£	£
Brought Forward		604,095		607,695
Governance costs				
Trustees training and travel costs	-		-	
Accountancy	3,900		3,600	
		<u>3,900</u>		<u>3,600</u>
TOTAL EXPENDITURE		<u>607,995</u>		<u>611,295</u>
NET (EXPENDITURE) INCOME		<u>(20,109)</u>		<u>117,745</u>

This page does not form part of the statutory financial statements

CARMARTHENSHIRE CITIZENS ADVICE BUREAU

England & Wales - Charity number 1141755

Accounts

CARMARTHENSHIRE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

TRUSTEE REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR TO 31 MARCH 2022

Registered Charity No 1141755

Company No 07600945

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

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THE YEAR TO 31 MARCH 2022

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CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name	Carmarthenshire Citizens Advice Bureau
Registered Charity Number	1141755
Registered Company Number	07600945 (Registered in England and Wales)
Financial Conduct Authority	617542
Registered Office	113 Lammas Street Carmarthen Carmarthenshire SA31 1AP
Directors/Trustees	Richard John Edwards (Chair) Hamish William Laughland Beverley Jayne Careless Howard Neil Llewellyn Fioled Meirion Jones
Company Secretary	R M Thomas
Senior Management Team	Suzanne Gainard - Chief Executive R M Thomas - Finance Manager
Independent Examiners	Rimmer & May Chartered Accountants 19 Murray Street Llanelli SA15 1AQ
Bankers	HSBC 4A Vaughan Street Llanelli Carmarthenshire SA15 3TY

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR TO 31 MARCH 2022

The Trustees, who are Directors for the purposes of the company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2022.

Trustees

Richard John Edwards (Chair)
Hamish William Laughland
Beverley Jayne Careless
Howard Neil Llewellyn
Fioled Meirion Jones

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The organisation is a charitable company limited by guarantee, incorporated on 12th April 2011 and registered as a charity on 6th May 2011 and commenced its activities on 1st July 2011. The company was established and is governed under its Articles of Association which sets out its objects and powers.

Organisation and management

The Charity is administered and managed by the members of the Executive Committee which shall consist of not less than three members and not more than fifteen:- honorary office holders of Chairman, Vice Chairman and Treasurer elected by members from amongst themselves at the first meeting of Carmarthenshire Citizens Advice Bureau.

A member of the Executive Committee shall cease to hold office if they become disqualified, incapable, is absent from meetings, notifies the trustees of their wish to resign, ceases to be a member or fails to declare an interest in a contract of the Charity.

The Trustee Board which comprises of Trustees/Directors, Bureau County Director and other appropriate personnel meet on a regular basis to discuss issues and future plans and delegate the day-to-day operation of the organisation to senior management.

Recruitment and appointment of new trustees

The names of the Trustee Board are shown on the previous page. The Charity is a company limited by guarantee and none of the officers hold any shares in the company. The Charity is administered by a Trustee Board of between three and fifteen persons.

The Trustee Board members can either be elected at the Annual General Meeting or co-opted by the Trustee Board provided that the total number of co-opted nominated members does not exceed one third of the total members of the Trustee Board. No member of the Trustee Board can serve for more than three years without being formally re-elected.

Induction and training of new trustees

New Trustees are provided with a Trustee handbook and a follow up course of induction procedures.

The company was established and is governed under its Articles of Association which sets out its objects and powers. Under those Articles the members of the Trustee Board are elected at AGM. A member may be co-opted at any ordinary meeting, subject to the Articles, until the next AGM.

The charity is operated in accordance with its Articles of Association. The Trustee Board is responsible for all aspects of the Bureau. Sub committees are delegated the power to make some decisions on behalf of the Board. In other areas, recommendations are made to the Trustee Board, which makes the ultimate decision.

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)
TRUSTEES' REPORT
FOR THE YEAR TO 31 MARCH 2022 (Cont'd)

Arrangements for setting key management personal remuneration

The Directors, who are the trustees of the charity, and the senior management team comprise the key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day to day basis. All Trustees give their time freely and none received remuneration in the year.

The pay of all staff is reviewed, usually annually, and any increases are based on the current public sector pay policy subject to the availability of the financial resources within the charity. Senior staff are awarded the same percentage increases. The Trustees also periodically compare the pay of senior staff with equivalent posts in other charities within the Citizens Advice network to provide a benchmark to inform future pay increases.

Wider network

Carmarthenshire Citizens Advice Bureau is a member of Citizens Advice (Cita), but is an independently registered Charity and company limited by guarantee. Citizens Advice provides support services to the Bureau in the form of information and training amongst others. The Bureau is required to adopt service wide policies and comply with Membership Scheme requirements.

Relationships with other organizations

The Charity has links with Carmarthenshire County Council, Carmarthenshire Social Services, Citizens Advice and Welsh Government, Money Advice Service and also receives additional funding from local councils across the county.

Risk management

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

During the year the Board has reviewed each of the Bureau's operations and activities as part of an overall risk assessment approach. All new ventures are appraised on the basis of the risks identified and the procedures and policies associated with the minimisation of such risks that are significant.

In addition, the Bureau is subject to regular audit by Citizens Advice.

OBJECTIVES AND ACTIVITIES

Objects and aims

The objects of the charitable company are set out in the Memorandum and Articles of Association. Its services are consistent with the twin aims of Citizens Advice namely: "to provide the advice people need for the problems they face" and "to improve the policies and practices that affect people's lives". Its services are also consistent with the four stated Principles of Citizens Advice namely: "Free, Independent, Impartial and Confidential".

Vision, Mission, Values

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Our service aims:-

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

Our Vision is to empower people to find a way forward and prevent issues escalating by providing free accessible advice.

Our Mission is to respond effectively to meet the need for free, confidential advice to help people resolve their problems and campaign on big issues when their voices need to be heard. We aim to deliver services of the highest quality and constantly seek to improve through listening, reflection, learning and action. Everything we do – and the way we work – benefits individuals and society. We are committed to ensuring organisational resources are responsibly invested.

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)
TRUSTEES' REPORT
FOR THE YEAR TO 31 MARCH 2022 (Cont'd)

Our Values:

- Responsible: We are accountable;
- Generous: We are empathetic and collaborative;
- Inventive: We are solutions focused and progressive;
- Inclusive: We are all encompassing; proud of our ethos.

We value the contribution of everyone associated with CA Carmarthenshire, funders and partner agencies whose support and effort sustain our work.

Charity's public benefit

The Charity exists to provide advice to members of the public. It is part of the Charity's ethos to meet the changing needs of the people of Carmarthenshire and to be responsive to their requests for advice. Any surplus generated from the provision of our services is reinvested for the benefit of the public in the future. We have referred to the guidance contained in the Charity commissioner's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

Volunteers

During the year an average of 19 staff were employed at the bureau. In addition approximately 4 volunteers provided support. The Trustees Board would like to thank the staff and volunteers for their substantial work during the period.

ACHIEVEMENTS AND PERFORMANCE

Review of activities

We have received additional funding from the following: -

- Utilities Project (Cita) to identify and report on fuel poverty.
- Single Advice Fund 1st April 2021 to 31st March 2022 to provide social welfare rights based information and advice services together with specialist debt advice.
- Homeloan Service Carmarthenshire County Council May 2016 ongoing

During the period 1st April 2021 to 31st March 2022 the Bureau achieved the following:-

- Number of clients seeking help 4643
- Number of enquiries opened 16451
- Number of issues dealt with 27587
- Predominant issues are still Debt, Welfare Benefits and Employment

FINANCIAL REVIEW

The charity relies largely on grants received which were of a satisfactory level in the sum of £728,300 (2021: £705,713). Overall the fund balances (including assets and liabilities) carried forward are £498,950 made up of £508,353 restricted funds and (£9,403) negative unrestricted funds. An overall surplus of £117,745 (2021: £93,397) was made in the year on total funds before transfers and unrealised gains.

The charity is actively involved in applying for additional and new sources of funding and is closely monitoring its running costs in order to minimize any possible future deficits.

Remote Working and Covid Pandemic

We continue to deliver a remote service through the following advice channels: Telephone, Web Chat, Video Call, drop-in Video Call and Email. Both Ammanford and Llanelli office are now closed; our face-to-face service will be delivered on request from partner-outreach venues.

We continue to supply/replace the following equipment, laptop, phone, desk, support equipment and IT support. Client interviews are made either by telephone or video call and subsequent client surveys indicate an overwhelming positive feedback for this system.

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)
TRUSTEES' REPORT
FOR THE YEAR TO 31 MARCH 2022 (Cont'd)

Reserves policy

Total funds held at 31 March 2022 amounted to £498,950 made up of £508,353 restricted funds and (£9,403) negative unrestricted funds.

It is the policy of the charity that reserves should be maintained where possible at a level equivalent of at least £120,000. The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised.

Investment policy

The Charity invests its funds in bank deposits and is continually seeking to obtain better rates of return.

FUTURE DEVELOPMENTS

To continue to develop the service and re-introduce face-to-face appointments when identified or requested. To work with partners and continue the development of our "Digital Referral Scheme" expanding our reach into the rural communities. At present 35 of our partners, refer clients to us through our "digital referral scheme".

From April 2021 to March 2022, we received a month on month increase in the number of referrals made. April 2021 we received three partner referrals, March 2022 this increased to fifty-five, with a total 281 referrals.

By continuing to build our relationship with partners, we are able to bring together a variety of specialism, knowledge and expertise providing a stronger platform for clients.

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Carmarthenshire Citizens Advice Bureau for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. 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 its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- 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 adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and 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.

Small companies provision statement

This report has been prepared in accordance with the small companies regime under the Companies Act 2006. The report also contains a director's report as required by Company Law.

Approved by the Executive Committee on

June 2022 and signed on its behalf by:

.....
Mr R J Edwards – Chair
Director/Trustee

.....
Mr H W Laughland
Director/Trustee

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

Independent examiner's report to the Trustees of Carmarthenshire Citizens Advice Bureau

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2022, which are set out on pages 6 to 13.

Responsibilities and basis of report

As the charity's trustees of the company (who are also the directors of the company for the purpose 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

The company's gross income exceeded £250,000 and I confirm that I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

I have completed my examination. I confirm that no material matters have come to my attention which gives 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 accounting 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 Charities SORP (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.

Alan Martin Evans F.C.A
Chartered Accountant
Rimmer & May Chartered Accountants
19 Murray Street
Llanelli
Carmarthenshire
SA15 1AQ

Date:

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR TO 31 MARCH 2022

	Notes	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
INCOME FROM					
Charitable activities	2	314,594	413,706	728,300	705,313
Donations	3	700	-	700	561
Investment income	4	40	-	40	121
Total income		<u>315,334</u>	<u>413,706</u>	<u>729,040</u>	<u>705,995</u>
 EXPENDITURE ON:					
Charitable activities	5	<u>302,535</u>	<u>308,760</u>	<u>611,295</u>	<u>612,598</u>
Total expenditure		<u>302,535</u>	<u>308,760</u>	<u>611,295</u>	<u>612,598</u>
 NET INCOME					
Gross transfers between funds	11	12,799	104,946	117,745	93,397
Net movement in funds		<u>12,799</u>	<u>104,946</u>	<u>117,745</u>	<u>93,397</u>
 RECONCILIATION OF FUNDS:					
Total funds brought forward		(22,202)	403,407	381,205	287,808
Total funds carried forward		<u>(9,403)</u>	<u>508,353</u>	<u>498,950</u>	<u>381,205</u>

All activities relate to continuing operations and there are no gains or losses other than those shown above.

The notes form part of these financial statements

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Registered Number 07600945

BALANCE SHEET AS AT 31 MARCH 2022

	Notes	Total Funds 2022 £	Total Funds 2021 £
FIXED ASSETS			
Tangible Assets	8	<u>15,439</u>	<u>16,980</u>
CURRENT ASSETS			
Debtors	9	29,277	28,645
Bank and Cash		<u>486,631</u>	<u>350,650</u>
		515,908	379,295
CREDITORS			
Amounts falling due within one year	10	(32,397)	(15,070)
NET CURRENT ASSETS		<u>483,511</u>	<u>364,225</u>
NET ASSETS		<u>498,950</u>	<u>381,205</u>
CHARITY FUNDS			
Unrestricted funds	11	(9,403)	(22,202)
Restricted funds		<u>508,353</u>	<u>403,407</u>
TOTAL FUNDS		<u>498,950</u>	<u>381,205</u>

The Trustees consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act.

The trustees acknowledge their responsibilities for:

- i. ensuring that the charitable company keeps accounting records that comply with Section 386 of the Companies Act 2006; and
- ii. 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 period and of its surplus or deficit for each financial period 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 accounts have been prepared in accordance with the provisions applicable to companies subject to the Small Companies regime and in accordance with FRS 102 Section 1A and the Charities SORP (FRS 102).

The financial statements were approved by the trustees on
by

June 2022 and signed on their behalf,

.....
Mr R J Edwards – Chair
(Director/Trustee)

.....
Mr H W Laughland
(Director/Trustee)

The notes form part of these financial statements

CARMARTHENSHIRE CITIZENS ADVICE BUREAU

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2022

	Note	2022 £	2021 £
Cash flows from operating activities			
Net cash income		117,745	93,397
Adjustments to cash flows from non-cash items			
Depreciation	8	4,302	4,645
Loss on disposal of tangible fixed assets		-	9,512
Investment income	4	<u>(40)</u>	<u>(121)</u>
		122,007	107,433
Working capital adjustments			
(Increase)/decrease in debtors	9	(632)	36,806
Increase/(decrease) in creditors	10	<u>17,327</u>	<u>(12,569)</u>
Net cash flows from operating activities		<u>138,702</u>	<u>131,670</u>
Cash flows from investing activities			
Interest receivable and similar income	4	40	121
Purchase of tangible fixed assets	8	<u>(2,761)</u>	<u>(5,411)</u>
Net cash flows from investing activities		<u>(2,721)</u>	<u>(5,290)</u>
Net increase/(decrease) in cash and cash equivalents		135,981	126,380
Cash and cash equivalents at 1 April 2021		<u>350,650</u>	<u>224,270</u>
Cash and cash equivalents at 31 March 2022		<u>486,631</u>	<u>350,650</u>
Reconciliation of net cash flow to movements in net funds			
Increase/(decrease) in cash		135,981	126,380
Net funds at 1 April 2021		<u>350,650</u>	<u>224,270</u>
Net funds at 31 March 2022		<u>486,631</u>	<u>350,650</u>

All of the cash flows are derived from continuing operations during the above two years.

Notes to the Cash Flow Statement

Analysis of changes in net debt

	At 1.4.21 £	Cash flow £	At 31.3.22 £
Net Cash			
Cash at bank and in hand	<u>350,650</u>	<u>135,981</u>	<u>486,631</u>
Debt			
Debts falling due within 1 year	<u>(15,070)</u>	<u>(17,327)</u>	<u>(32,397)</u>
Total	<u>335,580</u>	<u>118,654</u>	<u>454,234</u>

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

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

1 ACCOUNTING POLICIES

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

The financial statements have been prepared in accordance with 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 2015) – (Charities SORP (FRS 102)), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) section 1A. They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation

Carmarthenshire Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The financial statements are prepared in sterling which is the functional currency of the entity.

Going concern

The financial statements have been prepared on a going concern basis.

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

Income

Grants and donations are recognised on entitlement once conditions of certainty and measurement are met. Grant income is recognised on an accruals basis and is allocated on a strict basis to the period to which it relates.

Expenditure

All expenditure incurred by the charity relates to its charitable activities i.e., providing advice to the community and is allocated accordingly. Governance costs relate to the provision of accountancy fees and also trustees meetings expenses and are allocated accordingly. The accruals basis has been adopted for the recognition of liabilities.

Use of volunteers

The charity relies on up to 4 fully trained volunteers who carry out a wide range of advice work and administrative tasks, apart from the cost of training and reimbursement of travel expenses. The donated services of volunteers in the course of undertaking the charitable and income generating activities is not recognised within the Statement of Financial Activities.

Leasing

Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

Pensions

The pension costs charged in the financial statements represent the contribution paid by the charity during the year to a defined contribution money purchase scheme.

Taxation

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

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2022 (Cont'd)

Tangible Fixed Assets and Depreciation

Tangible fixed assets are included at valuation on commencement in July 2011 and at cost thereafter less accumulated depreciation. Depreciation is provided to write down the net book value of the assets at the following rates:-

Fixtures, Fittings and Equipment – 25% reducing balance method

Trade Debtors

Trade debtors are amounts due from grant providers towards services provided in the financial year. Trade debtors are recognised at the transaction price.

Trade Creditors

Trade creditors are obligations to pay for goods and services that have been acquired in the ordinary course of business by suppliers. Trade creditors are recognized at the transaction price.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2	INCOME FROM CHARITABLE ACTIVITIES	<u>2022</u>	<u>2021</u>	
		£	£	
	Contracts and fees – Citizens Advice & Welsh Office	567,436	544,225	
	Grants – Carmarthenshire County Council	160,864	161,488	
	Hire of room for meetings – Shelter & Cardiff Vale CAB	-	(400)	
		<u>728,300</u>	<u>705,313</u>	
3.	DONATIONS	<u>2022</u>	<u>2021</u>	
		£	£	
	Donations	<u>700</u>	<u>561</u>	
4.	INVESTMENT INCOME	£	£	
	Interest receivable	<u>40</u>	<u>121</u>	
5.	EXPENDITURE ON CHARITABLE ACTIVITIES	Governance	Support Costs	Total £
	Employment costs		527,885	527,885
	Establishment costs		31,757	31,757
	Office and administrative expenses		42,219	42,219
	Support costs – volunteers expenses		245	245
	Sundry and other costs		137	137
	Cost of Trustee meetings, travel and training		-	-
	Legal and professional fees		1,150	1,150
	Accountancy and Independent Examination	3,600		3,600
	Depreciation of tangible fixed assets		4,302	4,302
		<u>3,600</u>	<u>607,695</u>	<u>611,295</u>

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2022 (Cont'd)

6. **TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2022. Reimbursement of travel expenses and training were made totalling £0 (2021 £ 0).

7.	EMPLOYEES	<u>2022</u>	<u>2021</u>
	Number of employees		
	The average monthly number of employees during the year was:		
	Manager and project caseworkers	17	17
	Management and administration of the charity	<u>2</u>	<u>2</u>
		<u>19</u>	<u>19</u>
		<u>2022</u>	<u>2021</u>
	Employment costs	£	£
	Gross wages and salaries	476,177	443,708
	National insurance	37,813	39,977
	Pension costs	13,385	12,362
	Staff training	<u>510</u>	<u>-</u>
		<u>527,885</u>	<u>490,047</u>

There were no employees whose annual remuneration was £60,000 or more. In addition, approximately four volunteers provided support during the year.

8. **FIXED ASSETS**

			Office equipment and furniture
			£
	Cost		
	At 1 April 2021		24,953
	Additions in year		2,761
	Disposals		<u>-</u>
	At 31 March 2022		<u>27,714</u>
	Depreciation		£
	At 1 April 2021		7,973
	Depreciation charge for the year		4,302
	Elimination on disposals		<u>-</u>
	At 31 March 2022		<u>12,275</u>
	Net Book Value		
	At 31 March 2022		<u>15,439</u>
	At 31 March 2021		<u>16,980</u>

9. **DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

		<u>2022</u>	<u>2021</u>
		£	£
	Debtor – Charitable income	28,790	20,403
	Prepayments	<u>487</u>	<u>8,242</u>
		<u>29,277</u>	<u>28,645</u>

10. **CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

		<u>2022</u>	<u>2021</u>
		£	£
	Taxation & Social Security	8,950	9,845
	Accruals	<u>23,447</u>	<u>5,225</u>
		<u>32,397</u>	<u>15,070</u>

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2022 (Cont'd)

11	MOVEMENT IN FUNDS	At 01.04.21 £	Net Movement in funds £	At 31.03.22 £
	Unrestricted funds			
	General Advice Fund & Universal Support	(22,202)	12,799	(9,403)
	Restricted funds	<u>403,407</u>	<u>104,946</u>	<u>508,353</u>
	TOTAL FUNDS	<u>381,205</u>	<u>117,745</u>	<u>498,950</u>

Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balance of grants and donations held on trust for specific purposes:-

	Balance at 1 April 2021 £	Income £	Movement in funds		Balance at 31 March 2022 £
			Expenditure £	Transfers £	
Welfare Rights	63,083	14,656	(3,157)	-	74,582
Central/Masdap/Front Line advice	336,584	132,649	(60,909)	-	408,324
Single Advice Fund	<u>3,740</u>	<u>266,401</u>	<u>(244,694)</u>	-	<u>25,447</u>
	<u>403,407</u>	<u>413,706</u>	<u>(308,760)</u>	-	<u>508,353</u>

Transfers

Any restricted funds that are in deficit are supported by the central core fund. Any deficit made by a particular fund is absorbed by the core fund and any such funds are left with a nil retained reserve carried forward.

The specific purposes for which the funds are applied are as follows:

Generalist Advice – Funded by Carmarthenshire County Council for generalist advice.

Welfare Rights - Funded by Carmarthenshire County Council for benefits advice.

Help To Claim – Service funded by DWP to provide advice to clients when making an application for Universal Credit.

Claim what's Yours – Project to assist clients with obtaining benefits maximization.

Advicelink (SAS) – Welsh Government funding to provide social welfare rights based information and advice services together with specialised debt advice.

EAP – project to give energy advice.

British Gas – Funding to continue the delivery of advice and support through the Warmer Wales initiative.

Maximising Income – Funded by Welsh Government ensuring correct level of benefit take up.

Homeloan – Funded by Carmarthenshire County Council to assist clients in making applications for home improvements.

**CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2022 (Cont'd)**

12 FINANCIAL COMMITMENTS

At 31 March 2022 the company had commitments under non-cancellable operating leases over the remaining life of those leases of £0 (2021 £0).

13 RELATED PARTY TRANSACTION

In April 2011 Citizens Advice Bureau, Ammanford were awarded substantial compensation monies of approximately £160,000 under the proceeds of crime act. No monies were received by the Bureau in the year ending 31 March 2022. HM Courts & Tribunals Services are currently unable to speculate as to the time scale for the balance of the compensation to be paid and as a result no provision has been made in these accounts for the recovery of the balance of the award. Apart from this the Trustees have considered the position and confirm that there are no other related party disclosures.

14 CONTINGENT LIABILITY

The trustees have been made aware of a claim by a former member of staff in relation to underpayment of wages. A provision for the amount apparently underpaid has been made in these accounts which at the present time has not been accepted by the claimant. The trustees consider that they have acted fairly in relation to the claim. It is not possible to determine whether any further provision will be required at this stage.

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR TO 31 MARCH 2022

	<u>2022</u>		<u>2021</u>	
	£	£	£	£
INCOME FROM:				
Charitable Activities				
Contracts and fees – Citizens Advice & Welsh Office	567,436		544,225	
Grants – Carmarthenshire County Council	160,864		161,488	
Room hire – Shelter & Cardiff Vale CAB	-		(400)	
	_____	728,300	_____	705,313
Donations		700		561
Investment Income				
Deposit account interest		40		121
		_____		_____
TOTAL INCOME		729,040		705,995
 EXPENDITURE ON CHARITABLE ACTIVITIES:				
Support Costs				
Local partnership payment – Llandovery	-		5,000	
Wages – salaries	513,990		477,685	
Staff pension costs	13,385		12,362	
Staff training	510		-	
Staff travel	1,963		1,363	
Volunteer travel and expenses	245		-	
Subsistence and refreshments	73		20	
Rent	14,825		35,804	
Water rates	84		51	
Heating and lighting	13,400		4,746	
Insurance	4,655		3,693	
Postage, stationery and computer costs	6,556		4,355	
Licences – Video calling platform	3,109		9,600	
I T equipment support, telephone & internet	21,530		30,471	
Reference materials	4,320		3,335	
Cleaning, repairs and maintenance	3,448		3,773	
Equipment leasing	-		1,554	
Legal and professional	1,150		258	
Bank charges	137		144	
General expenses	13		431	
Depreciation	4,302		4,645	
Loss on disposal of equipment	-		9,512	
Carried Forward	607,695		608,802	

This pages does not form part of the statutory financial statements

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR TO 31 MARCH 2022 (Cont'd)

	<u>2022</u>		<u>2021</u>	
	£	£	£	£
Brought Forward		607,695		608,802
Governance costs				
Trustees training and travel costs	-		-	
Accountancy	3,600		3,796	
	—	<u>3,600</u>	—	<u>3,796</u>
TOTAL EXPENDITURE		<u>611,295</u>		<u>612,598</u>
NET INCOME		<u>117,745</u>		<u>93,397</u>

This page does not form part of the statutory financial statements

CARMARTHENSHIRE CITIZENS ADVICE BUREAU

England & Wales - Charity number 1141755

Accounts

CARMARTHENSHIRE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

TRUSTEE REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR TO 31 MARCH 2021

Registered Charity No 1141755

Company No 07600945

**CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)**

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THE YEAR TO 31 MARCH 2021**

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CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name	Carmarthenshire Citizens Advice Bureau
Registered Charity Number	1141755
Registered Company Number	07600945 (Registered in England and Wales)
Financial Conduct Authority	617542
Registered Office	113 Lammas Street Carmarthen Carmarthenshire SA31 1AP
Directors/Trustees	Richard John Edwards (Chair) Hamish William Laughland Beverley Jayne Careless Howard Neil Llewellyn Fioled Meirion Jones
Company Secretary	R M Thomas
Independent Examiners	Rimmer & May Chartered Accountants 19 Murray Street Llanelli SA15 1AQ
Bankers	HSBC 4A Vaughan Street Llanelli Carmarthenshire SA15 3TY

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR TO 31 MARCH 2021

The Trustees who are also Directors of the Charity for the purposes of the Companies Act 2006 where indicated, present their report with the financial statements of the Charity for the year ended 31st March 2021. The financial statements comply with the Charities Act 2011, the Company's Act 2006, the Memorandum and Articles of Association and 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) Section 1A.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The organisation is a charitable company limited by guarantee, incorporated on 12th April 2011 and registered as a charity on 6th May 2011 and commenced its activities on 1st July 2011. The company was established and is governed under its Articles of Association which sets out its objects and powers.

Organisation and management

The Charity is administered and managed by the members of the Executive Committee which shall consist of not less than three members and not more than fifteen:- honorary office holders of Chairman, Vice Chairman and Treasurer elected by members from amongst themselves at the first meeting of Carmarthenshire Citizens Advice Bureau.

A member of the Executive Committee shall cease to hold office if they become disqualified, incapable, is absent from meetings, notifies the trustees of their wish to resign, ceases to be a member or fails to declare an interest in a contract of the Charity.

The Trustee Board which comprises of Trustees/Directors, Bureau County Director and other appropriate personnel meet on a bi-monthly basis to discuss issues and future plans.

Recruitment and appointment of new trustees

The names of the Trustee Board are shown on the previous page. The Charity is a company limited by guarantee and none of the officers hold any shares in the company. The Charity is administered by a Trustee Board of between three and fifteen persons.

The Trustee Board members can either be elected at the Annual General Meeting or co-opted by the Trustee Board provided that the total number of co-opted nominated members does not exceed one third of the total members of the Trustee Board. No member of the Trustee Board can serve for more than three years without being formally re-elected.

Induction and training of new trustees

New Trustees are provided with a Trustee handbook and a follow up course of induction procedures.

The company was established and is governed under its Articles of Association which sets out its objects and powers. Under those Articles the members of the Trustee Board are elected at AGM. A member may be co-opted at any ordinary meeting, subject to the Articles, until the next AGM.

The charity is operated in accordance with its Articles of Association. The Trustee Board is responsible for all aspects of the Bureau. Sub committees are delegated the power to make some decisions on behalf of the Board. In other areas, recommendations are made to the Trustee Board, which makes the ultimate decision.

Wider network

Carmarthenshire Citizens Advice Bureau is a member of Citizens Advice (Cita), but is an independently registered Charity and company limited by guarantee. Citizens Advice provides support services to the Bureau in the form of information and training amongst others. The Bureau is required to adopt service wide policies and comply with Membership Scheme requirements.

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)
TRUSTEES' REPORT
FOR THE YEAR TO 31 MARCH 2021 (Cont'd)

Relationships with other organizations

The Charity has links with Carmarthenshire County Council, Carmarthenshire Social Services, Citizens Advice and Welsh Government, Money Advice Service and also receives additional funding from local councils across the county.

Risk management

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

During the year the Board has reviewed each of the Bureau's operations and activities as part of an overall risk assessment approach. All new ventures are appraised on the basis of the risks identified and the procedures and policies associated with the minimisation of such risks that are significant. In addition, the Bureau is subject to regular audit by Citizens Advice.

OBJECTIVES AND ACTIVITIES

The aims and objects of the Charity are to provide the following:-

Free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

The service aims:

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

Charity's public benefit

The Charity exists to provide advice to members of the public. It is part of the Charity's ethos to meet the changing needs of the people of Carmarthenshire and to be responsive to their requests for advice. Any surplus generated from the provision of our services is reinvested for the benefit of the public in the future. We have referred to the guidance contained in the Charity commissioner's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

Volunteers

During the year an average of 19 staff were employed at the bureau. In addition approximately 4 volunteers provided support. The Trustees Board would like to thank the staff and volunteers for their substantial work during the period.

ACHIEVEMENTS AND ACTIVITIES

Review of activities

Ammanford, Carmarthen and Llanelli Citizens Advice Bureau merged on 1st July 2011. In November 2018 the service was audited by Citizens Advice and the standards required were achieved. Carmarthenshire Citizens Advice Bureau was also awarded the Advice Quality Standard General Help, and Specialist Debt and Welfare Benefits with Casework.

We have received additional funding from the following: -

- Utilities Project (Cita) to identify and report on fuel poverty.
- Single Advice Fund 1st April 2020 to 31st March 2021 to provide social welfare rights based information and advice services together with specialist debt advice.
- Homeloan Service Carmarthenshire County Council May 2016 ongoing

During the period 1st April 2020 to 31st March 2021 the Bureau achieved the following:-

- Number of clients seeking help 4470
- Number of enquiries opened 10796
- Number of issues dealt with 19174
- Predominant issues are still Debt, Welfare Benefits and Employment

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)
TRUSTEES' REPORT
FOR THE YEAR TO 31 MARCH 2021 (Cont'd)

FINANCIAL REVIEW

The charity relies largely on grants received which were of a satisfactory level in the sum of £705,713 (2020: £634,090). Overall the fund balances (including assets and liabilities) carried forward are £381,205 made up of £403,407 restricted funds and £22,202 (negative) unrestricted funds. An overall surplus of £93,397 (2020: £110,689) was made in the year on total funds before transfers and unrealised gains.

The Trustees expect that the additional funding in respect of the receipt Universal Support project will give rise to further surpluses which will clear the negative balance on the unrestricted funds.

The charity is actively involved in applying for additional and new sources of funding and is closely monitoring its running costs in order to minimize any future deficits.

Covid-19

We closed our three offices in the last week of March 2020 and all staff began to work from home. Each adviser was given a laptop and mobile phone which was linked to their phones in each of the offices, clients therefore saw no difference in the initial contact made. Client interviews are made either by telephone or video call and subsequent client surveys indicate an overwhelming positive feedback for this system.

All staff continue to be paid as normal and no Government grants have been applied for.

As a result of the success of the measures and Covid-19 restrictions in having face to face interviews it was agreed that the offices in Ammanford and Llanelli be closed and we vacated Ammanford on 1st September and we vacated the offices in Llanelli at the end of March 2021. This action will not have a negative effect on our service delivery.

Reserves policy

Total funds held at 31 March 2021 amounted to £381,205 made up of £403,407 restricted funds and £22,202 (negative) unrestricted funds.

It is the policy of the charity that reserves should be maintained where possible at a level equivalent of at least £120,000. The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised.

Investment policy

The Charity invests its funds in bank deposits and is continually seeking to obtain better rates of return.

FUTURE DEVELOPMENTS

To build a stronger forward facing service in order to identify and meet the needs of the Community. To continue to develop and create new partnerships with organizations and agencies. To create a financially stable service enabling the Bureau to maintain its service provision. Develop our partnership working which enables us to bring together specialism, knowledge and expertise and gives us the opportunity to work with clients at key stages in their journey. Exploring multi-channel development.

Responsibilities of the Trustees

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing these 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 judgments and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue on that basis.

The Trustees are responsible for maintaining 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. The Trustees 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.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to Small Companies.

Approved by the Executive Committee on

June 2021 and signed on its behalf by:

.....
Mr R J Edwards – Chair
Director/Trustee

.....
Mr H W Laughland
Director/Trustee

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

Independent examiner's report to the Trustees of Carmarthenshire Citizens Advice Bureau

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2021, which are set out on pages 5 to 10.

Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purpose 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

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, 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 accounting 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 (FRS 102) Section 1A.

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.

Alan Martin Evans F.C.A
Chartered Accountant
Rimmer & May Chartered Accountants
19 Murray Street
Llanelli
Carmarthenshire
SA15 1AQ

Date:

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR TO 31 MARCH 2021

	Notes	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
INCOME FROM					
Charitable activities	2	311,247	394,066	705,313	636,096
Donations	3	561	-	561	825
Investment income	4	<u>121</u>	<u>-</u>	<u>121</u>	<u>347</u>
Total income		<u><u>311,929</u></u>	<u><u>394,066</u></u>	<u><u>705,995</u></u>	<u><u>637,268</u></u>
EXPENDITURE ON:					
Charitable activities	5	<u>295,728</u>	<u>316,870</u>	<u>612,598</u>	<u>526,579</u>
Total expenditure		<u><u>295,728</u></u>	<u><u>316,870</u></u>	<u><u>612,598</u></u>	<u><u>526,579</u></u>
NET INCOME					
Gross transfers between funds	11	16,201	77,196	93,397	110,689
		<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Net movement in funds		<u><u>16,201</u></u>	<u><u>77,196</u></u>	<u><u>93,397</u></u>	<u><u>110,689</u></u>
RECONCILIATION OF FUNDS:					
Total funds brought forward		(38,403)	<u>326,211</u>	<u>287,808</u>	<u>177,119</u>
Total funds carried forward		<u><u>(22,202)</u></u>	<u><u>403,407</u></u>	<u><u>381,205</u></u>	<u><u>287,808</u></u>

All activities relate to continuing operations and there are no gains or losses other than those shown above.

The notes form part of these financial statements

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Registered Number 07600945

BALANCE SHEET AS AT 31 MARCH 2021

	Notes	Total Funds 2021 £	Total Funds 2020 £
FIXED ASSETS			
Tangible Assets	8	<u>16,980</u>	<u>25,726</u>
CURRENT ASSETS			
Debtors	9	28,645	65,451
Bank and Cash		<u>350,650</u>	<u>224,270</u>
		379,295	289,721
CREDITORS			
Amounts falling due within one year	10	(15,074)	(27,639)
NET CURRENT ASSETS		<u>364,221</u>	<u>262,082</u>
NET ASSETS		<u>381,205</u>	<u>287,808</u>
CHARITY FUNDS			
Unrestricted funds	11	(22,202)	(38,403)
Restricted funds		<u>403,407</u>	<u>326,211</u>
TOTAL FUNDS		<u>381,205</u>	<u>287,808</u>

The Trustees consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act.

The trustees acknowledge their responsibilities for:

- i. ensuring that the charitable company keeps accounting records that comply with Section 386 of the Companies Act 2006; and
- ii. 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 period and of its surplus or deficit for each financial period 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 accounts have been prepared in accordance with the provisions applicable to companies subject to the Small Companies regime and in accordance with FRS 102 Section 1A and the Charities SORP (FRS 102).

The financial statements were approved by the trustees on
by

June 2021 and signed on their behalf,

.....
Mr R J Edwards – Chair
(Director/Trustee)

.....
Mr H W Laughland
(Director/Trustee)

The notes form part of these financial statements

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2021

1 ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with 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) Section 1A - Charities SORP (FRS 102) and the Companies Act 2006.

Carmarthenshire Citizens Advice Bureau is public benefit entity under FRS 102.

The financial statements are prepared in sterling which in the functional currency of the entity.

The accounts have been prepared on the historical cost convention.

The principle accounting policies are set out below:-

1.2 Income

Grants and donations are recognised on entitlement once conditions of certainty and measurement are met. Grant income is recognised on an accruals basis and is allocated on a strict basis to the period to which it relates.

1.3 Expenditure

All expenditure incurred by the charity relates to its charitable activities i.e., providing advice to the community and is allocated accordingly. Governance costs relate to the provision of accountancy fees and also trustees meetings expenses and are allocated accordingly. The accruals basis has been adopted for the recognition of liabilities.

1.4 Use of volunteers

The charity relies on up to 4 fully trained volunteers who carry out a wide range of advice work and administrative tasks, apart from the cost of training and reimbursement of travel expenses. The donated services of volunteers in the course of undertaking the charitable and income generating activities is not recognised within the Statement of Financial Activities.

1.5 Leasing

Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

1.6 Pensions

The pension costs charged in the financial statements represent the contribution paid by the charity during the year to a defined contribution money purchase scheme.

1.7 Taxation

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

1.8 Going Concern

We refer to the Trustees Report and their assessment of the effects of the Covid-19 pandemic on the Charity's ability to continue to adopt the going concern basis of accounting

No material uncertainties exist which affect the Charity's ability to continue as a going concern.

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2021 (Cont'd)

1.9 Tangible Fixed Assets and Depreciation

Tangible fixed assets are included at valuation on commencement in July 2011 and at cost thereafter less accumulated depreciation. Depreciation is provided to write down the net book value of the assets at the following rates:-

Fixtures, Fittings and Equipment – 25% reducing balance method

1.10 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2 INCOME FROM CHARITABLE ACTIVITIES	<u>2021</u>	<u>2020</u>
	£	£
Contracts and fees – Citizens Advice & Welsh Office	544,225	471,760
Grants – Carmarthenshire County Council	161,488	162,330
Hire of room for meetings – Shelter & Cardiff Vale CAB	<u>(400)</u>	<u>2,006</u>
	<u>705,313</u>	<u>636,096</u>

3. DONATIONS	<u>2021</u>	<u>2020</u>
	£	£
Donations	<u>561</u>	<u>825</u>

4. INVESTMENT INCOME	£	£
Interest receivable	<u>121</u>	<u>347</u>

5. EXPENDITURE ON CHARITABLE ACTIVITIES	Governance	Support Costs	Total £
Local partnership payment - Llandovery Community		5,000	5,000
Employment costs		490,047	490,047
Establishment costs		44,374	44,374
Office and administrative expenses		54,822	54,822
Support costs – volunteers expenses		-	-
Sundry and other costs		144	144
Cost of Trustee meetings, travel and training	-	-	-
Legal and professional fees		258	258
Accountancy	3,796		3,796
Depreciation of tangible fixed assets		4,645	4,645
Loss on disposal of tangible assets		<u>9,512</u>	<u>9,512</u>
	<u>3,796</u>	<u>608,802</u>	<u>612,598</u>

6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021. Reimbursement of travel expenses and training were made totalling £ 0 (2020 £ 0).

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2021 (Cont'd)

7.	EMPLOYEES	<u>2021</u>	<u>2020</u>
	Number of employees		
	The average monthly number of employees during the year was:		
	Manager and project caseworkers	17	17
	Management and administration of the charity	<u>2</u>	<u>2</u>
		<u>19</u>	<u>19</u>
		<u>2021</u>	<u>2020</u>
	Employment costs	£	£
	Gross wages and salaries	443,708	365,284
	National insurance	33,977	26,749
	Pension costs	12,362	11,125
	Staff training	-	<u>1,214</u>
		<u>490,047</u>	<u>404,372</u>
	There were no employees whose annual remuneration was £60,000 or more. In addition, approximately four volunteers provided support during the year.		
8.	FIXED ASSETS		Office equipment and furniture £
	Cost		
	At 1 April 2020		68,099
	Additions in year		5,411
	Disposals		<u>(48,557)</u>
	At 31 March 2021		<u>24,953</u>
	Depreciation		£
	At 1 April 2020		42,373
	Depreciation charge for the year		4,645
	Elimination on disposals		<u>(39,045)</u>
	At 31 March 2021		<u>7,973</u>
	Net Book Value		
	At 31 March 2021		<u>16,980</u>
	At 31 March 2020		<u>25,726</u>
9	DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	<u>2021</u>	<u>2020</u>
		£	£
	Debtor – Charitable income	20,403	57,902
	Prepayments	<u>8,242</u>	<u>7,549</u>
		<u>28,645</u>	<u>65,451</u>
10	CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	<u>2021</u>	<u>2020</u>
		£	£
	Trade	-	2,845
	Taxation & Social Security	9,845	8,436
	Accruals	<u>5,229</u>	<u>16,358</u>
		<u>15,074</u>	<u>27,639</u>

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2021 (Cont'd)

11	MOVEMENT IN FUNDS	At 01.04.20 £	Net Movement in funds £	At 31.03.21 £
	Unrestricted funds			
	General Advice Fund & Universal Support	(38,403)	16,201	(22,202)
	Restricted funds	<u>326,211</u>	<u>77,196</u>	<u>403,407</u>
	TOTAL FUNDS	<u>287,808</u>	<u>93,397</u>	<u>381,205</u>

Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balance of grants and donations held on trust for specific purposes:-

	Balance at 1 April 2020 £	Income £	Movement in funds		Balance at 31 March 2021 £
			Expenditure £	Transfers £	
Welfare Rights	52,815	14,656	(4,388)	-	63,083
Central/Masdap/Front Line advice	269,427	101,392	(34,235)	-	336,584
Single Advice Fund	<u>3,969</u>	<u>278,018</u>	<u>(278,247)</u>	-	<u>3,740</u>
	<u>326,211</u>	<u>394,066</u>	<u>(316,870)</u>	-	<u>403,407</u>

Transfers

Any restricted funds that are in deficit are supported by the central core fund. Any deficit made by a particular fund is absorbed by the core fund and any such funds are left with a nil retained reserve carried forward.

12 **FINANCIAL COMMITMENTS**

At 31 March 2021 the company had commitments under non-cancellable operating leases over the remaining life of those leases of £ 0 (2020 £7,730).

13 **RELATED PARTY TRANSACTION**

In April 2011 Citizens Advice Bureau, Ammanford were awarded substantial compensation monies of approximately £160,000 under the proceeds of crime act. No monies were received by the Bureau in the year ending 31 March 2021. HM Courts & Tribunals Services are currently unable to speculate as to the time scale for the balance of the compensation to be paid and as a result no provision has been made in these accounts for the recovery of the balance of the award. Apart from this the Trustees have considered the position and confirm that there are no other related party disclosures.

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR TO 31 MARCH 2021

	<u>2021</u>		<u>2020</u>	
	£	£	£	£
INCOME FROM:				
Charitable Activities				
Contracts and fees – Citizens Advice & Welsh Office	544,225		471,760	
Grants – Carmarthenshire County Council	161,488		162,330	
Room hire – Shelter & Cardiff Vale CAB	(400)		2,006	
	_____	705,313	_____	636,096
Donations		561		825
Investment Income				
Deposit account interest		121		347
		_____		_____
TOTAL INCOME		705,995		637,268
 EXPENDITURE ON CHARITABLE ACTIVITIES:				
Support Costs				
Local partnership payment – Llandovery	5,000		-	
Wages – salaries	477,685		392,033	
Staff pension costs	12,362		11,125	
Staff training	-		1,214	
Staff travel	1,363		6,696	
Volunteer travel and expenses	-		2,658	
Subsistence and refreshments	20		400	
Rent	35,804		26,746	
Water rates	51		901	
Heating and lighting	4,746		11,746	
Insurance	3,693		3,673	
Telephone and internet	3,852		10,115	
Postage, stationery and computer costs	4,355		9,292	
Licences – Video calling platform	9,600		-	
I T support	26,619		28,547	
Reference materials	3,335		1,780	
Cleaning, repairs and maintenance	3,773		7,085	
Equipment leasing	1,554		518	
Legal and professional	258		1,681	
Bank charges	144		231	
General expenses	431		180	
Depreciation	4,645		6,071	
Loss on disposal of equipment	<u>9,512</u>		_____	
Carried Forward		608,802		522,692

This pages does not form part of the statutory financial statements

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR TO 31 MARCH 2021 (Cont'd)

	<u>2021</u>		<u>2020</u>	
	£	£	£	£
Brought Forward		608,802		522,692
Governance costs				
Trustees training and travel costs	-		-	
Accountancy	3,796		3,887	
		<u>3,796</u>		<u>3,887</u>
TOTAL EXPENDITURE		<u>612,598</u>		<u>526,579</u>
NET INCOME		<u>93,397</u>		<u>110,689</u>

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