

# CITIZENS ADVICE SWANSEA NEATH PORT TALBOT LIMITED

England & Wales · Charity number 518825

## Details

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Other names	SWANSEA CITIZENS ADVICE BUREAU, SWANSEA NEATH PORT TALBOT CITIZENS ADVICE BUREAU
Status	Registered
Legal form	Charitable company
Company number	<a href="#">01702827</a>
Registered	1987-06-30
Register	<a href="#">View on the Charity Commission register</a>

## Contact

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Address  
Citizens Advice  
Y Storfa  
PO Box 826  
Swansea  
West Glamorgan  
SA1 9WR

Phone 03030 033 577

Website [www.citizensadvisesnpt.org.uk](http://www.citizensadvisesnpt.org.uk)

## Activities

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**Objects:** THE CHARITY'S OBJECTS ARE TO PROMOTE ANY CHARITABLE PURPOSE FOR THE PUBLIC BENEFIT BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS IN PARTICULAR, BUT WITHOUT LIMITATION, FOR THE BENEFIT OF THE COMMUNITY IN THE CITY AND COUNTY OF SWANSEA AND NEATH PORT TALBOT COUNTY BOROUGH COUNCIL AND SURROUNDING AREAS." ('AREA OF BENEFIT')

**Activities:** Provision of free, independent, confidential and impartial advice service to the general public.

## Classification

- **How:** Provides Advocacy/advice/information
- **What:** General Charitable Purposes, The Prevention Or Relief Of Poverty
- **Who:** The General Public/mankind

## Geography

- **Area of benefit:** CITY AND COUNTY OF SWANSEA AND NEATH PORT TALBOT COUNTY BOROUGH COUNCIL AND SURROUNDING AREAS
- City Of Swansea
- Neath Port Talbot

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,381,184	£1,383,187	£862,618	39
2024-03-31	£1,442,644	£1,366,868	£864,621	38
2023-03-31	£1,278,013	£1,303,914	£788,845	38
2022-03-31	£1,270,654	£1,141,917	£814,746	38
2021-03-31	£1,713	£1,077,907	£686,009	37

## Trustees

Name	Role	Appointed
<b>Sonya Margaret Dougherty</b>	Chair	2021-04-28
Charlotte Davies		2025-10-01
Gemma Louise Monk		2024-03-08
Geoffrey Lee		2020-09-28
Jonathon Hayes		2025-10-01
Kimberley Tariro Mamhende		2025-10-01
Nita Sparkes		2020-09-28
Reginald Jonathan Roberts		2025-10-01
Stephen Mark Jenkins		2024-04-24
Victoria Holland		2024-04-24

**CITIZENS ADVICE SWANSEA NEATH PORT TALBOT LIMITED**

England & Wales - Charity number 518825

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# Accounts

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citizens  
advice

CITIZENS ADVICE SWANSEA NEATH PORT TALBOT LIMITED

# ANNUAL REPORT

ANNUAL REPORT AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31ST MARCH 2025



Charity Number: 518825

A company limited by guarantee number 01702827

Registered Address: City Gates, 50a Wind Street, Swansea SA1 1EE

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# Chair's Statement



In my second annual review as Chair of the Board of Trustees, I am proud to introduce our Annual Report for 2024/25 and to reflect on a year that brought both challenges and achievements for Citizens Advice, Swansea Neath Port Talbot.

Over the past year, the lingering effects of the cost of living crisis continue to be felt by our community. This is reflected in our service having supported slightly fewer clients this year than last, however our clients are now presenting with multiple issues per person, perhaps reflecting how intertwined and complex those circumstances have become. Notably, benefits and tax credits represent 40% of the increase in issues we saw in 2024/25 and continue to be the

predominant reason that clients contact us. Despite this increased complexity, our dedicated and compassionate advisers have continued to excel in delivering positive outcomes for clients, supporting clients to gain more than £4 million in income (£37,000 more than last year) and £550,000 of debts written off (£56,000 more than last year). On behalf of the board of trustees, I extend a huge thank you to every member of our team for their hard work. It's thanks to their expertise and kindness that we were able to make a difference to so many in our community.

One of our proudest achievements was our research and campaigning work. In December 2024, we published "Disconnected: How Digital Exclusion Blocks Access to Universal Credit", shining a light on digital exclusion arising from lack of digital literacy and access to the internet, acting as a barrier for people from accessing the support they need. Our report highlighted that 7% of adults in Wales are not online, a striking figure in the context of the continued roll out of managed migration for Universal Credit. Through this research, we called for practical changes so that the benefits system works for everyone, and we will continue to push for a more inclusive approach from policymakers, while also helping our clients bridge the digital divide through our advice services. This kind of advocacy is a vital part of our purpose.

To all of our partners and funders; our local authorities, grant funders, and the many community organisations we collaborate with: thank you for sharing our commitment to helping those in need. Your support is crucial to everything we do, and for every £1 in funding we received, we returned £9.01 in value to the people we help. Thank you.

As a trustee board, with dedicated and passionate board members, we are small yet effective, nevertheless in recognition of the need to continue this governance capacity for the future, we have agreed to recruit more trustees for 2025/26.

Looking ahead, we are continuing to adapt our services to make them more accessible, and we are preparing for a move to new premises that will provide better facilities for clients.

Whether as a board member, staff or volunteer, what we share is our commitment to our values: we are responsive, generous and inventive. We are proud to be Citizens Advice, Swansea Neath Port Talbot, and proud of the difference we make together. Thank you to everyone who continues to support us.

**SONYA DOUGHERTY**

CHAIR OF THE BOARD OF TRUSTEES,  
CITIZENS ADVICE SWANSEA NEATH PORT TALBOT LIMITED

# Introduction

CASNPT has been assisting local people with their problems since 1939. It is a client-focussed organisation; a client will be given as much time as they need, we provide independent, confidential advice by telephone, online and in person for free.

**What we do.** We aim to help people find a way forward. Everything we do shares this aim. As a service we:

- help people overcome their problems through advice and support;
- campaign on the big issues when people's voices need to be heard; and
- benefit society through the way we work.

**We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem we won't turn people away.

**We're listened to and we make a difference.** Our trusted brand and the quality of our research means we make a real impact on behalf of the people who rely on us.

No one else sees so many people with so many different kinds of problems, this gives us a unique insight into the challenges people are facing today. With the right evidence, we can influence stakeholders and persuade them as to how they can make things better for people.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.

**We put people at the heart of what we do.** From knowing whether to challenge an employment decision to checking an energy contract, our clients can expect the same overarching approach from us.

Our primary objective is to get the best for our clients, and it is this that determines the advice and options we give.

**Negative budgets and falling living standards.** While inflation was down from its double digit high, everyday essentials continued to cost more than they did the year before; and incomes, especially benefits failed to keep pace. For far too many people the sums just don't add up any more. Across the region we continue to help people with cost of living issues every day.

That's everything from trying to pay an energy bill, to covering the rent or getting access to a food bank voucher. These issues have exploded in the last few years with spiralling inflation and high energy bills, but many of them have roots that go much deeper. From decades of stagnant incomes to the chronic lack of affordable housing. The bottom line is we're hearing from people every day who are finding that their income just isn't enough to cover their bills.

Additionally, the numbers of clients we support with PIP related issues remains high showing those with disabilities are particularly impacted.

Our staff and volunteers have worked hard to meet the demand and we thank them for that. Our volunteer programme not only creates valuable opportunities for skills development but creates employment opportunities. This year two volunteers joined the paid staff team in permanent roles.

We have delivered against contractual commitments for the year and have worked collaboratively, developing partnerships adding value to our services through a client focussed approach. These partnerships help us secure specialist support clients might need.

Operating flexibly, delivering over and above that which has been expected of us has secured notable outcomes for clients. These successes underpin the foundations of this report.

Services are primarily provided through our central office location in Swansea city centre and through remote delivery across the counties of Neath Port Talbot and Swansea. In addition to generalist advice the following specialist advisory services are provided:

- Specialist Welfare Benefit Advice through to support at tribunal ;
- Specialist Debt provision through the undertaking of Debt Relief Order applications by Approved Intermediaries employed by CASNPT;
- Remote services funded by the Local Health Board and Welsh Government;
- Advice to potential benefits' claimants through the Claim What's Yours service.
- Energy Advice via the Warmer Wales project
- Specialist advice for those with dementia and their carers in collaboration with partners
- Dedicated advice for those over 65 funded by Independent Age

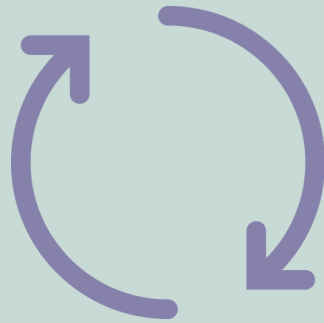
Our continued ambition is to always provide a quality advice service for communities across Swansea, Neath, Port Talbot, providing accessible, high-quality advice, advocacy and information services, which meet the changing needs of our geographically dispersed communities. To support this we operate within the principles of our values.



# Our values

## We're Inventive.

We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.



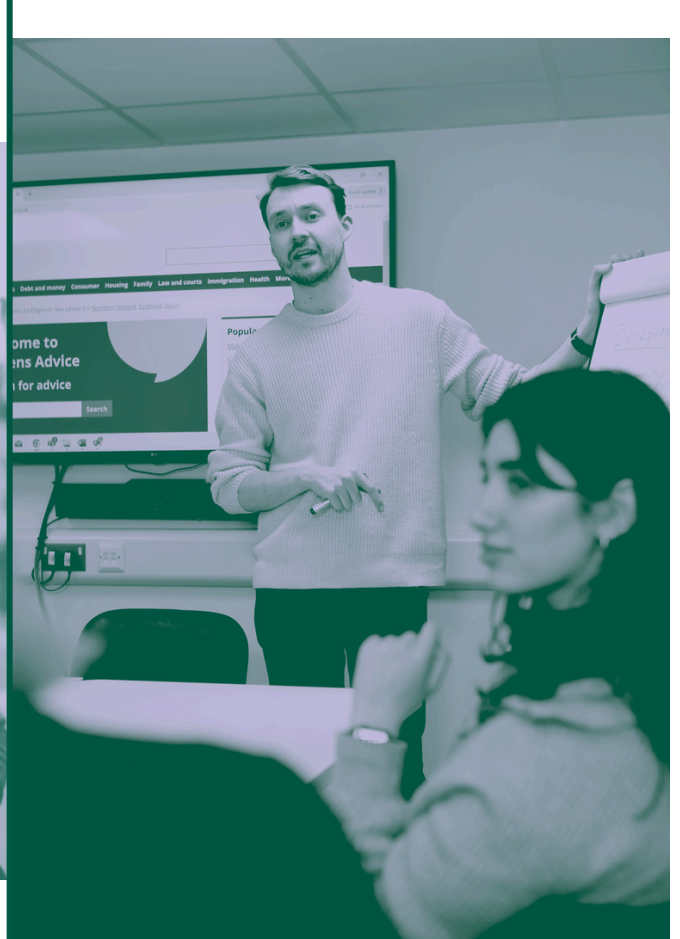
## We're Responsible.

We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.



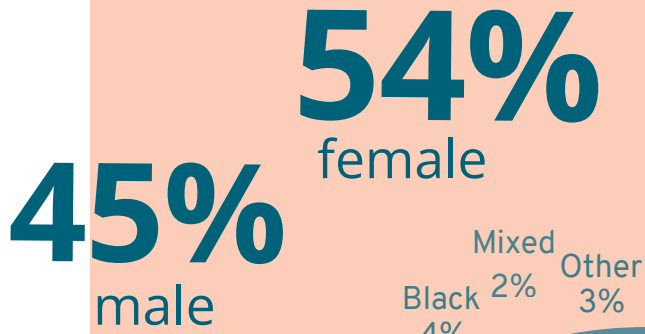
## We're Generous.

We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.



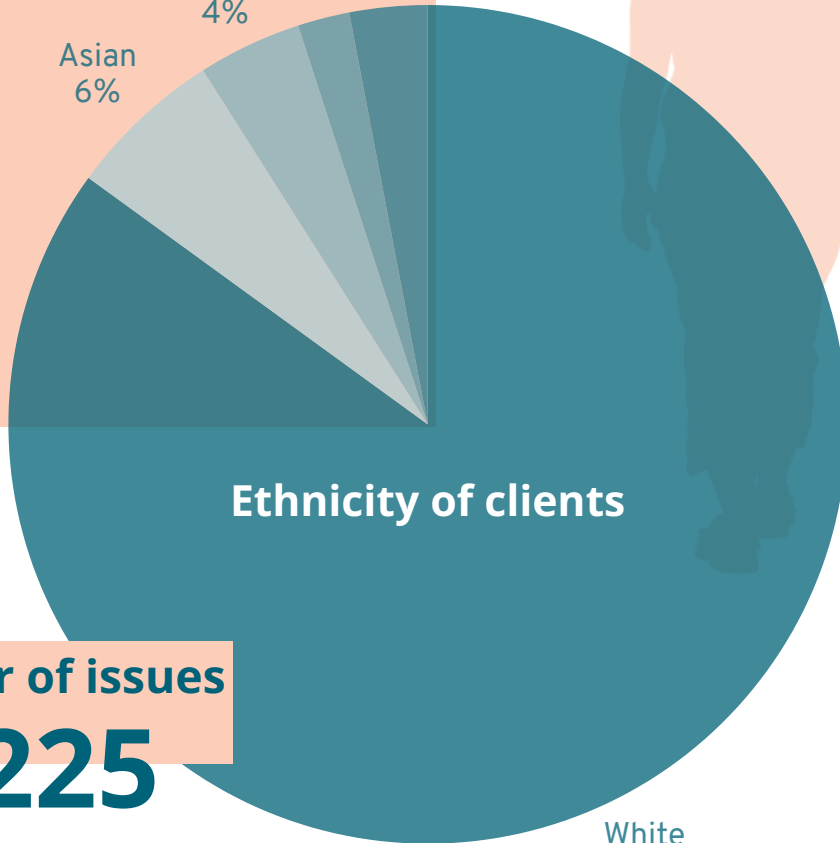
# Impact Report

## Clients by gender



## Number of clients we've seen

4,551



## Number of cases

5,510

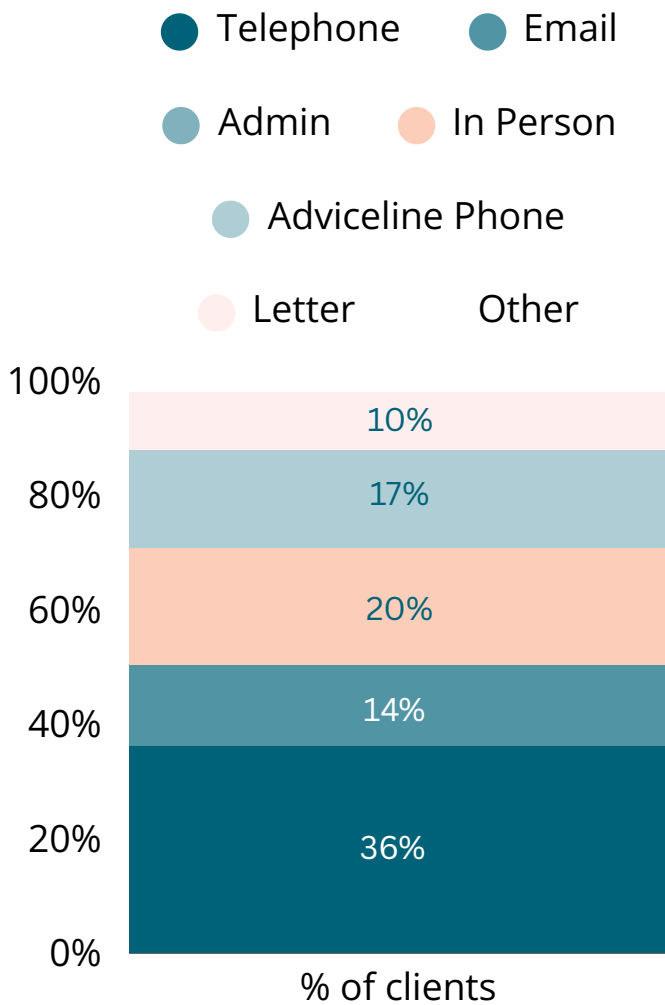
## Number of issues

19,225



## Channel used to communicate with clients:

Between 1st April 2024 and 31st March 2025



**27,365**  
Call attempts  
were made to  
call us by  
freephone

*That's down  
from **32,782** in  
23/24 and  
**31,000** in  
22/23*

**459**

Referrals on  
Refernet were  
accepted

*That's up from  
404 in 23/24*

**2,541**

Fixed  
appointments  
were checked in

*That's up from  
**2,088** in  
23/24*

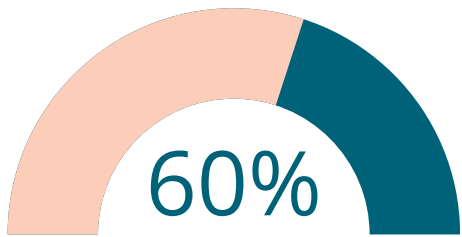
**218**

Quick contacts  
were made  
where  
information was  
provided

*That's down  
from **469** in  
22/23*

**10% of clients failed to show up for their appointment so we introduced a cancellation button on the website**

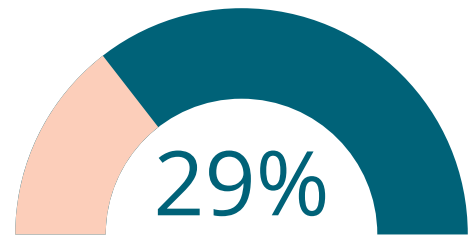
## Health of our clients



60%  
of our clients have a  
long-term health condition



10%  
of our clients are  
disabled



29%  
of our clients have  
no health problems

## Most common reasons for contacting us

	Issues	Clients
Benefits & tax credits	7,597	2,317
Debt	3,557	989
Universal Credit	1,927	877
Housing	1,095	535
Utilities & communications	953	463
Charitable support & food banks	634	476

Over **321**  
Food vouchers issued  
Over **127**  
Fuel vouchers issued

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## Client Outcomes

Income gained:



**£4,028,350**

Debts written off:



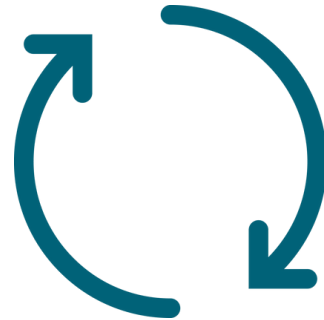
**£550,659**

Re-imbursments,  
services, loans:

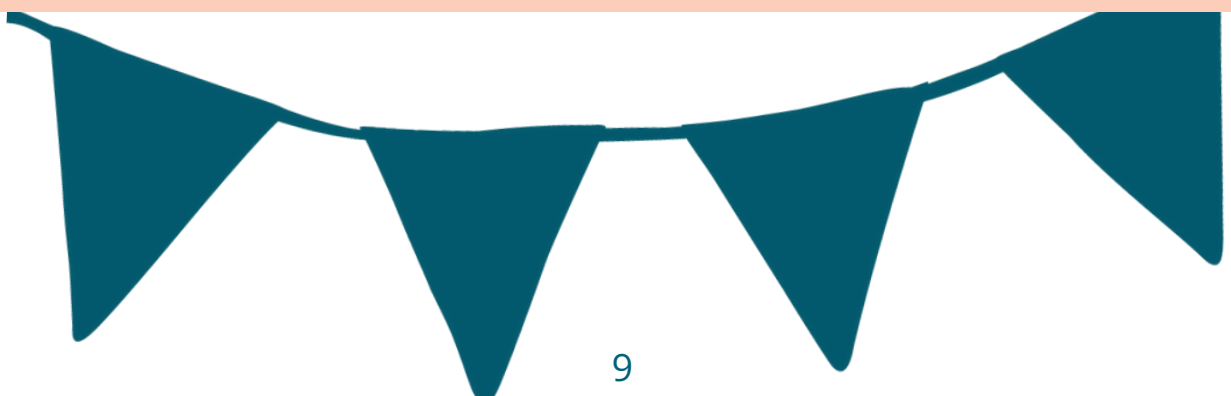


**£200**

Other:



**£21,283**



## What our clients say

*“Absolutely the best service I could have received, total advice, total step by step guide to get through. I felt at all times that my best interests were being served. Amazing.”*

I felt supported and more confident in handling the situation, knowing that the advice would be available, should I have further difficulties



*“Completely changed my life. Excellent, expert advice.”*

I have used CitA many times over the years and have always had a great experience. I needed help completing a form and the young lady was extremely helpful in it's completion. So very grateful for her help



# Staff feedback



## Here are some results from our People Survey:

Research and Campaigns

87%

of staff feel that CASNPT has done a good job on Research and Campaigns

Recommend work/volunteer

92%

of staff would recommend working or volunteering here to a friend/family member

Understand contribution

88%

of staff understand the contribution they are making to the local office

Skills & knowledge

97%

of staff feel they have had the opportunity to develop their skills and knowledge

# Funding

Our Annual Report highlights the positive differences we have made to communities across Swansea Neath Port Talbot during the year 1st April 2024 to 31st March 2025.

We work with partner organisations within the public and voluntary sector to make a positive change in people's lives. We contribute to Wales wide and National campaigns and undertake research on issues affecting residents of our region.

We liaise with a range of organisations and participate in local, regional, and national networks, with the aim of making a real difference to residents of Swansea Neath Port Talbot that need our help. We would not be able to do this without the support of our funders and partners to whom we would like to extend our gratitude.



Ariennir gan  
**Lywodraeth Cymru**  
Funded by  
**Welsh Government**



**Partneriaeth**  
Ranbarthol  
Gorllewin  
Morgannwg

West  
Glamorgan  
Regional  
**Partnership**



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board



**Independent**  
**Age**



**CRONFA**  
**GYMUNEDOL**  
**COMMUNITY**  
**FUND**

Receipt of this funding enabled us to achieve significant financial value in the following categories.

## Fiscal value

Financial savings to local, Welsh and the national Government due to fewer payments for out-of-work benefits, costly evictions, re-housing evicted tenants and less demand on the NHS.

**£14,215,817\***

**£1,978,358\***

## Public value

When helping people have fewer problems, they have higher levels of wellbeing, participation in society and productivity.

## Value to the people we help

We helped individual clients to achieve financial outcomes like getting backdated benefits, writing-off debts and refunds for consumer issues.

**£12,023,821\***

**For every £1 of funding received we returned:**

**£1.48  
in Fiscal  
Value**

**£10.65  
in Public  
Value**

**£9.01  
in Value to  
the people  
we help**

# Specific Values\*

Savings to Local Authorities £238,172



Council Tax Arrears – payments rescheduled £27,751

Reducing use of Health Services £285,403

Department of Work and Pensions £705,232



Criminal Justice System  
(preventing homelessness & evictions) £27,699



# Research & Campaigns

## Key achievements:



- Contributed to the cross-sector steering group aimed at making Mid and West Wales a real Living Wage region

- Actively involved in promoting Anti-racism and Black History 365

- Continued our long-term study into the impact of the cost of living crisis on our clients, publishing our second report, *Is This The New Normal?* in May 2024



- Participated in Swansea University Law School Street Law project; Bawso Event for the National Day of Remembrance for Victims of Honour-Based Abuse Breaking Chains: Voices Unsilenced; ARA Roundtable Event on gambling harms; Spotlight on Changemakers - Diverse Cymru's 2024 Awards; White Ribbon Day Cross-party Stakeholder Event @ Senedd; BAWSO's Zero Tolerance to Female Genital Mutilation (FGM) event; Community Foundation Wales event.



- Published *Disconnected: How Digital Exclusion Blocks Access to Universal Credit*, our study into the impact of digital exclusion on those people facing managed migration on UC, in December 2024.



# Volunteering

The recruitment and involvement of volunteers continues to bring a range of benefits to the organisation and 2024-2025 has seen increased activity. Volunteers are an important part of resourcing our service and we remain grateful for the commitment of all concerned.

## Engaging with volunteers:

- Helps us reach a wider range and increased number of clients
- Increases the diversity of our staffing resource helping us be more representative of our client groups
- Creates opportunities for volunteers to connect with others, learn new skills and gain confidence
- Brings new opinions, ideas and approaches to our work
- Helps increase the social value of our activities

**We currently engage 35 volunteers who conduct a range of roles, the longest serving having been with us for over 18 years.**

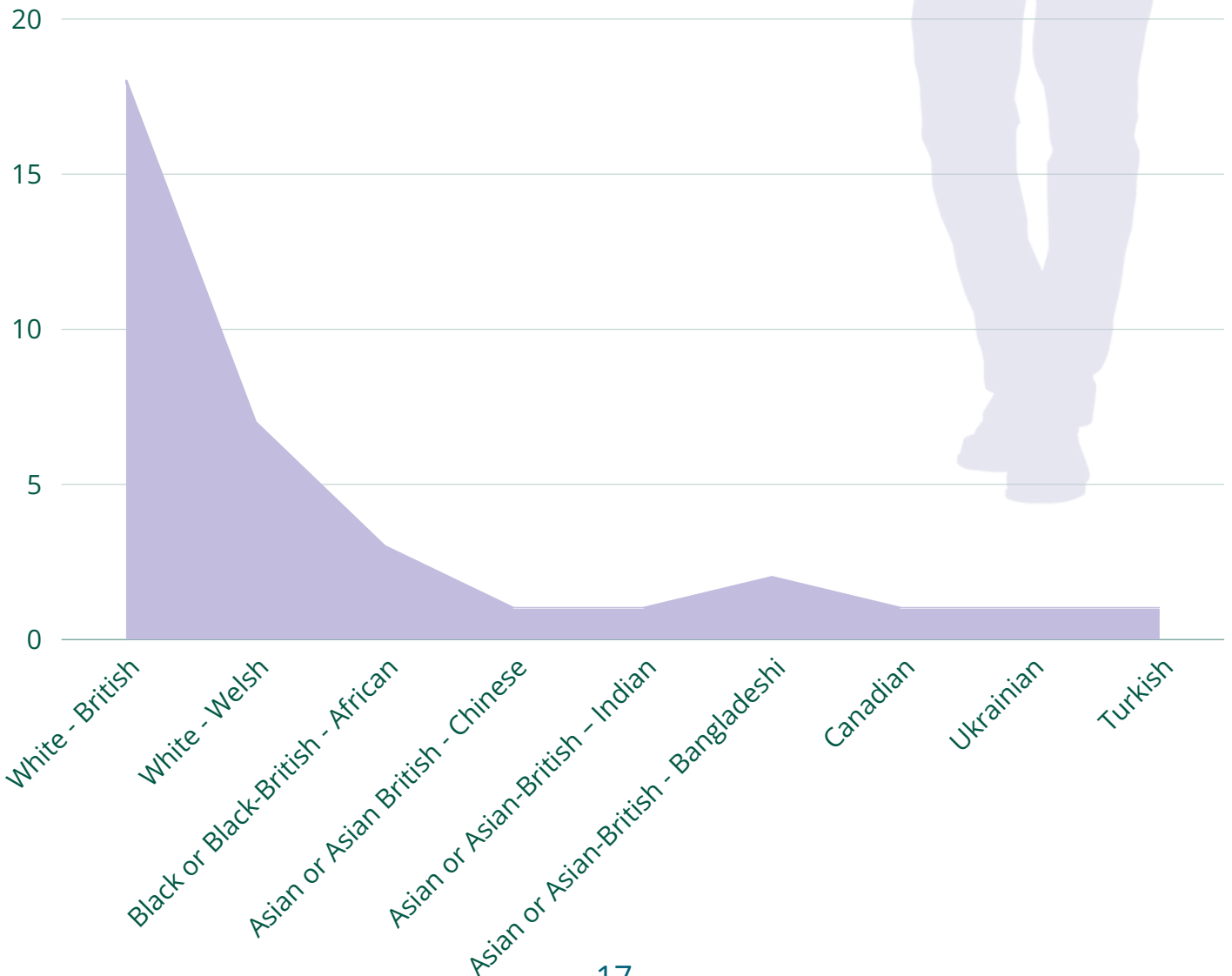


# Key volunteer statistics 2024-2025

- Oldest volunteer **86** – youngest **16**
- **34%** of volunteers are between **15-24**, **16%** are between **65-75**, **14%** are **75+**
- **27 new volunteers** joined in 2024-2025
- Between them our volunteers contributed **6,160 hours** to supporting service delivery
- **3298 hours of training** completed by volunteers
- Between them our volunteers **supported 2053 clients**
- Of those that left in 2024-2025 **52% progressed into employment**



## Ethnic origin of our volunteers - working to represent the community we serve



# Staff

At CASNPT the overall mental, physical, emotional, and economic health of our employees is paramount and we aim to support these in any way possible. Investing in our teams ultimately leads to a better service for our clients.

## What we've done in 2024/25

Aimed to create a work culture in which employees can develop **supportive relationships** with their colleagues

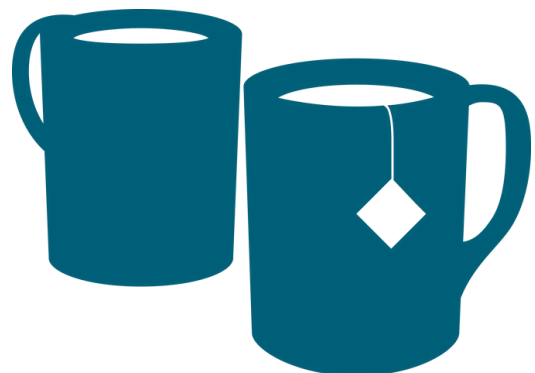
Ensured all roles are paid at least the **Real Living Wage**

Subscribed to an **Employee Assistance programme** providing 24/7, 365-day access to compassionate support whatever challenges are faced

Provided up to 6 sessions of **structured counselling** when needed

Provided **mental health awareness training** for all employees within their first year of employment

Provided a wide range of aids, adaptations, equipment and changes to people's working days to **meet the needs of staff**



# Partnerships

Joint working with a range of partners from the public, private and third sector enables us to reach a broader range of people than we could alone. Collaboration has benefits for us and our partners as we get to capitalise on each other's' expertise, reputation and reach. And of course, of greater importance are the additional outcomes we are collectively able to achieve for more clients.

Our partnerships involve referring clients to dedicated services to help with specific issues, such as mental health, domestic violence and in-home adaptations for the infirm. These can help improve resilience and confidence when dealing with these issues in the future.

In addition, we deliver several projects that focus on a specific issue, or are designed to help certain client groups. Examples included distribution of goods provided by the multi bank or delivery of energy advice.



Me, Myself & I




# Future Plans

Looking forward to the next year it is important for us to focus upon funding and sustainability, collaboration, partnerships, people and infrastructure; this will all underpin CASNPT's ambition to increase our capacity to help local clients, without compromising on the quality of our services.



## We aim to:


An icon of a laptop computer with a bar chart on the screen, representing technology and data.

·Incorporate changes to the service delivery model to meet emerging changes in client demand resulting from cost of living pressures; ensuring that our infrastructure and back office processes are fit for purpose.

An icon of three coins, representing funding and financial resources.

·Understand hidden demand and identifying how to meet client requirements with static resources.


·Increase and diversifying our sources of longer-term funding, whilst sustaining existing contract income.

An icon of two business professionals in suits talking, representing collaboration and partnerships.

·Broaden our relationship with compatible groups and organisations; to support funding applications and ability to meet client needs.

·Continue to develop a strong internal management and governance structure.

·Plan and invest in staff and volunteer resources to manage increased demand and, a wider portfolio of projects

An icon of a star inside a circular award ribbon, representing achievement and goals.

·Understand the impacts that new ways of working will have on our future premises' requirements before expiry of the current lease.

·Champion Equity, Diversity and Inclusion and actively increase diversity within our teams.

# Trustees' report for the year ended 31 March 2025

## Reference and administrative details of the charity, its trustees and advisors

The trustees during the financial year and up to and including the date the report was approved were:

<b>Name</b>	<b>Position</b>
Sonya Dougherty	Chair from April 2023
Geoffrey Lee	
Chris Mann	Treasurer from April 2024
Nita Sparkes	
Steve Jenkins	Appointed April 2024
Victoria Holland	Appointed April 2024
Gemma Monk	Appointed March 2024
Dr. Richard Baylis	Treasurer to April 2024 - Resigned April 2024

**Chief Executive Officer** Caroline Newman

**Charity number** 518825 Registered in England and Wales

**Company number** 01702827 Registered in England and Wales

### Registered and principal address

Second Floor, City Gates, Wind Street, Swansea SA1 1EE

### Statutory Auditors

Bevan Buckland LLP

### Bankers

CAF Bank

Charities Official Investment Fund (COIF)

### Structure, governance and management

The charity is a company limited by guarantee and was formed on 25 February 1983. It is governed by its memorandum and articles of association, as amended on 19 May 2022. It was registered as a charity on 30 June 1987. The liability of the members in the event of the company being wound up is limited to a sum not exceeding £1. At 31 March 2025 the company had 16 individual members (2024 - 15).

#### *Organisational Structure*

Citizens Advice Swansea Neath Port Talbot Limited (CASNPT) is governed by its trustee board which is responsible for setting the strategic direction of the organisation and for monitoring and scrutinising its progress and performance against agreed objectives. The trustees carry the ultimate responsibility for the conduct of CASNPT and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet at least quarterly and delegate the day-to-day operation of the organisation to the Chief Executive Officer (CEO) and a senior management team. The trustee board is independent from management.

## **Structure, governance and management (continued)**

### *Organisational Structure (continued)*

A group of trustees, known as the 'Officers' Group', comprising the Chair, Vice Chair and Treasurer and another trustee on rotation, meets in between each board meeting and reports back recommendations for consideration on issues delegated to it by the trustee board on specific areas of the organisation's business. The Officers' Group has Terms of Reference which are regularly reviewed.

### *Recruitment and Appointment of Trustees*

The trustees are elected from the local community and must either reside, work or have an interest in the areas covered by the service. A selection panel comprising trustees and the CEO, and chaired by the Chair of trustees, undertakes the interviewing of all potential new board members. A separate process agreed by the trustee board is followed for the election of Chair, which may include co-options from outside of the board itself. Each panel then reports its recommendations for co-option or election at the following trustee board/AGM for approval. No other persons or bodies external to the charity is entitled to appoint persons to the trustee board.

### *Induction of Trustees*

Newly appointed trustees are provided with an induction to CASNPT through meetings with staff and the Chair, and mentoring by established trustees. All trustees have access to Citizens Advice online services and information, and are encouraged to attend national Citizens Advice meetings and conferences and to partake in training.

### *Related Parties*

CASNPT is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of CASNPT in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and local authority departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity, they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

### *Risk management*

CASNPT operates a corporate risk management process, with a risk management strategy and risk register agreed and regularly reviewed by the trustee board. The trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end CASNPT continually monitors and manages its risk, reviewing the corporate risk register and ensuring action plans are in place to mitigate clearly defined risk areas.

A major external risk is that of the loss of funding. The effects of this are mitigated by the procedures in place, including diversification of funding streams. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

## Objectives and activities

### The charity's objectives

The Charity's objectives are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in the City and County of Swansea and Neath Port Talbot County Borough Council and surrounding areas (the 'area of benefit').

### The charity's main activities

CASNPT provides free, confidential, impartial and independent advice and information as part of meeting the two service wide aims:

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

While this involves providing advice and information to members of the public, an essential aspect of the role of Citizens Advice is to exercise a responsible influence on the development of policies and services and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively, through research, media and campaigning work.

### Public benefit statement

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the local Citizens Advice service during the year. The trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

The principal activity of CASNPT remains the provision of free, confidential, independent and impartial advice and information for members of the public. This is provided through one central office location in Swansea city centre and through remote delivery across the counties of Neath Port Talbot and Swansea. In addition to generalist advice the following specialist advisory services were provided:

- i) Specialist Welfare Benefit throughout Wales through the medium of telephone;
- ii) Specialist Debt provision through the undertaking of Debt Relief Order applications by Approved Intermediaries employed by CASNPT;
- iii) Remote services funded by the Local Health Board and Welsh Government;
- iv) Advice to potential benefits' claimants through the Claim What's Yours service.
- v) Income maximisation support for those over 65, funded by Independent Age.

Advisory services are provided through telephone consultations, video calls and email throughout the area of benefit. Face-to-face consultations have been re-introduced gradually since June 2022, and we have worked steadily to reach communities by regular attendance at outreach venues.

## Financial Review

The net deficit for the year was £2,003, including a net surplus of £72,711 on unrestricted funds and a net deficit of £74,714 on restricted funds, after transfers.

At 31 March 2025, total reserves were £862,618, of which £51,702 represented balances on restricted funds (2023/24: £864,621 total of which £126,416 were restricted funds).

## Reserves Policy

It is the charity's policy that funds not presently committed or invested in tangible fixed assets should be maintained at the equivalent of a minimum of four and a maximum of six months' expenditure in general unrestricted funds in order for CASNPT to continue to pursue its activities should there be a period of reduced income. This is also considered prudent in the light of funding which is received in arrears.

The charity's free reserves, excluding fixed assets, at the year-end were £810,916 (2023/24: £735,567). Trustees have previously resolved to designate £40,000 towards the future relocation of its Swansea premises. At 31 March 2025 therefore, free unrestricted reserves amounted to £770,916. This amounts to around 5.75 months' budgeted expenditure, which trustees consider to be a reasonable position particularly in view of the ongoing uncertainties in relation to the planned office relocation.

## Statement of trustees' responsibilities

The trustees (who are also the directors for the purposes of company law) are responsible for preparing the Trustees report and the financial statements in accordance with the applicable law and UK Accounting Standards.

Company law requires the trustees to prepare financial accounts for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. 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;
- prepare the accounts on a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (Charities SORP (FRS102), and in accordance with the special provisions of the Companies Act 2006 relating to small companies.

Signed on behalf of the board of trustees on 20 August 2025

Signed by:  
  
803CF5419214426...

Name: Sonya Dougherty (Chair)

# Report of the Independent Auditors to the Trustees of Citizens Advice Swansea Neath Port Talbot Limited

## Opinion

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

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

## Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## Conclusions relating to Going Concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

## Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

# (continued) Report of the Independent Auditors to the Trustees of Citizens Advice Swansea Neath Port Talbot Limited

## **Other information (continued)**

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

## **Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

## **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

## **Responsibilities of trustees**

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

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

## **Our responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

# (continued) Report of the Independent Auditors to the Trustees of Citizens Advice Swansea Neath Port Talbot Limited

## **Our responsibilities for the audit of the financial statements (continued)**

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

### **Extent to which the audit was considered capable of detecting irregularities, including fraud.**

We identify and assess the risks of material misstatement of the Financial Statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

We discussed our audit independence complying with the Revised Ethical Standard 2019 with the engagement team members whilst planning the audit and continually monitored our independence throughout the process.

### **Identifying and assessing potential risks related to irregularities.**

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

(i) enquiring of management, including obtaining and reviewing supporting documentation, concerning the Charity's policies and procedures relating to:

- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non-compliance;
- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
- the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;

(ii) discussing among the engagement team how and where fraud might occur in the financial statements and any potential indicators of fraud.

(iii) obtaining an understanding of the legal and regulatory frameworks that the Charity operates in, focusing on those laws and regulations that had a direct effect on the financial statements or that had a fundamental effect on the operations of the Charity. The key laws and regulations we considered in this context included the UK Companies Act and relevant tax legislation.

### **Audit response to risks identified**

In addition to the above, our procedures to respond to risks identified included the following: reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with relevant laws and regulations;

- enquiring of management concerning actual and potential litigation and claims; performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- reading minutes of meetings of those charged with governance;
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments;
- assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and
- evaluating the operational rationale of any significant transactions that are unusual or outside the normal course of operations.

# (continued) Report of the Independent Auditors to the Trustees of Citizens Advice Swansea Neath Port Talbot Limited

## Audit response to risks identified (continued)

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

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

## Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:  
*Michael Jones*  
.....00017306D90B45B.....

Michael Jones (Senior Statutory Auditor)

for and on behalf of Bevan Buckland LLP  
Chartered Accountants and Statutory Auditors  
Ground Floor  
Cardigan House  
Castle Court  
Swansea Enterprise Park  
Swansea  
SA7 9LA

4/9/2025  
Date.....

# Statement of Financial Activities (including summary income and expenditure account) for the year ended 31 March 2025

	Notes	2025 Unrestricted funds £	2025 Restricted funds £	2025 Total funds £	2024 Unrestricted funds £	2024 Restricted funds £	2024 Total funds £
<b>Income from:</b>							
Donations and legacies	(2)	65	-	65	137	-	137
Grants - Charitable activities	(3)	94,879	1,262,646	1,357,525	136,606	1,288,753	1,425,359
Investments	(4)	23,594	-	23,594	17,130	-	17,130
Other income	(4)	-	-	-	18	-	18
<b>Total income</b>		<u>118,538</u>	<u>1,262,646</u>	<u>1,381,184</u>	<u>153,891</u>	<u>1,288,753</u>	<u>1,442,644</u>
<b>Expenditure on:</b>							
Charitable activities		105,546	1,227,811	1,333,357	131,505	1,163,293	1,294,798
Repayment of grants		-	49,830	49,830	-	72,070	72,070
<b>Total expenditure</b>		<u>105,546</u>	<u>1,277,641</u>	<u>1,383,187</u>	<u>131,505</u>	<u>1,235,363</u>	<u>1,366,868</u>
<b>Net income / (expenditure)</b>		12,992	(14,995)	(2,003)	22,386	53,390	75,776
<b>Transfers between funds</b>		59,719	(59,719)	-	210,557	(210,557)	-
<b>Net movement in funds</b>		72,711	(74,714)	(2,003)	232,943	(157,167)	75,776
<b>Fund balances brought forward</b>		738,205	126,416	864,621	505,262	283,583	788,845
<b>Fund balances carried forward</b>	(7)	<u>810,916</u>	<u>51,702</u>	<u>862,618</u>	<u>738,205</u>	<u>126,416</u>	<u>864,621</u>

All incoming resources and resources expended derive from continuing activities.

# Balance sheet as at 31 March 2025

		2025	2025	2025	2024
		Unrestricted	Restricted	Total	Total
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets	(8)	-	-	-	2,638
<b>Total fixed assets</b>		<u>-</u>	<u>-</u>	<u>-</u>	<u>2,638</u>
<b>Current assets</b>					
Debtors and prepayments	(9)	38,387	6,346	44,733	11,136
Current asset investments	(10)	125,217	-	125,217	-
Cash at bank and in hand	(11)	683,825	105,884	789,709	911,798
<b>Total current assets</b>		<u>847,429</u>	<u>112,230</u>	<u>959,659</u>	<u>922,934</u>
<b>Current liabilities: amounts falling due within one year</b>					
Creditors and accruals	(12)	36,513	60,528	97,041	60,951
<b>Total current liabilities</b>		<u>36,513</u>	<u>60,528</u>	<u>97,041</u>	<u>60,951</u>
<b>Net current assets / (liabilities)</b>		<u>810,916</u>	<u>51,702</u>	<u>862,618</u>	<u>861,983</u>
<b>Net assets</b>		<u>810,916</u>	<u>51,702</u>	<u>862,618</u>	<u>864,621</u>
<b>Funds</b>					
Unrestricted funds					
General unrestricted funds		770,916	-	770,916	698,205
Designated funds	(6)	40,000	-	40,000	40,000
Unrestricted funds		<u>810,916</u>	<u>-</u>	<u>810,916</u>	<u>738,205</u>
Restricted funds		<u>-</u>	<u>51,702</u>	<u>51,702</u>	<u>126,416</u>
<b>Total funds</b>		<u>810,916</u>	<u>51,702</u>	<u>862,618</u>	<u>864,621</u>


For the year ending 31 March 2025 the charitable company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charitable company to obtain an audit of its accounts for the year in question in accordance with section 476. The trustees (who are also the directors for the purposes of company law) acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and with FRS 102 (effective January 2019).

Sonya Dougherty (Chair)

24/11/2025

Signed by:  
  
 8D3CF5419214426

# Statement of cash flows for the year ended 31 March 2025

	2025 £	2024 £
<b>Cash flows from operating activities:</b>	<u>(145,683)</u>	<u>77,018</u>
<b>Net cash provided by (used in) operating activities</b>	<u>(145,683)</u>	<u>77,018</u>
<b>Cash flows from investing activities:</b>		
Bank interest	23,594	17,130
Purchase of tangible fixed assets (excluding donated assets)	-	-
<b>Net cash provided by (used in) investing activities</b>	<u>23,594</u>	<u>17,130</u>
<b>Cash flows from financing activities:</b>		
Repayments on borrowing	-	-
Cash inflows from new borrowing	-	-
<b>Net cash provided by (used in) financing activities</b>	<u>-</u>	<u>-</u>
Change in cash and cash equivalents in the reporting period	(122,089)	94,148
Cash and cash equivalents at the beginning of the reporting period	<u>911,798</u>	<u>817,650</u>
<b>Cash and cash equivalents at the end of the reporting period</b>	<u>789,709</u>	<u>911,798</u>

<b>Reconciliation of net movement in funds to net cash flow from operating activities</b>	2025	2024
	£	£
Net movement in funds for the reporting period (as per the statement of financial activities)	(2,003)	75,776
Adjustments for:		
Depreciation charges	2,638	3,334
Bank interest	(23,594)	(17,130)
(Increase) / decrease in current asset investments	(125,217)	-
(Increase) / decrease in debtors	(33,597)	5,927
Increase / (decrease) in creditors	<u>36,090</u>	<u>9,111</u>
<b>Net cash provided by (used in) operating activities</b>	<u>(145,683)</u>	<u>77,018</u>

<b>Analysis of cash and cash equivalents</b>	2025	2024
	£	£
Cash in hand	223,513	911,798
Notice deposits (less than 30 days)	<u>566,196</u>	<u>-</u>
<b>Total cash and cash equivalents</b>	<u>789,709</u>	<u>911,798</u>

# Notes to the accounts for the year ended 31 March 2025

## 1 Accounting policies

### (a) Basis of accounting

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by 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) and with the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102. There has been no change to the accounting policies since last year. No changes have been made to the accounts for previous years.

### (b) Going concern

The trustees are satisfied that there are no material uncertainties about the charity's ability to continue.

### (c) Incoming resources

All incoming resources are included in the Statement of Financial Activities (SOFA) when the charity becomes entitled to the resources, it is more likely than not that the trustees will receive the resources and the monetary value can be measured with sufficient reliability.

#### *Grants receivable*

Grants and donations are only included in the SOFA when the charity has unconditional entitlement to the resources. Grants received for a specific purpose and subject to conditions specified by the donor are treated as restricted funds. Revenue grants are credited directly to the Statement of Financial Activities (SoFA). Capital grants are released over the life of the assets in line with the depreciation policy. Where grants are related to performance and specific deliverables, they are accounted for as the charity earns the right to consideration by its performance.

#### *Bank interest*

Bank interest is include in the SoFA on a receivable basis.

#### *Other income*

Sales of services are included in the SoFA in the period to which they relate. Other income, including donations, gifts and covenants, is included as it is received.

#### *Gifts and intangible income*

In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public. This help and support is not included in the financial statements, but its value to the charity is acknowledged and disclosed in the trustees' report.

#### *Deferred income*

Grants received in advance of the period to which the funder requires the expenditure to be applied are reflected in deferred income within the balance sheet. Income is released to the SoFA in the reporting period in which the conditions which limited recognition are met.

# (continued) Notes to the accounts for the year ended 31 March 2025

## 1 Accounting policies (continued)

### (d) Expenditure and liabilities

Expenditure is recognised on an accrual basis as a liability is incurred. Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out the resources and the amount of the obligation can be measured with reasonable certainty

All expenditure related to the provision of advice services is included within charitable expenditure.

Costs allocated between expenditure categories are on a basis designed to reflect their resource usage. Some costs are allocated directly to activities; other costs are apportioned, for example by staff time spent on the activity, or another equitable usage measure.

### (e) Taxation

As a charity the organisation benefits from rates relief and is generally exempt from corporation tax but not from VAT. Irrecoverable VAT is included in the cost of those items to which it relates.

### (f) Tangible fixed assets

Tangible fixed assets costing more than £2,000 are capitalised and included at cost including any incidental expenses of acquisition. Gifted assets are shown at the value to the charity on receipt.

Depreciation is provided on such tangible fixed assets at rates calculated to write off the cost on a straight line basis over their expected useful economic lives as follows:

Computer equipment: over 3 years

Website: over 3 years

### (g) Pensions

The charity operates a defined contribution scheme for the benefit of its employees, compliant with auto-enrolment legislation. The costs of contributions are recognised in the year they are payable.

### (h) Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes. The use of such funds is at the trustees' discretion.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

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

# (continued) Notes to the accounts for the year ended 31 March 2025

## 1 Accounting policies (continued)

### (i) Leases

Rental costs under operating leases are charged on a straight line basis over the lease term or to an earlier date if the lease can be determined without financial penalty.

### (j) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

### (k) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

### (l) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

### (m) Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

## (continued) Notes to the accounts for the year ended 31 March 2025

<b>2 Donations and legacies</b>	2025	2025	2025	2024
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
General donations	65	-	65	137
	<u>65</u>	<u>-</u>	<u>65</u>	<u>137</u>
<b>3 Grants for charitable activities</b>	2025	2025	2025	2024
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
City & County of Swansea:				
- core funding	-	168,611	168,611	164,313
- Refugee Resettlement	-	17,261	17,261	16,956
- Fuel Poverty	-	1,363	1,363	-
Neath Port Talbot Borough Council - core	94,879	-	94,879	90,000
NPTBC - cost of living	-	-	-	31,606
Welsh Government:				
- Advicelink - Debt & other specialist advice	-	316,067	316,067	316,067
- Advicelink - Community Focus	-	418,112	418,112	418,112
- Basic Income pilot	-	76,892	76,892	118,014
- Winter Capacity	-	-	-	10,000
- Partnership Work	-	21,000	21,000	21,000
Swansea Bay Health Board - health outreach	-	29,630	29,630	28,490
Swansea University - child poverty	-	7,692	7,692	-
Independent Age	-	27,698	27,698	-
Claim What's Yours	-	37,800	37,800	37,800
Age Cymru dementia project	-	36,270	36,270	36,270
Warm Wales	-	62,219	62,219	62,219
Moondance Foundation	-	-	-	-
Age Cymru partnership	-	28,283	28,283	28,283
Citizens Advice	-	-	-	15,000
WCVA	-	13,748	13,748	11,248
National Lottery Community Fund	-	-	-	19,981
	<u>94,879</u>	<u>1,262,646</u>	<u>1,357,525</u>	<u>1,425,359</u>
<b>4 Investment income</b>	2025	2025	2025	2024
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
Interest receivable	23,594	-	23,594	17,130
	<u>23,594</u>	<u>-</u>	<u>23,594</u>	<u>17,130</u>

# (continued) Notes to the accounts for the year ended 31 March 2025

5 Staff costs and numbers	2025	2024
	£	£
Gross salaries	930,522	895,296
Social security costs	81,685	75,884
Employment allowance	(5,000)	(5,000)
Pensions	51,834	49,848
	<u>1,059,041</u>	<u>1,016,028</u>

The average number of employees during the year was 39 (2024: 38).

No employees had emoluments above £60,000 (2024: no employees).

The average number of employees during the year analysed by function was:

	2025	2024
	£	£
Advisers	29	28
Managers	4	4
Support and administration	6	6
	<u>39</u>	<u>38</u>

Defined contribution pension scheme	2025	2024
	£	£
Costs of the scheme to the charity for the year	51,834	49,848
Amount of any contributions outstanding at the year end	7,009	6,612

The charity contributes up to 6% of pensionable earnings as part of an auto-enrolment scheme to People's Pension which is open to all employees. There is no final salary scheme.

6 Designated funds	Balance b/f	Incoming	Outgoing	Transfers	Balance c/f
	£	£	£	£	£
Office relocation	40,000	-	-	-	40,000
	<u>40,000</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>40,000</u>

Fund name	Reason for designation
Office relocation	Towards the costs of relocation on expiry of the current lease.

# (continued) Notes to the accounts for the year ended 31 March 2025

<b>7 Restricted funds</b>	Balance b/f	Incoming	Outgoing	Repayable	Transfers	Balance c/f
	£	£	£	£	£	£
Swansea - general advice	-	168,611	128,934	-	(39,677)	-
Swansea - Refugee resettlement	4,764	17,261	17,244	-	-	4,781
Swansea - fuel poverty	739	1,363	-	(739)	-	1,363
Welsh Gov. - Advicelink - Debt & other specialist advice	34,190	316,067	314,062	(31,062)	(5,133)	-
- Advicelink - Community Focus	13,969	418,112	417,859	(207)	(13,762)	253
- Advicelink - Claim What's Yours	224	37,800	37,789	(229)	-	6
- Basic Income Pilot	-	76,892	76,892	-	-	-
- Partnership Work	15,750	21,000	18,565	(15,739)	(11)	2,435
- redundancy reserve	17,898	-	-	-	-	17,898
Swansea Bay HB - health outreach	1,854	29,630	27,571	(1,854)	-	2,059
Community Foundation - Covid fund	847	-	-	-	(847)	-
BEIS - remote working fund	289	-	-	-	(289)	-
Age Cymru partnership	-	28,283	21,212	-	-	7,071
Age Cymru - Dementia project	150	36,270	36,420	-	-	-
Moondance Foundation	4,258	-	-	-	-	4,258
Warm Wales	255	62,219	62,474	-	-	-
WCVA	11,248	13,748	24,996	-	-	-
National Lottery Community Fund	19,981	-	8,101	-	-	11,880
Independent Age	-	27,698	28,000	-	-	(302)
Child poverty	-	7,692	7,692	-	-	-
	<u>126,416</u>	<u>1,262,646</u>	<u>1,227,811</u>	<u>(49,830)</u>	<u>(59,719)</u>	<u>51,702</u>
Unrestricted Funds	<u>738,205</u>	<u>118,538</u>	<u>105,546</u>	<u>-</u>	<u>59,719</u>	<u>810,916</u>
<b>Total Funds</b>	<u><b>864,621</b></u>	<u><b>1,381,184</b></u>	<u><b>1,333,357</b></u>	<u><b>(49,830)</b></u>	<u><b>-</b></u>	<u><b>862,618</b></u>

Transfers refer to fund balances released to unrestricted funds with agreement of funders.

# (continued) Notes to the accounts for the year ended 31 March 2025

7a Restricted funds (previous year)	Balance b/f	Incoming	Outgoing	Repaid	Transfers	Balance c/f
	£	£	£	£	£	£
Swansea - general advice	127,084	164,313	111,109	-	(180,288)	-
Swansea - Refugee resettlement	4,519	16,956	16,711	-	-	4,764
Swansea - fuel poverty	739	-	-	-	-	739
Welsh Gov. - Advicelink - Debt & other specialist advice	28,492	316,067	285,513	(24,856)	-	34,190
- Advicelink - Community Focus	28,928	418,112	417,903	(15,168)	-	13,969
- Advicelink - Test and Learn	41,397	-	-	(20,600)	(20,797)	-
- Advicelink - Employment Advice	2,279	-	-	(2,256)	(23)	-
- Advicelink - Claim What's Yours	3,995	37,800	37,573	(3,998)	-	224
- Basic Income Pilot	-	118,014	118,003	-	(11)	-
- Partnership Work	5,192	21,000	5,250	(5,192)	-	15,750
- Winter capacity	-	10,000	10,000	-	-	-
- redundancy reserve	17,898	-	-	-	-	17,898
SCVS - Integrated Care Fund	705	-	-	-	(705)	-
Swansea Bay HB - health outreach	1,433	28,490	28,069	-	-	1,854
Community Foundation - Covid fund	847	-	-	-	-	847
BEIS - remote working fund	289	-	-	-	-	289
People's Postcode Lottery	1,643	-	-	-	(1,643)	-
LIPSS partnership	135	-	-	-	(135)	-
NHS Charities Together	6,954	-	-	-	(6,954)	-
Age Cymru partnership	6,734	28,283	35,016	-	(1)	-
Age Cymru - Dementia project	62	36,270	36,182	-	-	150
Moondance Foundation	4,258	-	-	-	-	4,258
Warm Wales	-	62,219	61,964	-	-	255
WCVA	-	11,248	-	-	-	11,248
National Lottery Community Fund	-	19,981	-	-	-	19,981
	283,583	1,288,753	1,163,293	(72,070)	(210,557)	126,416
Unrestricted Funds	505,262	153,891	131,505	-	210,557	738,205
<b>Total Funds</b>	788,845	1,442,644	1,294,798	(72,070)	-	864,621

Transfers refer to fund balances released to unrestricted funds with agreement of funders.

# (continued) Notes to the accounts for the year ended 31 March 2025

Swansea – General advice	Provided by the City and County of Swansea to support local Citizens Advice delivery within the county
Swansea – Refugee resettlement	Delivery of welfare benefits support and debt advice as part of the refugee resettlement programme
Swansea – Fuel poverty	Funded by Swansea Council Tackling Poverty Team and administered by CASNPT only applicable to residents living within the City and County of Swansea; covers issue of emergency vouchers for those on pre-payment meters
Welsh Govt. – Advicelink -Debt & other sp	To ensure people have access to specialist advice and support in relation to services providing benefits, debt, housing, employment and discrimination rights advice
- Advicelink - Community Focus	For the delivery of social welfare information and advice up to and including generalist advice
- Advicelink - Claim What's Yours	Welsh Government campaign to support clients with income maximisation and benefit take-up
- Basic Income Pilot	Additional funding to support care leavers with financial capability
- Partnership Work	Development of referral partners, encouraging use of ReferNet and delivery of benefit awareness raising sessions
- Redundancy reserve	Redundancy liability reserve following cessation of previous money advice service
Swansea Bay HB – health outreach	Provided by Swansea Bay University Health Board to deliver advice services in local health centres
Community Foundation – Covid fund	To assist in making the charity's premises ready and safe for customers and staff to return, when appropriate to do so
BEIS – remote working fund	To enable the purchase of new equipment and associated costs to facilitate home working
Age Cymru Partnership	Single Advice Fund (SAF) funded partner previously managed by Citizens Advice Cymru. Designated funds from Welsh Government allocated with the purpose of delivering benefit to Age Cymru clients
Age Cymru – Dementia project	West Glamorgan Regional Integration Fund (RIF) collaborative project to provide holistic support and advice service to dementia clients and their carers
Moondance Foundation	To provide energy advice to clients as a result of cost of living crisis
Warm Wales	To support communities to develop Warm Hubs or expand and enhance existing Warm Hub provision
WCVA	To facilitate growth in volunteer participation
National Lottery	Delivery of workshops designed to improve financial capability of participants
Independent Age	Employment of a Community Engagement Adviser to coordinate and deliver in-person advice and support to those 65+ in community-based locations
Child Poverty	Collaborative delivery with University of Swansea Law Clinic, and Faith in Families. Supporting children, young people and families we work with by referring them via the SNPTCAN Referral System to other organisations that can help with more specific queries

## (continued) Notes to the accounts for the year ended 31 March 2025

8 Tangible assets	Website	Leasehold property	Fixtures, fittings and	Computer equipment	Total
<u>Cost</u>	£	£	£	£	£
At 1 April 2024	4,980	43,563	52,004	80,108	180,655
Additions	-	-	-	-	-
At 31 March 2025	<u>4,980</u>	<u>43,563</u>	<u>52,004</u>	<u>80,108</u>	<u>180,655</u>
<u>Depreciation</u>					
At 1 April 2024	3,458	43,563	52,004	78,992	178,017
Charge for year	1,522	-	-	1,116	2,638
At 31 March 2025	<u>4,980</u>	<u>43,563</u>	<u>52,004</u>	<u>80,108</u>	<u>180,655</u>
<u>Net book value</u>					
At 31 March 2025	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
At 31 March 2024	<u>1,522</u>	<u>-</u>	<u>-</u>	<u>1,116</u>	<u>2,638</u>
9 Debtors and prepayments				2025	2024
				£	£
Prepayments				38,387	11,136
Other debtors				6,346	-
				<u>44,733</u>	<u>11,136</u>
10 Current asset investments				2025	2024
				£	£
Cash equivalents on deposit				125,217	-
				<u>125,217</u>	<u>-</u>
Current asset investments comprised two bank deposit accounts:					
(i) a fixed term of one year, maturing at the end of July 2025, at an interest rate of 4.92%.					
(ii) a 120 days notice account, at an interest rate of 4.19%.					
11 Cash at bank and in hand				2025	2024
				£	£
Cash at bank				789,545	911,634
Cash in hand				164	164
				<u>789,709</u>	<u>911,798</u>
12 Creditors and accruals				2025	2024
				£	£
Creditors				47,237	-
Accruals and deferred income				24,849	37,209
Taxation and social security				17,946	17,130
Other creditors				7,009	6,612
				<u>97,041</u>	<u>60,951</u>

# (continued) Notes to the accounts for the year ended 31 March 2025

## 13 Related party transactions

### Trustee expenses

Travel expenses of £121 were paid to one trustee during the year (2024: £15; one trustee)

### Trustee remuneration and benefits

No trustee received any remuneration or benefit during this or the previous year.

### Remuneration and benefits received by key management personnel

The key management personnel of the charity comprises the trustees and the Chief Executive Officer only. All trustees give their time freely and no trustee remuneration was paid in this or the previous year. The total employee benefits of the key management personnel of the charity were £60,441 (2024: £58,251).

### Other related party transactions

There were transactions amounting to £11,536 (2024: £11,159) between the charity and the National Association of Citizens Advice Bureaux in relation to insurance, IT support and information services.

## 14 Operating leases

Expected future minimum lease payments over the remaining life of the lease, analysed into the period in which the commitment falls due:

	2025	2024
	£	£
Within one year	-	29,143
In the second to fifth years inclusive	-	-
Over five years from the balance sheet date	-	-
	<u>-</u>	<u>29,143</u>

**Statement of Financial Activities including comparatives for all funds  
(including summary income and expenditure account)  
for the year ended 31 March 2025**

	2025 Unrestricted funds £	2024 Unrestricted funds £	2025 Restricted funds £	2024 Restricted funds £	2025 Total funds £	2024 Total funds £
<b>Income</b>						
Donations and legacies	65	137	-	-	65	137
Grants - Charitable activities	94,879	136,606	1,262,646	1,288,753	1,357,525	1,425,359
Investments	23,594	17,130	-	-	23,594	17,130
Other income	-	18	-	-	-	18
<b>Total income</b>	<u>118,538</u>	<u>153,891</u>	<u>1,262,646</u>	<u>1,288,753</u>	<u>1,381,184</u>	<u>1,442,644</u>
<b>Expenditure</b>						
Salaries, NI & Pension	73,296	97,446	985,745	918,582	1,059,041	1,016,028
Other staff costs	-	7	-	92	-	99
Staff - Training	1,267	1,692	9,091	8,772	10,358	10,464
Staff - Travel & subsistence	1,230	1,557	5,424	4,572	6,654	6,129
Volunteer - Expenses	364	441	998	1,681	1,362	2,122
Trustee expenses	9	2	112	13	121	15
Insurance - General	1,847	1,085	5,521	6,175	7,368	7,260
IT Equipment	3,158	868	9,488	9,285	12,646	10,153
IT Support	1,000	313	9,101	6,394	10,101	6,707
Office equipment expense	574	412	1,766	2,348	2,340	2,760
Other	35	10	105	61	140	71
Payroll/Acctg/Consultancy fees	1,371	721	6,255	4,109	7,626	4,830
Postage, printing & stationery	1,475	1,288	4,468	7,379	5,943	8,667
Reference materials, subscripts	3,578	2,338	12,846	15,492	16,424	17,830
Telephone & Comms	3,442	1,849	10,427	10,827	13,869	12,676
Service Charge	5,689	4,610	55,283	33,118	60,972	37,728
Cleaning, repairs & maint'ce	648	3,356	8,510	25,731	9,158	29,087
Heat & light	1,471	2,226	16,244	15,331	17,715	17,557
Insurance - Property	507	784	5,597	5,638	6,104	6,422
Rates	88	92	974	656	1,062	748
Rent	3,238	4,683	35,762	33,633	39,000	38,316
Audit	582	775	7,278	6,365	7,860	7,140
Legal & professional fees	11	379	702	3,110	713	3,489
Translation costs	-	44	-	4	-	48
Bank charges	5	80	171	8	176	88
Depreciation	661	498	1,977	2,836	2,638	3,334
Partner payments	-	-	33,712	40,266	33,712	40,266
Room hire	-	59	-	422	-	481
Publicity & Promotion	-	3,890	254	393	254	4,283
Repayment of grants	-	-	49,830	72,070	49,830	72,070
<b>Total expenditure</b>	<u>105,546</u>	<u>131,505</u>	<u>1,277,641</u>	<u>1,235,363</u>	<u>1,383,187</u>	<u>1,366,868</u>
<b>Net income / (expenditure)</b>	12,992	22,386	(14,995)	53,390	(2,003)	75,776
<b>Transfers between funds</b>	<u>59,719</u>	<u>210,557</u>	<u>(59,719)</u>	<u>(210,557)</u>	<u>-</u>	<u>-</u>
<b>Net movement in funds</b>	72,711	232,943	(74,714)	(157,167)	(2,003)	75,776
<b>Fund balances brought forward</b>	738,205	505,262	126,416	283,583	864,621	788,845
<b>Fund balances carried forward</b>	<u>810,916</u>	<u>738,205</u>	<u>51,702</u>	<u>126,416</u>	<u>862,618</u>	<u>864,621</u>

**CITIZENS ADVICE SWANSEA NEATH PORT TALBOT LIMITED**

England & Wales - Charity number 518825

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# Accounts

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cyngor ar  
bopeth

citizens  
advice

Abertawe Castell-nedd  
Port Talbot  
Swansea Neath  
Port Talbot

# ANNUAL REPORT

ANNUAL REPORT AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31ST MARCH 2024



Charity Number: 518825

A company limited by guarantee number 01702827

Registered Address: City Gates, 50a Wind Street, Swansea SA1 1EE

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# Chair's Statement



In my first annual review as Chair of the Board of Trustees, I would like to express my pride, admiration and gratitude for the hard work and incredible outcomes delivered by all the team at Citizens Advice, Swansea Neath Port Talbot.

This past year has been marked by continuing economic challenges creating immense challenges for many individuals and families in our communities. We have seen an increased number of our clients having to live with a cost of living that is higher than the income they are currently receiving, and a significant increase in demand for charitable support and food banks. These challenges are reflected in this annual report, which identifies an overall increase in demand on our services compared to the previous two years, and financial pressures continuing to be the main reason that clients access our services.

Throughout 2023, we have made significant progress in raising awareness of these issues, including development of our report 'Is this the new normal? The continued impact of the cost of living crisis on our clients'. Our campaigns are an important aspect of our preventive work, to inform the public and provide the evidence basis for policy change. We have also supported our clients in gaining nearly £4 million in income and another £500,000 in writing off debts. These positive outcomes are due to the hard work and tenacity of our team of staff and volunteers, who work tirelessly to respond to the trust placed in us by our clients. Their efforts, in often difficult circumstances, continue to be nothing short of inspirational.

To all of our partners and funders, I thank you for your commitment to working with us to improve the lives of people in our communities. Your support is critical to ensuring we can continue our work.

Looking ahead, we will continue our commitment to the Real Living Wage and to adapting our services to ensure we remain accessible. We hope that our future relocation to new premises can be a key driver in making it easier for clients to access the help they need, whenever they need it.

In the last year we have seen many changes within our Trustee Board. We had a number of trustees resign due to personal reasons, including our Chair, Dylan Williams and our Treasurer, Dr Richard Baylis. To Dylan, Richard, and trustees past and present, I extend my heartfelt gratitude for your service to Citizens Advice, Swansea Neath Port Talbot. Your work was instrumental in guiding us to the strong position we now find ourselves in. Thank You.

As a trustee since April 2021, I was honoured to accept the role of Chair in April 2023, where I hope to build on the effectiveness of the board and provide continuity in our governance. I am grateful to Nita Sparkes for accepting the position of Vice Chair and to Chris Mann for stepping in as Treasurer. I also offer a warm welcome to our three new trustees: Gemma Monk, Victoria Holland and Steve Jenkins.

I hope you agree that this annual report demonstrates our commitment to our values; we are responsible, we are generous and we are inventive. We are proud to be Citizens Advice, Swansea Neath Port Talbot.

**SONYA DOUGHERTY**

CHAIR OF THE BOARD OF TRUSTEES,  
CITIZENS ADVICE

# Introduction

CASNPT has been assisting local people with their problems since 1939. It is a client-focussed organisation; a client will be given as much time as they need, but it is recognised that this may not be as much time as they want.

This Annual Report shows that we have delivered against contractual commitments and have brought added value through operating flexibly whilst delivering over and above that which has been expected of us. The feedback from clients and their real-life stories behind the financial data and statistics and the hard work of staff and volunteers is what underpins this report.

It also acts to pay tribute to those that, against all the odds, have worked so hard with unprecedented demand to deliver support and advice throughout our communities.

We work closely with several other local statutory and voluntary organisations to whom we may refer or signpost clients, if necessary, in order to secure further specialist support that they might need. They in turn refer or signpost to us.

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The principal activity of CASNPT remains the provision of free, confidential, independent and impartial advice and information for members of the public. This is provided through one central office location in Swansea city centre and through remote delivery across the counties of Neath Port Talbot and Swansea. In addition to generalist advice the following specialist advisory services are provided:

- Specialist Welfare Benefit Advice through to support at tribunal
- Specialist Debt Provision through the undertaking of Debt Relief Order applications by Approved Intermediaries employed by CASNPT
- Remote services funded by the Local Health Board and Welsh Government
- Advice to potential benefits' claimants through the Claim What's Yours service
- Energy Advice via the Warmer Wales project

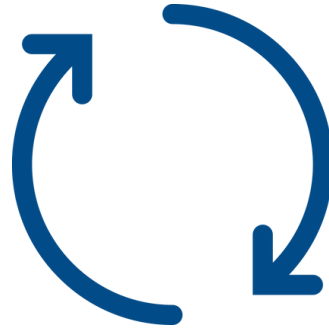
As a member of the wider national Citizens Advice service we adhere to a common Performance and Quality Framework and our local services have consistently met Citizens Advice quality standards throughout the year. In all of our work, the broader aims of Citizens Advice at a national level are at the forefront of our thinking, ensuring that these aims inform our vision, mission and values.

Our continued ambition is to always provide a quality advice service for communities across Swansea, Neath & Port Talbot, providing accessible, high-quality advice, advocacy and information services which meet the changing needs of our geographically dispersed communities. To support this we operate within the principles of our values.

# Our values

## **We're Inventive.**

We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.



## **We're Responsible.**

We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.



## **We're Generous.**

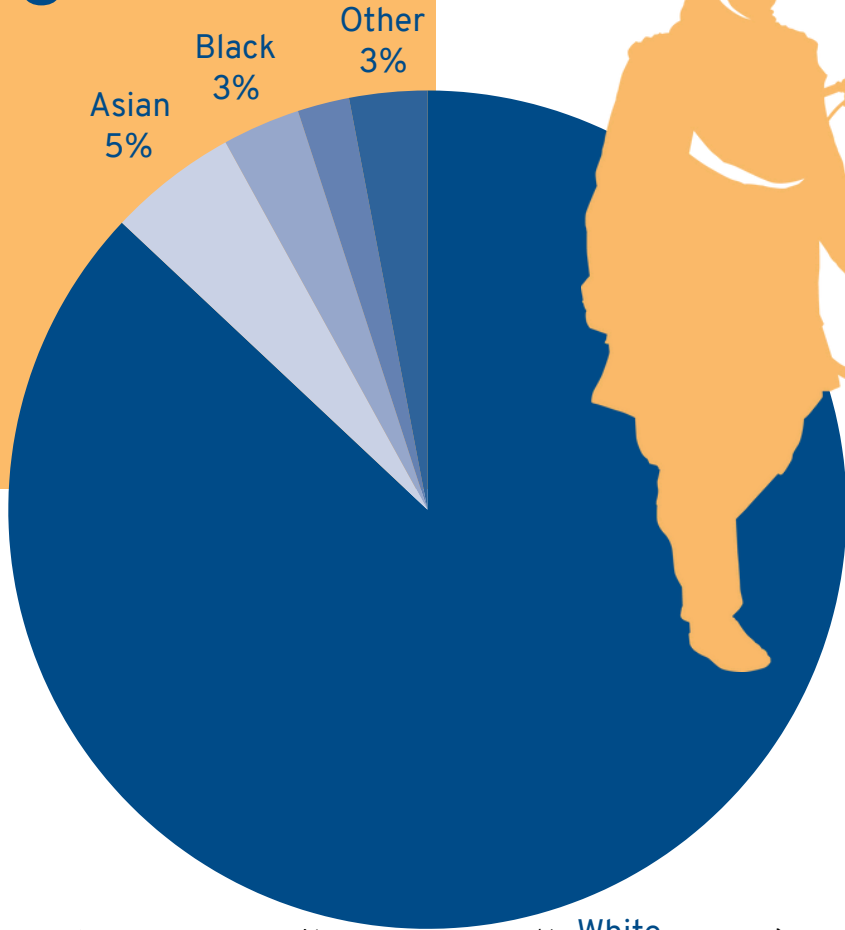
We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.



# Impact Report

## Clients by gender

**55%** female  
**45%** male



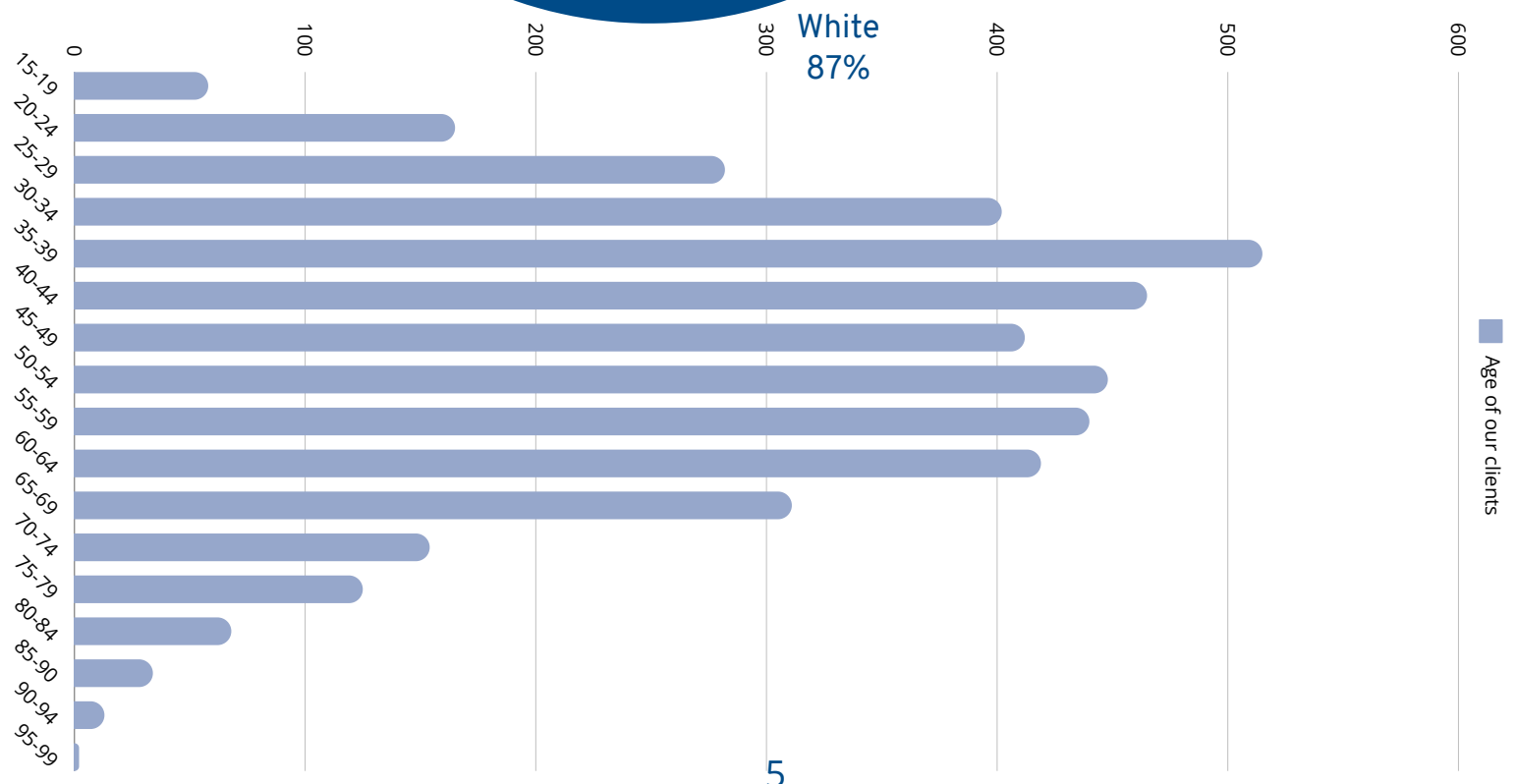
## Number of clients we've seen

**4,704**



## Number of issues

**16,904**

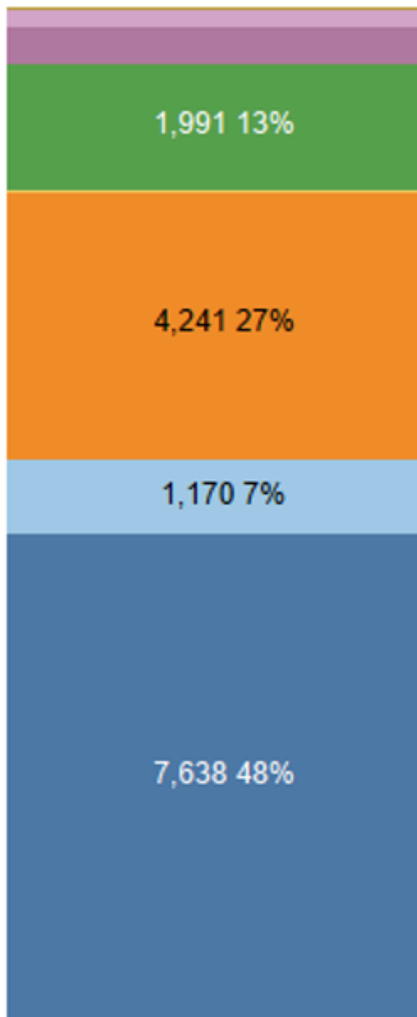


White  
87%

Age of our clients

# Channel clients used to contact us:

Between 1st April 2023 and 31st March 2024



- Video Call
- Other
- Letter
- In person
- Web chat
- Email
- Adviceline Phone
- Telephone

**32,782**  
Call attempts were made to call us by freephone

*That's up from 27,000 in 21/22 and 31,000 in 22/23*

**404**  
Referrals on Refernet were accepted

*That's down from 550 in 21/22 and 611 in 22/23*

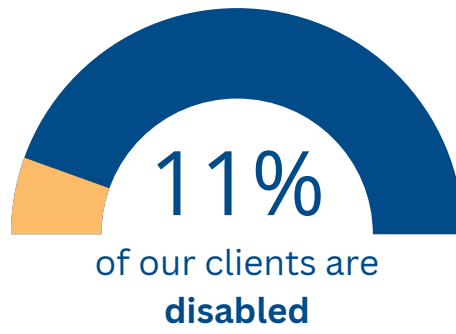
**2088**  
Fixed appointments were checked in

*That's down from 2,573 in 22/23*

**218**  
Quick contacts were made where information was provided

*That's down from 469 in 22/23*

## Health of our clients



## Most common reasons for contacting us

	Issues	Clients
Benefits & tax credits	6642	2337
Debt	3301	959
Universal Credit	1637	803
Housing	1142	532
Utilities & communications	978	467
Charitable support & food banks	549	421

Over **330**  
Food vouchers issued  
Over **680**  
Fuel vouchers issued

# Outcomes

Income gained:



£3,991,183

Debts written off:



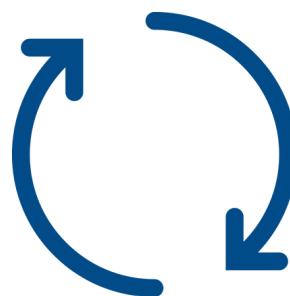
£494,167

Repayments  
rescheduled:



£21,378

Other:



£77,183

# What our clients say

*“I feel they deserves so much more praise than they get, phenomenal service, kind people, swift, much needed assistance.”*

I was happy with the information that I received, and it put my mind at ease before Christmas thank you.



*“I felt that I was listened to and my problems were taken seriously.”*

Citizens Advice took the stress out of my hands and gave me a chance to heal at a difficult time



# Staff feedback



## Here are some results from our People Survey:

Research and Campaigns

91%

of staff feel that CASNPT has done a good job on Research and Campaigns

Recommend work/volunteer

91%

of staff would recommend working or volunteering here to a friend/family member

Understand contribution

94%

of staff understand the contribution they are making to the local office

Skills & knowledge

97%

of staff feel they have had the opportunity to develop their skills and knowledge

# Funding

Our Annual Report highlights the positive differences we have made to communities across Swansea Neath Port Talbot during the year 1st April 2023 to 31st March 2024.

We work with partner organisations within the public and voluntary sector to make a positive change in people's lives. We contribute to Wales wide and National campaigns and undertake research on issues affecting residents of our region.

We liaise with a range of organisations and participate in local, regional, and national networks, with the aim of making a real difference to residents of Swansea Neath Port Talbot that need our help. We would not be able to do this without the support of our funders and partners to whom we would like to extend our gratitude.



Ariennir gan  
**Lywodraeth Cymru**  
Funded by  
**Welsh Government**



**Partneriaeth  
Ranbarthol  
Gorllewin  
Morgannwg**

West  
Glamorgan  
Regional  
**Partnership**



**GIG  
CYMRU  
NHS  
WALES**

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board

Receipt of this funding enabled us to achieve significant financial value in the following categories.

## Fiscal value

Financial savings to local, Welsh and the national Government due to fewer payments for out-of-work benefits, costly evictions, re-housing evicted tenants and less demand on the NHS.

**£1,812,241\***

**£13,625,242\***

## Public value

When helping people have fewer problems, they have higher levels of wellbeing, participation in society and productivity.

## Value to the people we help

We helped individual clients to achieve financial outcomes like getting backdated benefits, writing-off debts and refunds for consumer issues.

**£9,583,289\***

**For every £1 of funding received we returned:**

**£1.41  
in Fiscal  
Value**

**£10.58  
in Public  
Value**

**£7.44  
in Value to  
the people  
we help**

# Research & Campaigns

## Key achievements:



- Contributed to the cross-sector steering group aimed at making Mid and West Wales a real Living Wage region



- Actively involved in promoting Anti-racism and Black History 365

- Continued our long-term study into the impact of the cost of living crisis on our clients, publishing our second report, *Is This The New Normal?* in May 2024



- Participated in the Creating an Anti-Racist Wales Conference; the closing event of the Swansea Poverty Truth Commission; the Bevan Commission Conversation with the Public about the Future Of Health And Social Care In Wales; the launch of the regional Violence Against Women, Domestic Abuse & Sexual Violence strategies in Port Talbot; and the Human Rights & Social Justice Inaugural Annual Lecture with Jane Hutt MS at Swansea University



- Published *Personal Independence Payments: The system and its impact on our clients* in December 2023, which looked into a range of issues with PIP claims



- Signed a letter which was sent to the Prime Minister, organised by the NEA and signed by over 140 organisations and individuals, calling for a social tariff on energy and continued Cost of Living support



- Wrote to all our local MPs asking them to fight for benefits to be increased by inflation in the Autumn statement



# Volunteering

The recruitment and involvement of volunteers continues to bring a range of benefits to the organisation and 2023-2024 has seen increased activity. Volunteers are an important part of resourcing our service and we remain grateful for the commitment of all concerned.

## Engaging with volunteers:

- Helps us reach a wider range and increased number of clients
- Increases the diversity of our staffing resource helping us be more representative of our client groups
- Creates opportunities for volunteers to connect with others, learn new skills and gain confidence
- Brings new opinions, ideas and approaches to our work
- Helps increase the social value of our activities

**We currently engage 31 volunteers who conduct a range of roles, the longest serving having been with us for over 17 years.**

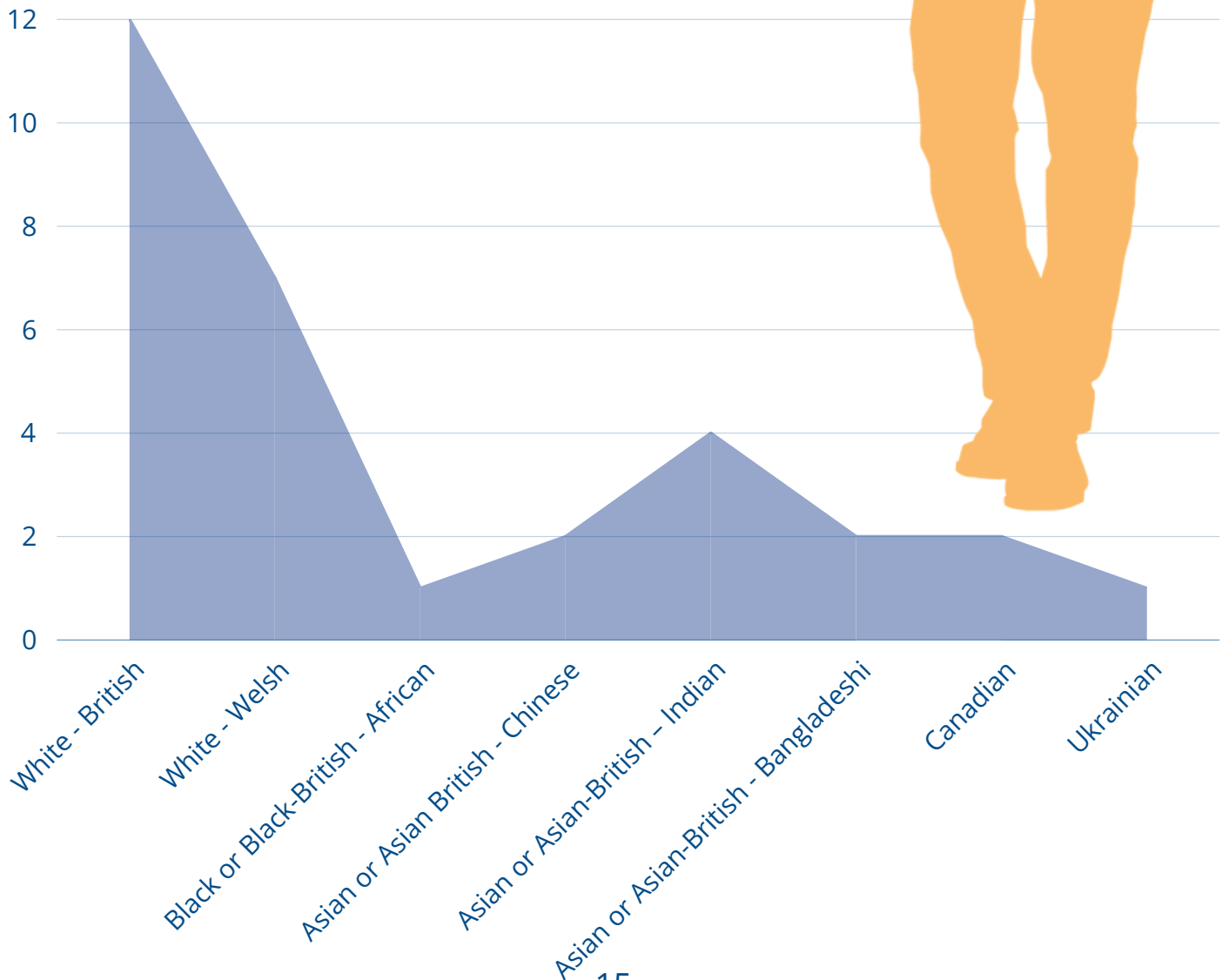


# Key volunteer statistics 2023-2024

- Oldest volunteer **82** – youngest **21**
- **29%** of volunteers are between **15-24**, **16%** are between **65-75**
- **17 new volunteers** joined in 2023-2024
- Between them our volunteers contributed **6,396 hours** to supporting service delivery
- **658.5 hours of training** were delivered to volunteers
- Between them our volunteers **supported 3,484 clients**
- Of those that left in 2023-2024 **55% progressed into employment**

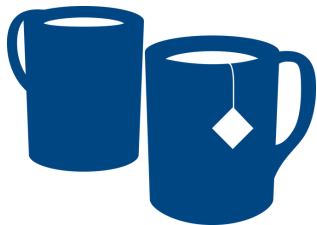


## Ethnic origin of our volunteers



# Wellbeing

At CASNPT the overall mental, physical, emotional, and economic health of our employees is paramount and we aim to support these in any way possible. Investing in our teams ultimately leads to a better service for our clients.



## What we've done in 2023/24

Aimed to create a work culture in which employees can develop **supportive relationships** with their colleagues



Ensured all roles are paid at least the **Real Living Wage**



Subscribed to an **Employee Assistance programme** providing 24/7, 365-day access to compassionate support whatever challenges are faced



Provided up to 6 sessions of **structured counselling** when needed



Delivered nine 2-hour online **wellbeing sessions** led by one of our Team Leaders providing a few tools for wellbeing



Held an **online session with RCS** looking at effects of sedentary behaviour on musculoskeletal health



Provided **mental health awareness training** for all employees within their first year of employment



Provided a wide range of aids, adaptations, equipment and changes to people's working days to **meet the needs of staff**

# Partnerships

Over the year we have worked hard to strengthen our reputation with key stakeholders and build a wider range of strong and effective partnerships, with existing and new partners to service client needs ensuring that CASNPT is a trusted voice for community-based service provision. During the year it has been our pleasure to develop new and current relationships with:



Care & Repair Western Bay  
Gofal a Thrwio Bae'r Gorllewin



Me, Myself & I



# Future Plans

Looking forward to the next year it is important for us to focus upon funding and sustainability, collaboration, partnerships, people and infrastructure; this will all underpin CASNPT's ambition to increase our capacity to help local clients, without compromising on the quality of our services.



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## We aim to:



·Develop an effective, blended service delivery model which best meets the needs of clients, whilst ensuring equality of access for all contact methods



·Continue to embrace relevant and financially viable partnering and collaboration activities



·Plan to ensure that we operate from premises that are modern and meet the needs of both clients and our workforce

·Champion Equity, Diversity and Inclusion and actively increase diversity within our teams

# Trustees' report for the year ended 31 March 2024

## Reference and administrative details of the charity, its trustees and advisors

The trustees during the financial year and up to and including the date the report was approved were:

Name	Position	Dates
Sonya Dougherty	Chair from April 2023	
Geoffrey Lee		
Chris Mann	Treasurer from April 2024	
Nita Sparkes		
Steve Jenkins	Appointed April 2024	
Victoria Holland	Appointed April 2024	
Gemma Monk	Appointed March 2024	
Sandra Beveridge		Resigned April 2023
Guy Wendon		Resigned June 2023
David Jones		Resigned July 2023
Dylan Williams	Chair to April 2023	Resigned January 2024
Dr. Richard Baylis	Treasurer to April 2024	Resigned April 2024
<b>Chief Executive Officer</b>	Caroline Newman	
<b>Charity number</b>	518825	Registered in England and Wales
<b>Company number</b>	01702827	Registered in England and Wales

## Registered and principal address

Second Floor, City Gates, Wind Street, Swansea SA1 1EE

## Statutory Auditors

Bevan Buckland LLP

## Bankers

CAF Bank

Charities Official Investment Fund (COIF)

## Structure, governance and management

The charity is a company limited by guarantee and was formed on 25 February 1983. It is governed by its memorandum and articles of association, as amended on 6 September 2017. It was registered as a charity on 30 June 1987. The liability of the members in the event of the company being wound up is limited to a sum not exceeding £1. At 31 March 2024 the company had 15 individual members (2023 - 24 plus 1 organisational members).

### *Organisational Structure*

Citizens Advice Swansea Neath Port Talbot (CASNPT) is governed by its trustee board which is responsible for setting the strategic direction of the organisation and for monitoring and scrutinising its progress and performance against agreed objectives. The trustees carry the ultimate responsibility for the conduct of CASNPT and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet at least quarterly and delegate the day-to-day operation of the organisation to the Chief Executive Officer (CEO) and a senior management team. The trustee board is independent from management.

## **Structure, governance and management (continued)**

### *Organisational Structure (continued)*

A group of trustees, known as the 'Officers' Group', comprising the Chair, Vice Chair and Treasurer and another trustee on rotation, meets in between each board meeting and reports back recommendations for consideration on issues delegated to it by the trustee board on specific areas of the organisation's business. The Officers' Group has Terms of Reference which are regularly reviewed.

### *Recruitment and Appointment of Trustees*

The trustees are elected from the local community and must either reside, work or have an interest in the areas covered by the service. A selection panel comprising trustees and the CEO, and chaired by the Chair of trustees, undertakes the interviewing of all potential new board members. A separate process agreed by the trustee board is followed for the election of Chair, which may include co-options from outside of the board itself. Each panel then reports its recommendations for co-option or election at the following trustee board/AGM for approval. No other persons or bodies external to the charity is entitled to appoint persons to the trustee board.

### *Induction of Trustees*

Newly appointed trustees are provided with an induction to CASNPT through meetings with staff and the Chair, and mentoring by established trustees. All trustees have access to Citizens Advice online services and information, and are encouraged to attend national Citizens Advice meetings and conferences and to partake in training.

### *Related Parties*

CASNPT is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of CASNPT in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and local authority departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity, they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

### *Risk management*

CASNPT operates a corporate risk management process, with a risk management strategy and risk register agreed and regularly reviewed by the trustee board. The trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end CASNPT continually monitors and manages its risk, reviewing the corporate risk register and ensuring action plans are in place to mitigate clearly defined risk areas.

A major external risk is that of the loss of funding. The effects of this are mitigated by the procedures in place, including diversification of funding streams. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

## Objectives and activities

### The charity's objectives

The Charity's objectives are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in the City and County of Swansea and Neath Port Talbot County Borough Council and surrounding areas (the 'area of benefit').

### The charity's main activities

CASNPT provides free, confidential, impartial and independent advice and information as part of meeting the two service wide aims:

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

While this involves providing advice and information to members of the public, an essential aspect of the role of Citizens Advice is to exercise a responsible influence on the development of policies and services and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively, through research, media and campaigning work.

### Public benefit statement

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the local Citizens Advice service during the year. The trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

The principal activity of CASNPT remains the provision of free, confidential, independent and impartial advice and information for members of the public. This is provided through one central office location in Swansea city centre and through remote delivery across the counties of Neath Port Talbot and Swansea. In addition to generalist advice the following specialist advisory services were provided:

- i) Specialist Welfare Benefit throughout Wales through the medium of telephone;
- ii) Specialist Debt provision through the undertaking of Debt Relief Order applications by Approved Intermediaries employed by CASNPT;
- iii) Remote services funded by the Local Health Board and Welsh Government;
- iv) Advice to potential benefits' claimants through the Claim What's Yours service.

Advisory services are provided through telephone consultations, video calls and email throughout the area of benefit. Face-to-face consultations have been re-introduced gradually since June 2022, and we have worked steadily to reach communities by regular attendance at outreach venues.

## Financial Review

The net surplus for the year was £75,776, including a net surplus of £232,943 on unrestricted funds and a net deficit of £157,167 on restricted funds, after transfers.

At 31 March 2024, total reserves were £864,621, of which £126,416 represented balances on restricted funds (2022/23: £788,845 total of which £283,583 were restricted funds).

## Reserves Policy

It is the charity's policy that funds not presently committed or invested in tangible fixed assets should be maintained at the equivalent of a minimum of four and a maximum of six months' expenditure in general unrestricted funds in order for CASNPT to continue to pursue its activities should there be a period of reduced income. This is also considered prudent in the light of funding which is received in arrears.

The charity's free reserves, excluding fixed assets, at the year-end were £735,567 (2022/23: £499,290). Trustees have previously resolved to designate £40,000 towards the future relocation of its Swansea premises. At 31 March 2024 therefore, free unrestricted reserves amounted to £695,567. This amounts to just over 6 months' budgeted expenditure, which trustees consider to be a reasonable position particularly in view of the ongoing uncertainties in relation to the planned office relocation.

## Statement of trustees' responsibilities

The trustees (who are also the directors for the purposes of company law) are responsible for preparing the Trustees report and the financial statements in accordance with the applicable law and UK Accounting Standards.

Company law requires the trustees to prepare financial accounts for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. 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;
- prepare the accounts on a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

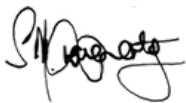
The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial accounts comply with the Companies Act 2006. They are also responsible for safeguarding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

In so far as the trustees are aware:

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

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (Charities SORP (FRS102)), and in accordance with the special provisions of the Companies Act 2006 relating to small companies.

Signed on behalf of the board of trustees on 21 August 2024



Name: Sonya Dougherty (Chair)

# Report of the Independent Auditors to the Trustees of Citizens Advice Swansea Neath Port Talbot Limited

## Opinion

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

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

## Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## Conclusions relating to Going Concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

## Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

# Report of the Independent Auditors to the Trustees of Citizens Advice Swansea Neath Port Talbot Limited

## **Other information (continued)**

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

## **Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

## **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

## **Responsibilities of trustees**

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

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

## **Our responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

# Report of the Independent Auditors to the Trustees of Citizens Advice Swansea Neath Port Talbot Limited

## **Our responsibilities for the audit of the financial statements (continued)**

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

### **Extent to which the audit was considered capable of detecting irregularities, including fraud.**

We identify and assess the risks of material misstatement of the Financial Statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

We discussed our audit independence complying with the Revised Ethical Standard 2019 with the engagement team members whilst planning the audit and continually monitored our independence throughout the process.

### **Identifying and assessing potential risks related to irregularities.**

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

(i) enquiring of management, including obtaining and reviewing supporting documentation, concerning the Charity's policies and procedures relating to:

- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non-compliance;
- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
- the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;

(ii) discussing among the engagement team how and where fraud might occur in the financial statements and any potential indicators of fraud.

(iii) obtaining an understanding of the legal and regulatory frameworks that the Charity operates in, focusing on those laws and regulations that had a direct effect on the financial statements or that had a fundamental effect on the operations of the Charity. The key laws and regulations we considered in this context included the UK Companies Act and relevant tax legislation.

### **Audit response to risks identified**

In addition to the above, our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with relevant laws and regulations;
- enquiring of management concerning actual and potential litigation and claims; performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- reading minutes of meetings of those charged with governance;
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments;
- assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and
- evaluating the operational rationale of any significant transactions that are unusual or outside the normal course of operations.

# Report of the Independent Auditors to the Trustees of Citizens Advice Swansea Neath Port Talbot Limited

## **Audit response to risks identified (continued)**

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

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

## **Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

*Michael Jones*  
.....

Michael Jones (Senior Statutory Auditor)

for and on behalf of Bevan Buckland LLP  
Chartered Accountants and Statutory Auditors  
Ground Floor  
Cardigan House  
Castle Court  
Swansea Enterprise Park  
Swansea  
SA7 9LA

Date.....9/9/2024.....

## Statement of Financial Activities (including summary income and expenditure account) for the year ended 31 March 2024

	Notes	2024			2023		2023
		Unrestricted funds £	Restricted funds £	Total funds £	Unrestricted funds £	Restricted funds £	Total funds £
<b>Income from:</b>							
Donations and legacies	(2)	137	-	137	100	-	100
Grants - Charitable activities	(3)	136,606	1,288,753	1,425,359	87,721	1,184,010	1,271,731
Other trading activities		-	-	-			
Investments	(4)	17,130	-	17,130	5,807	-	5,807
Other income		18	-	18	350	25	375
<b>Total income</b>		<b>153,891</b>	<b>1,288,753</b>	<b>1,442,644</b>	<b>93,978</b>	<b>1,184,035</b>	<b>1,278,013</b>
<b>Expenditure on:</b>							
Charitable activities		131,505	1,163,293	1,294,798	58,301	1,111,234	1,169,535
Repayment of grants		-	72,070	72,070	-	134,379	134,379
<b>Total expenditure</b>		<b>131,505</b>	<b>1,235,363</b>	<b>1,366,868</b>	<b>58,301</b>	<b>1,245,613</b>	<b>1,303,914</b>
<b>Net income / (expenditure)</b>		<b>22,386</b>	<b>53,390</b>	<b>75,776</b>	<b>35,677</b>	<b>(61,578)</b>	<b>(25,901)</b>
Transfers between funds		210,557	(210,557)	-	24,664	(24,664)	-
<b>Net movement in funds</b>		<b>232,943</b>	<b>(157,167)</b>	<b>75,776</b>	<b>60,341</b>	<b>(86,242)</b>	<b>(25,901)</b>
<b>Fund balances brought forward</b>		<b>505,262</b>	<b>283,583</b>	<b>788,845</b>	<b>444,921</b>	<b>369,825</b>	<b>814,746</b>
<b>Fund balances carried forward</b>	(8)	<b>738,205</b>	<b>126,416</b>	<b>864,621</b>	<b>505,262</b>	<b>283,583</b>	<b>788,845</b>

All incoming resources and resources expended derive from continuing activities.

# Balance sheet as at 31 March 2024

	2024	2024	2024	2023
	Unrestricted £	Restricted £	Total £	Total £
<b>Fixed assets</b>				
Tangible assets (9)	2,638	-	2,638	5,972
<b>Total fixed assets</b>	<u>2,638</u>	<u>-</u>	<u>2,638</u>	<u>5,972</u>
<b>Current assets</b>				
Debtors and prepayments (10)	11,136	-	11,136	17,063
Cash at bank and in hand (11)	774,025	137,773	911,798	817,650
<b>Total current assets</b>	<u>785,161</u>	<u>137,773</u>	<u>922,934</u>	<u>834,713</u>
<b>Current liabilities:</b> <b>amounts falling due within one year</b>				
Creditors and accruals (12)	49,594	11,357	60,951	51,840
<b>Total current liabilities</b>	<u>49,594</u>	<u>11,357</u>	<u>60,951</u>	<u>51,840</u>
<b>Net current assets / (liabilities)</b>	<u>735,567</u>	<u>126,416</u>	<u>861,983</u>	<u>782,873</u>
<b>Net assets</b>	<u>738,205</u>	<u>126,416</u>	<u>864,621</u>	<u>788,845</u>
<b>Funds</b>				
Unrestricted funds				
General unrestricted funds	698,205	-	698,205	465,262
Designated funds (14)	40,000	-	40,000	40,000
Unrestricted funds	<u>738,205</u>	<u>-</u>	<u>738,205</u>	<u>505,262</u>
Restricted funds (8)	-	126,416	126,416	283,583
<b>Total funds</b>	<u>738,205</u>	<u>126,416</u>	<u>864,621</u>	<u>788,845</u>

The trustees acknowledge their responsibilities for:

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

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the board of trustees on 21 August 2024

Signed: .....  ..... (Chair)

Name: Sonya Dougherty

# Statement of cash flows for the year ended 31 March 2024

	2024	2023
	£	£
<b>Cash flows from operating activities:</b>	<u>77,018</u>	<u>(3,562)</u>
<b>Net cash provided by (used in) operating activities</b>	<u>77,018</u>	<u>(3,562)</u>
<b>Cash flows from investing activities:</b>		
Dividends and interest	17,130	5,807
Purchase of tangible fixed assets	-	-
<b>Net cash provided by (used in) investing activities</b>	<u>17,130</u>	<u>5,807</u>
<b>Cash flows from financing activities:</b>		
Repayments on borrowing	-	-
Cash inflows from new borrowing	-	-
<b>Net cash provided by (used in) financing activities</b>	<u>-</u>	<u>-</u>
Change in cash and cash equivalents in the reporting period	94,148	2,245
Cash and cash equivalents at beginning of the reporting period	<u>817,650</u>	<u>815,405</u>
<b>Cash and cash equivalents at end of the reporting period</b>	<u>911,798</u>	<u>817,650</u>
<b>Reconciliation of net movement in funds to net cash flow from</b>	<b>2024</b>	<b>2023</b>
	£	£
Net movement in funds for the reporting period (as per the statement of financial activities)	75,776	(25,901)
Adjustments for:		
Depreciation charges	3,334	3,334
Interest received	(17,130)	(5,807)
(Increase) / decrease in debtors	5,927	27,521
Increase / (decrease) in creditors	9,111	(2,709)
<b>Net cash provided by (used in) operating activities</b>	<u>77,018</u>	<u>(3,562)</u>
<b>Analysis of cash and cash equivalents</b>	<b>2024</b>	<b>2023</b>
	£	£
Cash at bank and in hand	911,798	817,650
Notice deposits (less than 30 days)	-	-
<b>Total cash and cash equivalents</b>	<u>911,798</u>	<u>817,650</u>

# Notes to the accounts for the year ended 31 March 2024

## 1 Accounting policies

### (a) Basis of accounting

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by 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) and with the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102.

There has been no change to the accounting policies since last year.

No changes have been made to the accounts for previous years.

### (b) Going concern

The trustees are satisfied that there are no material uncertainties about the charity's ability to continue.

### (c) Incoming resources

All incoming resources are included in the Statement of Financial Activities (SOFA) when the charity becomes entitled to the resources, it is more likely than not that the trustees will receive the resources and the monetary value can be measured with sufficient reliability.

#### *Grants receivable*

Grants and donations are only included in the SOFA when the charity has unconditional entitlement to the resources. Grants received for a specific purpose and subject to conditions specified by the donor are treated as restricted funds. Revenue grants are credited directly to the Statement of Financial Activities (SoFA). Capital grants are released over the life of the assets in line with the depreciation policy. Where grants are related to performance and specific deliverables, they are accounted for as the charity earns the right to consideration by its performance.

#### *Bank interest*

Bank interest is include in the SoFA on a receivable basis.

#### *Other income*

Sales of services are included in the SoFA in the period to which they relate. Other income, including donations, gifts and covenants, is included as it is received.

#### *Gifts and intangible income*

In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public. This help and support is not included in the financial statements, but its value to the charity is acknowledged and disclosed in the trustees' report.

#### *Deferred income*

Grants received in advance of the period to which the funder requires the expenditure to be applied are reflected in deferred income within the balance sheet. Income is released to the SoFA in the reporting period in which the conditions which limited recognition are met.

# Notes to the accounts for the year ended 31 March 2024

## 1 Accounting policies (continued)

### (d) Expenditure and liabilities

Expenditure is recognised on an accrual basis as a liability is incurred. Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out the resources and the amount of the obligation can be measured with reasonable certainty

All expenditure related to the provision of advice services is included within charitable expenditure.

Costs allocated between expenditure categories are on a basis designed to reflect their resource usage. Some costs are allocated directly to activities; other costs are apportioned, for example by staff time spent on the activity, or another equitable usage measure.

### (e) Taxation

As a charity the organisation benefits from rates relief and is generally exempt from corporation tax but not from VAT. Irrecoverable VAT is included in the cost of those items to which it relates.

### (f) Tangible fixed assets

Tangible fixed assets costing more than £2,000 are capitalised and included at cost including any incidental expenses of acquisition. Gifted assets are shown at the value to the charity on receipt.

Depreciation is provided on such tangible fixed assets at rates calculated to write off the cost on a straight line basis over their expected useful economic lives as follows:

Computer equipment: over 3 years

Website: over 3 years

### (g) Pensions

The charity operates a defined contribution scheme for the benefit of its employees, compliant with auto-enrolment legislation. The costs of contributions are recognised in the year they are payable.

### (h) Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes. The use of such funds is at the trustees' discretion.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

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

# Notes to the accounts for the year ended 31 March 2024

## 1 Accounting policies (continued)

### (i) Leases

Rental costs under operating leases are charged on a straight line basis over the lease term or to an earlier date if the lease can be determined without financial penalty.

### (j) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

### (k) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

### (l) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

### (m) Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

# Notes to the accounts continued for the year ended 31 March 2024

2 Donations and legacies	2024	2024	2024	2023
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
General donations	137	-	137	100
	<u>137</u>	<u>-</u>	<u>137</u>	<u>100</u>

3 Grants for charitable activities	2024	2024	2024	2023
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
City & County of Swansea:				
- core funding	-	164,313	164,313	153,008
- Refugee Resettlement	-	16,956	16,956	18,164
- Fuel Poverty	-	-	-	8,000
Neath Port Talbot Borough Council - core	90,000	-	90,000	87,721
NPTBC - cost of living	31,606	-	31,606	-
Welsh Government:				
- Advicelink - Debt & other specialist advice	-	316,067	316,067	301,016
- Advicelink - Community Focus	-	418,112	418,112	398,202
- Basic Income pilot	-	118,014	118,014	84,296
- Winter Capacity	-	10,000	10,000	-
Swansea Bay Health Board - health outreach	-	28,490	28,490	27,395
Big Lottery - Making Sense of Money	-	-	-	9,970
NHS Charities Together	-	-	-	18,359
Claim What's Yours	-	37,800	37,800	36,000
Partnership Work	-	21,000	21,000	20,000
Age Cymru dementia project	-	36,270	36,270	35,214
Warm Wales	-	62,219	62,219	-
Moondance Foundation	-	-	-	47,450
Age Cymru partnership	-	28,283	28,283	26,936
Citizens Advice	15,000	-	15,000	-
WCVA	-	11,248	11,248	-
National Lottery Community Fund	-	19,981	19,981	-
	<u>136,606</u>	<u>1,288,753</u>	<u>1,425,359</u>	<u>1,271,731</u>

4 Investments	2024	2024	2024	2023
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
Interest receivable	17,130	-	17,130	5,807
	<u>17,130</u>	<u>-</u>	<u>17,130</u>	<u>5,807</u>

# Notes to the accounts continued for the year ended 31 March 2024

<b>5 Staff costs and numbers</b>	2024	2023
	£	£
Gross salaries	895,296	841,715
Social security costs	75,884	74,552
Employment allowance	(5,000)	(5,000)
Pensions	49,848	48,060
	<u>1,016,028</u>	<u>959,327</u>

The average number of employees during the year was 38 (2023: 38).

There were no employees with emoluments above £60,000.

The average number of employees during the year analysed by function was:

	2024	2023
	£	£
Advisers	28	28
Managers	4	4
Support and administration	6	6
	<u>38</u>	<u>38</u>

<b>Defined contribution pension scheme</b>	2024	2023
	£	£
Costs of the scheme to the charity for the year	49,848	48,060
Amount of any contributions outstanding at the year end	6,612	6,432

The charity contributes up to 6% of pensionable earnings as part of an auto-enrolment scheme to People's Pension which is open to all employees. There is no final salary scheme.

## **6 Trustee expenses**

Travel expenses of £15 were paid to one trustee during the year (2023: £104; one trustee)

## **7 Key management personnel**

The key management personnel of the charity comprises the trustees and the Chief Executive Officer only. All trustees give their time freely and no trustee remuneration was paid in this or the previous year. The total employee benefits of the key management personnel of the charity were £58,251 (2023: £56,167).

# Notes to the accounts continued for the year ended 31 March 2024

8 Restricted funds	Balance b/f	Incoming	Outgoing	Repaid	Transfers	Balance c/f
	£	£	£	£	£	£
Swansea - general advice	127,084	164,313	111,109	-	(180,288)	-
Swansea - Refugee resettlement	4,519	16,956	16,711	-	-	4,764
Swansea - fuel poverty	739	-	-	-	-	739
Welsh Govt. - Advicelink -Debt & other s	28,492	316,067	285,513	(24,856)	-	34,190
- Advicelink - Community Focus	28,928	418,112	417,903	(15,168)	-	13,969
- Advicelink - Test and Learn	41,397	-	-	(20,600)	(20,797)	-
- Advicelink - Employment Advice	2,279	-	-	(2,256)	(23)	-
- Advicelink - Claim What's Yours	3,995	37,800	37,573	(3,998)	-	224
- Basic Income Pilot	-	118,014	118,003	-	(11)	-
- Partnership Work	5,192	21,000	5,250	(5,192)	-	15,750
- Winter capacity	-	10,000	10,000	-	-	-
- redundancy reserve	17,898	-	-	-	-	17,898
SCVS - Integrated Care Fund	705	-	-	-	(705)	-
Swansea Bay HB - health outreach	1,433	28,490	28,069	-	-	1,854
Community Foundation - Covid fund	847	-	-	-	-	847
BEIS - remote working fund	289	-	-	-	-	289
People's Postcode Lottery	1,643	-	-	-	(1,643)	-
LIPSS partnership	135	-	-	-	(135)	-
NHS Charities Together	6,954	-	-	-	(6,954)	-
Age Cymru partnership	6,734	28,283	35,016	-	(1)	-
Age Cymru - Dementia project	62	36,270	36,182	-	-	150
Moondance Foundation	4,258	-	-	-	-	4,258
Warm Wales	-	62,219	61,964	-	-	255
WCVA	-	11,248	-	-	-	11,248
National Lottery Community Fund	-	19,981	-	-	-	19,981
	<u>283,583</u>	<u>1,288,753</u>	<u>1,163,293</u>	<u>(72,070)</u>	<u>(210,557)</u>	<u>126,416</u>
Unrestricted Funds	<u>505,262</u>	<u>153,891</u>	<u>131,505</u>	<u>-</u>	<u>210,557</u>	<u>738,205</u>
Total Funds	<u>788,845</u>	<u>1,442,644</u>	<u>1,294,798</u>	<u>(72,070)</u>	<u>-</u>	<u>864,621</u>

Transfers refer to fund balances released to unrestricted funds with agreement of funders.

# Notes to the accounts continued for the year ended 31 March 2024

8a Charity funds - previous year	Balance b/f £	Incoming £	Outgoing £	Repaid £	Transfers £	Balance c/f £
Swansea - general advice	61,878	153,008	87,804	-	-	127,082
Swansea - Refugee resettlement	3,949	18,164	17,594	-	-	4,519
Swansea - fuel poverty	-	8,000	7,261	-	-	739
Welsh Government:						-
Welsh Govt. - Advicelink - Debt & other specialist advice	51,284	301,016	297,085	(26,723)	-	28,492
- Advicelink - Community Focus	55,993	398,227	394,832	(30,460)	-	28,928
- Advicelink - Test and Learn	41,331	-	-	(30,706)	-	10,625
- Advicelink - Pension Credit	30,772	-	-	-	-	30,772
- Advicelink - Employment Advice	2,279	-	-	-	-	2,279
- Advicelink - Claim What's Yours	2,113	36,000	34,118	-	-	3,995
- Better Advice, Better Lives	16,547	-	-	(12,568)	(3,979)	0
- Communities Focus	4,244	-	-	(4,044)	(200)	-
- Frontline Advice	9,568	-	-	(2,954)	(6,614)	-
- redundancy reserve	17,898	-	-	-	-	17,898
SCVS - Integrated Care Fund	705	-	-	-	-	705
Swansea Bay HB - health outreach	15,810	27,395	41,772	-	-	1,433
Citizens Advice - Help to Claim	41,463	-	-	(26,924)	(14,539)	-
Community Foundation - Covid fund	847	-	-	-	-	847
BEIS - remote working fund	691	-	402	-	-	289
Big Lottery- Making Sense of Money	-	9,970	10,098	-	128	0
People's Postcode Lottery	1,643	-	-	-	-	1,643
LIPSS partnership	135	-	-	-	-	135
NHS Charities Together	5,674	18,359	17,079	-	-	6,954
Partnership Work	5,000	20,000	19,808	-	-	5,192
Age Cymru partnership	-	26,936	20,202	-	-	6,734
Age Cymru - Dementia project	-	35,214	35,152	-	-	62
Basic Income Pilot	-	84,296	84,836	-	540	(0)
Moondance Foundation	-	47,450	43,192	-	-	4,258
<b>Total Restricted Funds</b>	<b>369,825</b>	<b>1,184,035</b>	<b>1,111,234</b>	<b>(134,379)</b>	<b>(24,664)</b>	<b>283,583</b>
<b>Unrestricted Funds</b>	<b>444,921</b>	<b>93,978</b>	<b>58,301</b>	<b>-</b>	<b>24,664</b>	<b>505,262</b>
<b>Total Funds</b>	<b>814,746</b>	<b>1,278,013</b>	<b>1,169,535</b>	<b>(134,379)</b>	<b>-</b>	<b>788,845</b>

# Notes to the accounts continued for the year ended 31 March 2024

8b Fund name	Purpose of restriction
Swansea - general advice	provided by the City and County of Swansea to support local Citizens Advice delivery within the county.
Swansea - Refugee resettlement	delivery of welfare benefits support and debt advice as part of the refugee resettlement programme.
Swansea - fuel poverty	funded by Swansea Council Tackling Poverty Team and administered by CASNPT only applicable to residents living within the City and County of Swansea; covers issue of emergency vouchers for those on pre-payment meters.
Welsh Govt. - Advicelink -Debt & other s	to ensure people have access to specialist advice and support in relation to services providing benefits, debt, housing, employment and discrimination rights advice.
- Advicelink - Community Focus	for the delivery of social welfare information and advice up to and including generalist advice.
- Advicelink - Test and Learn	welfare benefits take-up campaign to raise awareness around income maximisation and access to information and practical support, and supporting a Pension Credit uptake campaign with overarching reach across Local Authority and third sector services.
- Advicelink - Employment Advice	preparation and delivery of financially focussed employment advice training to young people and advisers.
- Advicelink - Claim What's Yours	Welsh Government campaign to support clients with income maximisation and benefit take-up.
- Better Advice, Better Lives	ceased December 2019 - to provide advice in health centres on benefits take-up.
- Communities Focus	ceased December 2019 - to fund advice work delivered in former Communities First clusters.
- Frontline Advice	ceased December 2019 - to fund specialist welfare benefits advice.
- Basic Income Pilot	The balance of the above three funds has been transferred, by agreement of the funder, to unrestricted reserves.
- Partnership work	variation of SAF contract providing additional funding to support care leavers with financial capability.
- Winter capacity	development of referral partners, encouraging use of ReferNet and delivery of benefit awareness raising sessions.
- redundancy reserve	to alleviate pressures, create additional capacity/activity or extend existing activity where other funds are running out.
SCVS - Integrated Care Fund	redundancy liability reserve following cessation of previous money advice service.
Swansea Bay HB - health outreach	to work in four GP cluster areas with a focus on awareness, early intervention, prevention and wellbeing.
Citizens Advice - Help to Claim	provided by Swansea Bay University Health Board to deliver advice services in local health centres.
Community Foundation - Covid fund	to provide support for Universal Credit claimants up to their first payments under that benefit. The balance has been transferred, with the agreement of the funder, to unrestricted reserves.
BEIS - remote working fund	to assist in making the charity's premises ready and safe for customers and staff to return, when appropriate to do
Big Lottery- Making Sense of Money	to enable the purchase of new equipment and associated costs to facilitate home working.
People's Postcode Lottery	to help children, young people and adults to understand and manage their finances better.
	to provide additional IT equipment and part funding of staff hours to support people affected by the roll-out of Universal Credit.

# Notes to the accounts continued for the year ended 31 March 2024

<b>8b Fund name</b>	<b>Purpose of restriction (continued)</b>
LIPSS partnership	Litigants in person support strategy, to provide crucial legal services to litigants in person.
NHS Charities Together	to provide and expand our health outreach advice service.
Age Cymru partnership	Single Advice Fund (SAF) funded partner previously managed by Citizens Advice Cymru. Designated funds from Welsh Government allocated with the purpose of delivering benefit to Age Cymru Clients.
Age Cymru - Dementia project	West Glamorgan Regional Integration Fund (RIF) collaborative project to provide holistic support and advice service to dementia clients and their carers.
Moondance Foundation	to provide energy advice to clients as a result of cost of living crisis.
Warm Wales	to support communities to develop Warm Hubs or expand and enhance existing Warm Hub provision.

# Notes to the accounts continued for the year ended 31 March 2024

<b>9 Tangible assets</b>	Website	Leasehold property	Fixtures, fittings and	Computer equipment	Total
<u>Cost</u>	£	£	£	£	£
At 1 April 2023	4,980	43,563	52,004	80,108	180,655
Additions	-	-	-	-	-
At 31 March 2024	<u>4,980</u>	<u>43,563</u>	<u>52,004</u>	<u>80,108</u>	<u>180,655</u>
<u>Depreciation</u>					
At 1 April 2023	1,798	43,563	52,004	77,318	174,683
Charge for year	1,660	-	-	1,674	3,334
At 31 March 2024	<u>3,458</u>	<u>43,563</u>	<u>52,004</u>	<u>78,992</u>	<u>178,017</u>
<u>Net book value</u>					
At 31 March 2024	<u>1,522</u>	<u>-</u>	<u>-</u>	<u>1,116</u>	<u>2,638</u>
At 1 April 2023	<u>3,182</u>	<u>-</u>	<u>-</u>	<u>2,790</u>	<u>5,972</u>
<b>10 Debtors and prepayments</b>				2024	2023
				£	£
Prepayments				11,136	17,063
				<u>11,136</u>	<u>17,063</u>
<b>11 Cash at bank and in hand</b>				2024	2023
				£	£
Cash at bank				911,634	817,446
Cash in hand				164	204
				<u>911,798</u>	<u>817,650</u>
<b>12 Creditors and accruals</b>				2024	2023
				£	£
Creditors				6,612	6,432
Accruals and deferred income				37,209	35,842
Taxation and social security				17,130	9,566
				<u>60,951</u>	<u>51,840</u>

## **13 Related party transactions**

There were transactions amounting to £11,159 (2023; £10,096) between CASNPT and the National Association of Citizens Advice Bureaux in relation to insurance, IT support and information services.

# Notes to the accounts continued for the year ended 31 March 2024

14 Designated funds	Balance b/f	Incoming	Outgoing	Transfers	Balance c/f
	£	£	£	£	£
Office relocation	40,000	-	-	-	40,000
	<u>40,000</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>40,000</u>

Fund name	Reason for designation
Office relocation	Towards the costs of relocation on expiry of the current lease.

15 Operating leases	2024	2023
Expected future minimum lease payments over the remaining life of the lease, analysed into the period in which the commitment falls due:	£	£
Within one year	29,143	3,536
In the second to fifth years inclusive	-	-
Over five years from the balance sheet date	-	-
	<u>29,143</u>	<u>3,536</u>

# Notes to the accounts continued for the year ended 31 March 2024

	2024 Unrestricted funds £	2023 Unrestricted funds £	2024 Restricted funds £	2023 Restricted funds £	2024 Total funds £	2023 Total funds £
<b>Income</b>						
Donations and legacies	137	100	-	-	137	100
Grants - Charitable activities	136,606	87,721	1,288,753	1,184,010	1,425,359	1,271,731
Other trading activities	-	-	-	-	-	-
Investments	17,130	5,807	-	-	17,130	5,807
Other income	18	350	-	25	18	375
<b>Total income</b>	<b>153,891</b>	<b>93,978</b>	<b>1,288,753</b>	<b>1,184,035</b>	<b>1,442,644</b>	<b>1,278,013</b>
<b>Expenditure</b>						
Salaries, NI & Pension	97,446	45,419	918,582	913,878	1,016,028	959,297
Other staff costs	7	-	92	103	99	103
Recruitment	-	-	-	1,138	-	1,138
Staff - Training	1,692	142	8,772	5,259	10,464	5,401
Staff - Travel & subsistence	1,557	46	4,572	981	6,129	1,027
Volunteer - Expenses	441	-	1,681	1,970	2,122	1,970
Trustee expenses	2	6	13	98	15	104
Insurance - General	1,085	398	6,175	6,708	7,260	7,106
IT Equipment	868	31	9,285	1,438	10,153	1,469
IT Support	313	116	6,394	3,795	6,707	3,911
Office equipment expense	412	99	2,348	1,879	2,760	1,978
Other	10	-	61	30	71	30
Payroll/Acctg/Consultancy fees	721	250	4,109	4,204	4,830	4,454
Postage, printing & stationery	1,288	486	7,379	8,316	8,667	8,802
Reference materials, subscripts	2,338	857	15,492	15,378	17,830	16,235
Telephone & Comms	1,849	731	10,827	12,261	12,676	12,992
Service Charge	4,610	1,629	33,118	16,729	37,728	18,358
Cleaning, repairs & maint'ce	3,356	688	25,731	7,847	29,087	8,535
Heat & light	2,226	1,105	15,331	11,358	17,557	12,463
Insurance - Property	784	565	5,638	5,807	6,422	6,372
Rates	92	147	656	1,518	748	1,665
Rent	4,683	3,518	33,633	36,140	38,316	39,658
Audit	775	350	6,365	6,250	7,140	6,600
Legal & professional fees	379	1	3,110	353	3,489	354
Translation costs	44	1,451	4	-	48	1,451
Bank charges	80	3	8	69	88	72
Depreciation	498	187	2,836	3,147	3,334	3,334
Partner payments	-	27	40,266	43,499	40,266	43,526
Room hire	59	-	422	-	481	-
Publicity & Promotion	3,890	49	393	1,081	4,283	1,130
Repayment of grants	-	-	72,070	134,379	72,070	134,379
<b>Total expenditure</b>	<b>131,505</b>	<b>58,301</b>	<b>1,235,363</b>	<b>1,245,613</b>	<b>1,366,868</b>	<b>1,303,914</b>
<b>Net income / (expenditure)</b>	<b>22,386</b>	<b>35,677</b>	<b>53,390</b>	<b>(61,578)</b>	<b>75,776</b>	<b>(25,901)</b>
<b>Transfers between funds</b>	<b>210,557</b>	<b>24,664</b>	<b>(210,557)</b>	<b>(24,664)</b>	<b>-</b>	<b>-</b>
<b>Net movement in funds</b>	<b>232,943</b>	<b>60,341</b>	<b>(157,167)</b>	<b>(86,242)</b>	<b>75,776</b>	<b>(25,901)</b>
<b>Fund balances brought forward</b>	<b>505,262</b>	<b>444,921</b>	<b>283,583</b>	<b>369,825</b>	<b>788,845</b>	<b>814,746</b>
<b>Fund balances carried forward</b>	<b>738,205</b>	<b>505,262</b>	<b>126,416</b>	<b>283,583</b>	<b>864,621</b>	<b>788,845</b>

**CITIZENS ADVICE SWANSEA NEATH PORT TALBOT LIMITED**

England & Wales - Charity number 518825

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# Accounts

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# Citizens Advice Swansea Neath Port Talbot Ltd.

## Annual Report

Annual Report and Financial  
Statements for the year ended  
31<sup>st</sup> March 2023



Charity Number: 518825

A Company Limited by Guarantee Number: 01702827

Registered Address: City Gates, 50a Wind Street,  
Swansea, SA1 1EE

cyngor ar  
bopeth

citizens  
advice

Abertawe Castell-nedd  
Port Talbot  
Swansea Neath  
Port Talbot

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## Chair's Statement

In a world of shifting securities, abhorrent political decisions and growing number of families facing never before seen hardships it was more important than ever that our organisation was strong and able to effectively support the increasing number of people that needed our help. I'm very pleased to say that our organisation feels stronger and more secure than in previous years and continues to develop and grown through firm leadership and governance.



Thanks first must go to our amazing staff and volunteer teams, who went above and beyond at every level to ensure that those within our communities across Swansea and Neath Port Talbot were able to access the support and guidance they needed. Very often with complex issues in high stress situations. Thanks also to our trustees, for their time and commitment to the Citizens Advice Neath Port Talbot and their continued investment and enthusiasm.

Thank you.

Three years on from the start of the pandemic and the effect of the global shutdown and the restrictions that were imposed on everyday life was still very much felt this year. Coupled with a cost of living crisis that forced many to choose between heating and eating and the huge pressures on our already stretched services was felt across the organisation. As home energy bills skyrocketed to unseen levels we saw demand for energy advice and support with bills increase and the call for food vouchers double on previous years. The cost of living crisis will continue and the importance and strength of our partnership working cannot be emphasised enough. Through close working with other third sector organisations across our community we were able to provide a holistic service for our clients and ensure that the relevant service and support could be accessed. Thank you to all of our partners and we look forward to working with you over the next year and beyond.

With the cost of living crisis set to continue and with no significant improvements to the UK economic outlook expected soon I think we can expect financial pressures for our clients to continue but also have a wider impact on our own funding as competition for funding pots will inevitably increase. I don't think the importance of our service at this time can be overestimated and I would like to thank all of our funders and supporters, who ensure that we can continue our work.

On a personal note, I was proud to take over from our previous Chair, Chris Mann in October 2021 but family and work pressures have meant that I haven't been able to commit as much time as I would have liked to the role and I informed the Board in January, that I would be stepping down following successful selection of a new Chair. I was very pleased to see Sonya Dougherty selected from the Trustee Board members and I know she will make an excellent Chair and I look forward to supporting her as an active board member.

I hope you enjoy reading our annual report and I hope you'll agree that we continue to offer a fantastic service, even in these difficult times and will continue to provide for the residents of Swansea and Neath Port Talbot.

Thank you - Dylan Williams

## Introduction

CASNPT has been assisting local people with their problems since 1939. It is a client-focussed organisation; a client will be given as much time as they need, but it is recognised that this may not be as much time as they want.

This Annual Report shows that we have delivered against contractual commitments and have brought added value through operating flexibly whilst delivering over and above that which has been expected of us. The feedback from clients and their real-life stories behind the financial data and statistics and the hard work of staff and volunteers is what underpins this report.

It also acts to pay tribute those that against all the odds; have worked so hard; with unprecedented demand to deliver the support and advice throughout our communities.

We work closely with several other local statutory and voluntary organisations to whom we may refer or signpost clients, if necessary, in order to secure further specialist support that they might need. They in turn refer or signpost to us.

The principal activity of CASNPT remains the provision of free, confidential, independent and impartial advice and information for members of the public. This is provided through one central office location in Swansea city centre and through remote delivery across the counties of Neath Port Talbot and Swansea. In addition to generalist advice the following specialist advisory services are provided:

- Specialist Welfare Benefit Advice through to support at tribunal;
- Specialist Debt provision through the undertaking of Debt Relief Order applications by Approved Intermediaries employed by CASNPT;
- Remote services funded by the Local Health Board and Welsh Government;
- Advice to potential benefits' claimants through the Claim What's Yours service.

As a member of the wider national Citizens Advice service we adhere to a common Performance and Quality Framework and our local services have consistently met Citizens Advice quality standards throughout the year. In all of our work, the broader aims of Citizens Advice at a national level are at the forefront of our thinking, ensuring that these aims inform our Vision, Mission and Values.

Our continued ambition is to always provide a quality advice service for communities across Swansea, Neath, Port Talbot, providing accessible, high-quality advice, advocacy and information services, which meet the changing needs of our geographically dispersed communities. To support this, we operate within the principles of our values

## Our Values:



*We're Inventive.*

We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.



*We're Generous.*

We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.



*We're Responsible.*

We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

## Impact Report

Over the past year we have seen **5,453** clients.



57.4%



0.1%



42.5%

### Client's Ages

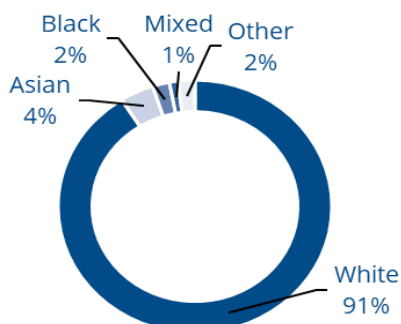
282 were 15-24  
 1,455 were 25-39  
 1,490 were 40-54  
 1,321 were 55-69  
 433 were 70-89  
 & 10 were 90+

### How Clients Contacted Us



■ Telephone 12,068    ■ Email 7,930  
 ■ Adviceline 1,304    ■ In Person 944  
 ■ Letter 936    ■ Other 446

### Diversity of our Clients



### The Health of our Clients

Long Term Conditions

2437

Disabilities

407



We have dealt with **20,711** issues.

**The Top 6 Issues**

- 7,249** cases of Benefits & Tax Credits
- 4,535** cases of Debt
- 1,861** cases of Universal Credit
- 1,573** cases of Utilities
- 1,238** cases of Housing
- 971** cases of Financial Services

**The Outcomes we Achieved**

- £3,446,384** in Income Gained
- £1,838,223** in Debts Written Off
- £84,146** in Repayments Rescheduled
- £480** in Reimbursements and Loans
- £145,405** in Other Services (Benefits maintained & debts stabilised)

We were able to give out **678 Foodbank vouchers** and **680 fuel vouchers** to our clients.

Here is what our clients have to say about our services.

I am so grateful for the service and could not have been successful in my application for PIP without CAB's help. I also really appreciated a follow up phone call. Thank you very much indeed.

Having contacted Citizen's Advice for several problems I am very happy with all the assistance and advice I have received. The various assistants have all been very kind and patient and have helped enormously.

Excellent service I don't know what I would have done without they help. I have mental health and so understanding. Thanks, from the bottom of my heart.

And what staff have to say about working at Citizens Advice Swansea Neath Port Talbot.

- 87%** Would recommend CASNPT as a place to work or volunteer.
- 89%** Said they are clear about their roles and responsibilities.
- 82%** Say they were given the opportunity to develop their skills and knowledge.
- 86%** Felt they had the information, resources, materials and equipment to perform their role effectively.



## Our Funding

Our Annual Report highlights the positive differences we have made to communities across Swansea Neath Port Talbot during the year 1st April 2022 to 31st March 2023.

We work with partner organisations within the public and voluntary sector to make a positive change on people's lives. We contribute to Wales wide and National campaigns and undertake research on issues affecting residents of our region. We liaise with a range of organisations and participate in local, regional, and national networks, with the aim of making a real difference to residents of Swansea Neath Port Talbot that need our help. We would not be able to do this without the support of our funders and partners to whom we would like to extend our gratitude.



Ariennir gan  
**Lywodraeth Cymru**  
Funded by  
**Welsh Government**



**Partneriaeth**  
Ranbarthol  
Gorllewin  
Morgannwg

West  
Glamorgan  
Regional  
Partnership

THE  
ACCESS  
TO JUSTICE  
FOUNDATION



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board



**NHS CHARITIES  
TOGETHER**

## Research & Campaigns



Contributed to the cross sector steering group aimed at making Mid and West Wales a real Living Wage region.



We were actively promoted Anti-racism and Black History 365.



Started a long-term study into the impact of the cost of living crisis on our clients. Publishing the first stage June 2023.



Participated in the launch of the Swansea Poverty Truth Commission and the launch of Swanse: Wales' First Human Rights City.



Lobbied all our MPs asking them to support an increase in welfare benefits based on the rate of inflation.



Collaborated with Heriot Watt University on the Joseph Rowntree Destitution in the UK survey.



Completed research for the Welsh Government NRPF guidance, published in July 2022.  
<https://gov.wales/no-recourse-public-funds-nrpf-guidance>

## Volunteering

The recruitment and involvement of volunteers continues to bring a range of benefits to the organisation and 2022-2023 has seen increased activity. Volunteers are an important part of resourcing our service and we remain grateful for the commitment of all concerned.



Engaging with volunteers

- Helps us reach a wider range and increased number of clients;
- Increases the diversity of our staffing resource helping us be more representative of our client groups;
- Creates opportunities for volunteers to connect with others, learn new skills and gain confidence.
- Brings new opinions, ideas and approaches to our work;
- Helps increase the social value of our activities.

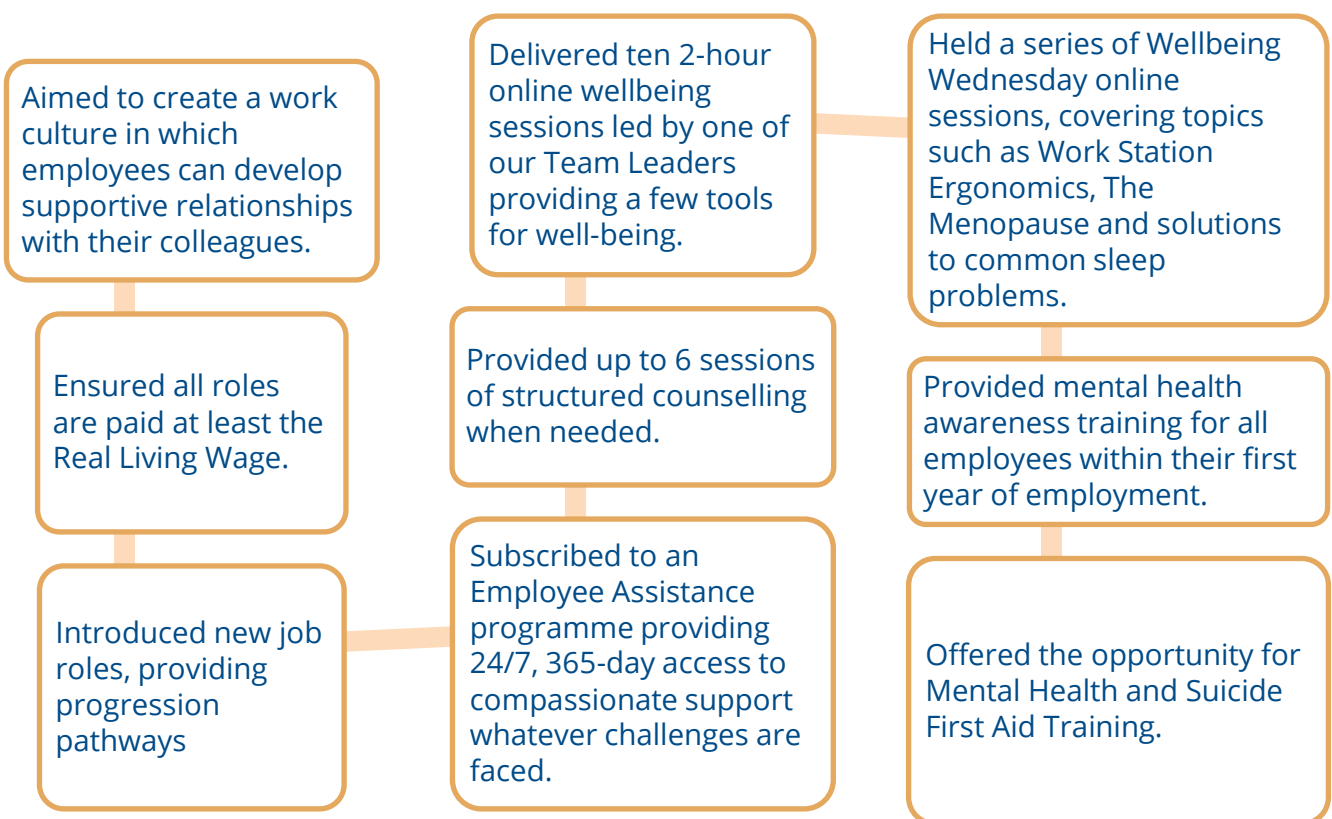


In 2022-2023 We Had

- 32 Active Volunteers
- Range of roles : Receptionist, Initial Checker, Trainee Initial Checker Administrator
- Oldest volunteer 81 – youngest 23
- 37% of Volunteers are between 15-24 19% are 75+
- 21 new volunteers joined in 2022-2023
- Between them our volunteers contributed 2592 hours to supporting service delivery
- 1088 hours of training were delivered to volunteers.
- Between them our volunteers supported 2400 clients

## Wellbeing

At CASNPT the overall mental, physical, emotional, and economic health of our employees is paramount and we aim to support these in any way possible. Investing in our teams ultimately leads to better service for our clients.



## Partnerships

Over the year we have worked hard to strengthen our reputation with key stakeholders and build a wider range of strong and effective partnerships, with existing and new partners to service client needs. Ensuring that CASNPT is a trusted voice for community-based service provision. During the year it has been our pleasure to develop new and further relationships with:



Care & Repair Western Bay  
Gofal a Thrwisio Bae Gorllewinol



maximus



## Trustees' report for the year ended 31 March 2023

### Statement of Financial Activities

#### Reference and administrative details of the charity, its trustees and advisors

The trustees during the financial year and up to and including the date the report was approved were:

Name	Position	Dates
Sonya Dougherty	Chair from April 2023	
Dylan Williams	Chair to April 2023	
Dr. Richard Baylis	Treasurer	
David Jones		
Geoffrey Lee		
Chris Mann		
Nita Sparkes		
Guy Wendon		resigned June 2023
Sandra Beveridge		resigned April 2023
Alexander Latham-Gambi		resigned July 2022
Nicola Matthews		resigned February 2023
<b>Chief Executive Officer</b>	Caroline Newman	
<b>Charity number</b>	518825	Registered in England and Wales
<b>Company number</b>	01702827	Registered in England and Wales

#### Registered and Principal Address

Second Floor, City Gates, Wind Street, Swansea SA1 1EE

#### Statutory Auditors

Bevan Buckland LLP

#### Bankers

CAF Bank

Charities Official Investment Fund (COIF)

#### Structure, governance and management

The charity is a company limited by guarantee and was formed on 25 February 1983. It is governed by its memorandum and articles of association, as amended on 6 September 2017. It was registered as a charity on 30 June 1987. The liability of the members in the event of the company being wound up is limited to a sum not exceeding £1. At 31 March 2023 the company had 24 individual members and 1 organisational member (2022 - 34 and 3).

#### *Organisational Structure*

Citizens Advice Swansea Neath Port Talbot (CASNPT) is governed by its trustee board which is responsible for setting the strategic direction of the organisation and for monitoring and scrutinising its progress and performance against agreed objectives. The trustees carry the ultimate responsibility for the conduct of CASNPT and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet at least quarterly and delegate the day-to-day operation of the organisation to the Chief Executive Officer (CEO) and a senior management team. The trustee board is independent from management.

A group of trustees, known as the 'Officers' Group', comprising the Chair, Vice Chair and Treasurer and another trustee on rotation, meets in between each board meeting and reports back recommendations for consideration on issues delegated to it by the trustee board on specific areas of the organisation's business. The Officers' Group has Terms of Reference which are regularly reviewed.

## **Trustees' report for the year ended 31 March 2023 (continued)**

### *Recruitment and Appointment of Trustees*

The trustees are elected from the local community and must either reside, work or have an interest in the areas covered by the service. A selection panel comprising trustees and the CEO, and chaired by the Chair of trustees, undertakes the interviewing of all potential new board members. A separate process agreed by the trustee board is followed for the election of Chair, which may include co-options from outside of the board itself. Each panel then reports its recommendations for co-option or election at the following trustee board/AGM for approval. No other persons or bodies external to the charity is entitled to appoint persons to the trustee board.

### *Induction of Trustees*

Newly appointed trustees are provided with an induction to CASNPT through meetings with staff and the Chair, and mentoring by established trustees. All trustees have access to Citizens Advice online services and information, and are encouraged to attend national Citizens Advice meetings and conferences and to partake in training.

### *Related Parties*

CASNPT is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureau, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of CASNPT in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and local authority departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity, they may be involved in discussions regarding that other charity but not in the ultimate decision- making process.

### *Risk management*

CASNPT operates a corporate risk management process, with a risk management strategy and risk register agreed and regularly reviewed by the trustee board. The trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end CASNPT continually monitors and manages its risk, reviewing the corporate risk register and ensuring action plans are in place to mitigate clearly defined risk areas.

A major external risk is that of the loss of funding. The effects of this are mitigated by the procedures in place, including diversification of funding streams. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

## **Objectives and activities**

### *The charity's objects*

The Charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in the City and County of Swansea and Neath Port Talbot County Borough Council and surrounding areas (the 'area of benefit').

## **Trustees' report for the year ended 31 March 2023 (continued)**

### **The charity's main activities**

CASNPT provides free, confidential, impartial and independent advice and information as part of meeting the two service wide aims:

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

While this involves providing advice and information to members of the public, an essential aspect of the role of Citizens Advice is to exercise a responsible influence on the development of policies and services and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively, through research, media and campaigning work.

### **Public benefit statement**

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the local Citizens Advice service during the year. The trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

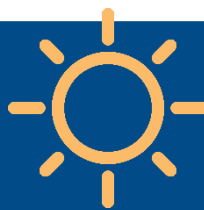
The principal activity of CASNPT remains the provision of free, confidential, independent and impartial advice and information for members of the public. This is provided through one central office location in Swansea city centre and through remote delivery across the counties of Neath Port Talbot and Swansea. In addition to generalist advice the following specialist advisory services were provided:

- i) Specialist Welfare Benefit throughout Wales through the medium of telephone;
- ii) Specialist Debt provision through the undertaking of Debt Relief Order applications by Approved Intermediaries employed by CASNPT;
- iii) Remote services funded by the Local Health Board and Welsh Government;
- iv) Advice to potential benefits' claimants through the Claim What's Yours service.

Advisory services are provided through telephone consultations, video calls and email throughout the area of benefit. Face-to-face consultations have been re-introduced gradually since June 2022.

## Trustees' report for the year ended 31 March 2023 (continued)

### Future plans



- We aim to develop an effective, blended service delivery model which best meets the needs of clients.
- Continue to embrace relevant and financially viable partnering and collaboration activities.
- Plan to ensure that we operate from premises that are modern and meet the needs of both clients and our workforce.
- Looking forward to the next year it is important for us to focus upon funding and sustainability, collaboration, partnerships, people and infrastructure will all underpin CASNPT's ambition to increase our capacity to help local clients, without compromising on the quality of our services.
- Champion Equity, Diversity and Inclusion and actively increase diversity within our teams.

### Financial Review

The net deficit for the year was £25,901, including net income of £60,341 on unrestricted funds and a net deficit of £86,242 on restricted funds, after transfers.

At 31 March 2023, total reserves were £788,845, of which £283,583 represented balances on restricted funds, (2021/22: £814,746 total with £369,825 restricted).

### Reserves Policy

It is the charity's policy that funds not presently committed or invested in tangible fixed assets should be maintained at the equivalent of a minimum of four and a maximum of six months' expenditure in general unrestricted funds in order for CASNPT to continue to pursue its activities should there be a period of reduced income. This is also considered prudent in the light of funding which is received in arrears.

The Charity's free reserves excluding fixed assets, at the year-end were £499,290 (2021/22 £435,615). Of these trustees have previously resolved to designate £40,000 towards the future relocation of its Swansea premises. At 31 March 2023 therefore, general unrestricted reserves amounted to £459,290. This amounts to just over 4 months' budgeted expenditure, and further funding opportunities will be sought to increase general free reserves to remain above the lower threshold of the reserves policy.

## Trustees' report for the year ended 31 March 2023 (continued)

### Statement of trustees' responsibilities

The trustees (who are also the directors for the purposes of company law) are responsible for preparing the Trustees report and the financial statements in accordance with the applicable law and UK Accounting Standards.

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

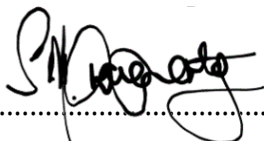
- select suitable accounting policies and apply them consistently; observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed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

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

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (Charities SORP (FRS102)), and in accordance with the special provisions of the Companies Act 2006 relating to small companies.

Signed on behalf of the board 23 August 2023

Name: Sonya Dougherty (Chair)



.....

# **Report of the Independent Auditors to the Trustees of Citizens Advice Swansea Neath Port Talbot Limited**

## **Opinion**

We have audited the financial statements of Citizens Advice Swansea Neath Port Talbot Limited (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

### **In our opinion the financial statements:**

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, for the year then ended; have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and have been prepared in accordance with the requirements of the Companies Act 2006,

### **Basis for Opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to Going Concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

### **Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

## **Report of the Independent Auditors to the Trustees of Citizens Advice Swansea Neath Port Talbot Limited (continued)**

### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

### **Responsibilities of trustees**

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

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

### **Our responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

### **Extent to which the audit was considered capable of detecting irregularities, including fraud.**

We identify and assess the risks of material misstatement of the Financial Statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

We discussed our audit independence complying with the Revised Ethical Standard 2019 with the engagement team members whilst planning the audit and continually monitored our independence throughout the process.

## **Report of the Independent Auditors to the Trustees of Citizens Advice Swansea Neath Port Talbot Limited (continued)**

### **Identifying and assessing potential risks related to irregularities.**

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- (i) enquiring of management, including obtaining and reviewing supporting documentation, concerning the Charity's policies and procedures relating to:
  - identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non-compliance;
  - detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
  - the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;
- (ii) discussing among the engagement team how and where fraud might occur in the financial statements and any potential indicators of fraud.
- (iii) obtaining an understanding of the legal and regulatory frameworks that the Charity operates in, focusing on those laws and regulations that had a direct effect on the financial statements or that had a fundamental effect on the operations of the Charity. The key laws and regulations we considered in this context included the UK Companies Act and relevant tax legislation.

### **Audit response to risks identified**

In addition to the above, our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with relevant laws and regulations;
- enquiring of management concerning actual and potential litigation and claims; performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- reading minutes of meetings of those charged with governance;
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments;
- assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and
- evaluating the operational rationale of any significant transactions that are unusual or outside the normal course of operations.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

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

## Report of the Independent Auditors to the Trustees of Citizens Advice Swansea Neath Port Talbot Limited (continued)

### Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:

*Michael Jones*

00017306D90B45B...

..... Michael Jones (Senior Statutory Auditor)

for and on behalf of Bevan Buckland LLP Chartered Accountants and Statutory Auditors,

Ground Floor,

Cardigan House,

Castle Court,

Swansea Enterprise Park,

Swansea.

SA7 9LA

## Statement of Financial Activities including (summary Income and expenditure account) for the year ended 31 March 2023

	Notes	2023 Unrestricted funds £	2023 Restricted funds £	2023 Total funds £	2022 Total funds £
<b>Income and endowments from:</b>					
Donations and legacies	(2)	100	-	100	400
Grants - Charitable activities	(3)	87,721	1,184,010	1,271,731	1,270,084
Investments	(4)	5,807	-	5,807	119
Other		<u>350</u>	<u>25</u>	<u>375</u>	<u>51</u>
<b>Total income</b>		<b><u>93,978</u></b>	<b><u>1,184,035</u></b>	<b><u>1,278,013</u></b>	<b><u>1,270,654</u></b>
<b>Expenditure on:</b>					
Charitable activities		58,301	1,111,234	1,169,535	1,141,917
Repayment of grants	(8)	<u>-</u>	<u>134,379</u>	<u>134,379</u>	<u>-</u>
<b>Total expenditure</b>		<b><u>58,301</u></b>	<b><u>1,245,613</u></b>	<b><u>1,303,914</u></b>	<b><u>1,141,917</u></b>
<b>Net income / (expenditure)</b>		<b>35,677</b>	<b>(61,578)</b>	<b>(25,901)</b>	<b>128,737</b>
<b>Transfers between funds</b>		<u>24,664</u>	<u>(24,664)</u>	<u>-</u>	<u>-</u>
<b>Net movement in funds</b>		<b><u>60,341</u></b>	<b><u>(86,242)</u></b>	<b><u>(25,901)</u></b>	<b><u>128,737</u></b>
<b>Fund balances brought forward</b>		<u>444,921</u>	<u>369,825</u>	<u>814,746</u>	<u>686,009</u>
<b>Fund balances carried forward</b>	(8)	<b><u>505,262</u></b>	<b><u>283,583</u></b>	<b><u>788,845</u></b>	<b><u>814,746</u></b>

All incoming resources and resources expended derive from continuing activities.

## Balance Sheet – as at 31 March 2023

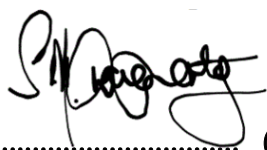
	Notes	2023 Unrestricted £	2023 Restricted £	2023 Total £	2022 Total £
<b>Fixed assets</b>					
Tangible assets	(9)	5,972	-	5,972	9,306
<b>Total fixed assets</b>		<u>5,972</u>	<u>-</u>	<u>5,972</u>	<u>9,306</u>
<b>Current assets</b>					
Debtors and prepayments	(10)	17,063	-	17,063	44,584
Cash at bank and in hand	(11)	519,067	298,583	817,650	815,405
<b>Total current assets</b>		<u>536,130</u>	<u>298,583</u>	<u>834,713</u>	<u>859,989</u>
<b>Current liabilities:</b>					
<b>amounts falling due within one year</b>					
Creditors and accruals	(12)	36,840	15,000	51,840	54,549
<b>Total current liabilities</b>		<u>36,840</u>	<u>15,000</u>	<u>51,840</u>	<u>54,549</u>
<b>Net current assets / (liabilities)</b>		<u>499,290</u>	<u>283,583</u>	<u>782,873</u>	<u>805,440</u>
<b>Net assets</b>		<u>505,262</u>	<u>283,583</u>	<u>788,845</u>	<u>814,746</u>
<b>Funds</b>					
General unrestricted funds		465,262	-	465,262	404,921
Designated funds		40,000	-	40,000	40,000
Restricted funds		-	283,583	283,583	369,825
<b>Total funds</b>		<u>505,262</u>	<u>283,583</u>	<u>788,845</u>	<u>814,746</u>

***The trustees acknowledge their responsibilities for:***

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

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the board of trustees on 23<sup>rd</sup> August 2023



Signed: ..... (Chair)

Name: Sonya Dougherty



Signed ..... (Treasurer)

Name: Dr. Richard Baylis

## Statement of Cash Flows – for the year ended 31 March 2023

	2023	2022
	£	£
<b>Cash flows from operating activities:</b>	<u>(3,562)</u>	<u>282,928</u>
<b>Net cash provided by (used in) operating activities</b>	<u>(3,562)</u>	<u>282,928</u>
<b>Cash flows from investing activities:</b>		
Dividends and interest	5,807	119
Purchase of tangible fixed assets	<u>-</u>	<u>(10,002)</u>
<b>Net cash provided by (used in) investing activities</b>	<u>5,807</u>	<u>(9,883)</u>
<b>Cash flows from financing activities:</b>		
Repayments on borrowing	-	-
Cash inflows from new borrowing	<u>-</u>	<u>-</u>
<b>Net cash provided by (used in) financing activities</b>	<u>-</u>	<u>-</u>
Change in cash and cash equivalents in the reporting period	2,245	273,045
Cash and cash equivalents at beginning of the reporting period	<u>815,405</u>	<u>542,360</u>
<b>Cash and cash equivalents at end of the reporting period</b>	<u>817,650</u>	<u>815,405</u>
<b>Reconciliation of net movement in funds to net cash flow from</b>	2023	2022
	£	£
Net movement in funds for the reporting period (as per the statement of financial activities)	(25,901)	128,737
Adjustments for:		
Depreciation charges	3,334	696
Interest received	(5,807)	(119)
(Increase) / decrease in debtors	27,521	206,380
Increase / (decrease) in creditors	<u>(2,709)</u>	<u>(52,766)</u>
<b>Net cash provided by (used in) operating activities</b>	<u>(3,562)</u>	<u>282,928</u>
<b>Analysis of cash and cash equivalents</b>	2023	2022
	£	£
Cash at bank and in hand	817,650	815,405
Notice deposits (less than 30 days)	<u>-</u>	<u>-</u>
<b>Total cash and cash equivalents</b>	<u>817,650</u>	<u>815,405</u>

# Notes to the Accounts – for the year ended 31 March 2023

## 1 Accounting policies

### (a) Basis of accounting

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by 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) and with the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102.

There has been no change to the accounting policies since last year. No changes have been made to the accounts for previous years.

### (b) Going concern

The trustees are satisfied that there are no material uncertainties about the charity's ability to continue.

### (c) Incoming resources

All incoming resources are included in the Statement of Financial Activities (SOFA) when the charity becomes entitled to the resources, it is more likely than not that the trustees will receive the resources and the monetary value can be measured with sufficient reliability.

#### *Grants receivable*

Grants and donations are only included in the SoFA when the charity has unconditional entitlement to the resources.

Grants received for a specific purpose and subject to conditions specified by the donor are treated as restricted funds. Revenue grants are credited directly to the SoFA. Capital grants are released over the life of the assets in line with the depreciation policy.

Where grants are related to performance and specific deliverables, they are accounted for as the charity earns the right to consideration by its performance

#### *Bank interest*

Bank interest is included in the SoFA on a receivable basis.

#### *Other income*

Sales of services are included in the SoFA in the period to which they relate. Other income, including donations, gifts and covenants, is included as it is received.

#### *Gifts and intangible income*

In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public. This help and support is not included in the financial statements, but its value to the charity is acknowledged and disclosed in the trustees' report.

#### *Deferred income*

Grants received in advance of the period to which the funder requires the expenditure to be applied are reflected in deferred income within the balance sheet. Income is released to the SoFA in the reporting period in which the conditions which limit recognition are met.

## **1 Accounting policies (continued)**

### **(d) Expenditure and liabilities**

Expenditure is recognised on an accrual basis as a liability is incurred. Liabilities are recognised where it is more likely than not there is a legal or constructive obligation committing the charity to pay out the resources and the amount of the obligation can be measured with reasonable certainty.

All expenditure related to the provision of advice services is included within charitable expenditure.

Costs allocated between expenditure categories are on a basis designed to reflect their resource usage. Some costs are allocated directly to activities, other costs are apportioned, for example by staff time spent on the activity, or another equitable usage measure.

### **(e) Taxation**

As a charity the organisation benefits from rates relief and is generally exempt from corporation tax but not from VAT. Irrecoverable VAT is included in the cost of those items to which it relates.

### **(f) Tangible fixed assets**

Tangible fixed assets costing more than £2,000 are capitalised and included at cost including any incidental expenses of acquisition. Gifted assets are shown at the value to the charity on receipt.

Depreciation is provided on such tangible fixed assets at rates calculated to write off the cost on a straight-line basis over their expected useful economic lives as follows:

Computer equipment: over 3 years

Website: over 3 years

### **(g) Pensions**

The charity operates a defined contribution scheme for the benefit of its employees, compliant with auto-enrolment legislation. The costs of contributions are recognised in the year they are payable.

### **(h) Fund accounting**

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes. The use of such funds is at the trustees' discretion.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

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

### **(i) Leases**

Rental costs under operating leases are charged on a straight-line basis over the lease term or to an earlier date if the lease can be determined without financial penalty.

**1 Accounting policies (continued)**

**(j) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**(k) Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**(l) Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

**(m) Financial instruments**

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

**2 Donations and legacies**

	2023	2023	2023	2022
	Unrestricted	Restricted	Total	Total
	funds	funds	funds	funds
	£	£	£	£
General donations	<u>100</u>	<u>-</u>	<u>100</u>	<u>400</u>
	<b>100</b>	<b>-</b>	<b>100</b>	<b>400</b>

**3 Grants for charitable activities**

	2023	2023	2023	2022
	Unrestricted	Restricted	Total	Total
	funds	funds	funds	funds
	£	£	£	£
City & County of Swansea:				
- core funding	-	153,008	153,008	142,935
- Refugee Resettlement	-	18,164	18,164	11,804
- Fuel Poverty	-	8,000	8,000	25,000
Neath Port Talbot Borough Council - core	87,721	-	87,721	84,185
Welsh Government:				
- Advicelink - Debt & other specialist advice	-	301,016	301,016	289,438
- Advicelink - Community Focus	-	398,202	398,202	382,887
- Advicelink - Test and Learn	-	-	-	60,000
- Advicelink - Pension Credit	-	-	-	30,000
- Advicelink - Employment Advice	-	-	-	10,000
Swansea Bay Health Board - health outreach	-	27,395	27,395	27,395
Big Lottery - Making Sense of Money	-	9,970	9,970	-
NHS Charities Together	-	18,359	18,359	55,078
Claim What's Yours	-	36,000	36,000	13,500
Partnership Work	-	20,000	20,000	15,000
Dementia project	-	35,214	35,214	-
Moondance Foundation	-	47,450	47,450	-
Age Cymru partnership	-	26,936	26,936	-
Basic Income Pilot	-	84,296	84,296	-
Citizens Advice - Help to Claim	-	-	-	73,374
LIPSS partnership	-	-	-	32,650
NRPF	-	-	-	15,775
Miscellaneous small grants	-	-	-	1,063
	<u>87,721</u>	<u>1,184,010</u>	<u>1,271,731</u>	<u>1,270,084</u>

**4 Investments**

	2023	2023	2023	2022
	Unrestricted	Restricted	Total	Total
	funds	funds	funds	funds
	£	£	£	£
Interest receivable	<u>5,807</u>	<u>-</u>	<u>5,807</u>	<u>119</u>
	<b>5,807</b>	<b>-</b>	<b>5,807</b>	<b>119</b>

**5. Staff costs and numbers**

	2023	2022
	£	£
Gross salaries	841,715	820,839
Social security costs	74,522	67,585
Employment allowance	(5,000)	(4,000)
Pensions	<u>48,060</u>	<u>45,824</u>
	<u>959,297</u>	<u>930,248</u>

The average number of employees during the year was 38 (2022: 38).

There were no employees with emoluments above £60,000.

The average number of employees during the year analysed by function was:

	2023	2022
	£	£
Advisers	28	28
Managers	4	4
Support and administration	<u>6</u>	<u>6</u>
	<u>38</u>	<u>38</u>

**Defined contribution pension scheme**

	2023	2022
	£	£
Costs of the scheme to the charity for the year	48,060	45,824
Amount of any contributions outstanding at the year end	6,432	6,021

The charity contributes up to 6% of pensionable earnings as part of an auto-enrolment scheme to People's Pension which is open to all employees. There is no final salary scheme.

**6 Trustee expenses**

Travel expenses of £104 were paid to one trustee during the year (2022: nil)

**7 Key management personnel**

The key management personnel of the charity comprise the trustees and the Chief Executive Officer only. All trustees give their time freely and no trustee remuneration was paid in this or the previous year. The total employee benefits of the key management personnel of the charity were £56,167 (2022: £53,903).

## Notes to the Accounts – for the year ended 31 March 2023 (continued)

<b>8 Charity funds</b>	Balance b/f £	Incoming £	Outgoing £	Repaid £	Transfers £	Balance c/f £
Swansea - general advice	61,878	153,008	87,804	-	-	127,082
Swansea - Refugee resettlement	3,949	18,164	17,594	-	-	4,519
Swansea - fuel poverty	-	8,000	7,261	-	739	-
Welsh Government:						
Welsh Govt. - Advicelink -Debt & other specialist advice	51,284	301,016	297,085	(26,723)	-	28,492
- Advicelink - Community Focus	55,993	398,227	394,832	(30,460)	-	28,928
- Advicelink - Test and Learn	41,331	-	-	(30,706)	-	10,625
- Advicelink - Pension Credit	30,772	-	-	-	-	30,772
- Advicelink - Employment Advice	2,279	-	-	-	-	2,279
- Advicelink - Claim What's Yours	2,113	36,000	34,118	-	-	3,995
- Better Advice, Better Lives	16,547	-	-	(12,568)	(3,979)	-
- Communities Focus	4,244	-	-	(4,044)	(200)	-
- Frontline Advice	9,568	-	-	(2,954)	(6,614)	-
- redundancy reserve	17,898	-	-	-	-	17,898
SCVS - Integrated Care Fund	705	-	-	-	-	705
Swansea Bay HB - health outreach	15,810	27,395	41,772	-	-	1,433
Citizens Advice - Help to Claim	41,463	-	-	(26,924)	(14,539)	-
Community Foundation - Covid fund	847	-	-	-	-	847
BEIS - remote working fund	691	-	402	-	-	289
Big Lottery- Making Sense of Money	-	9,970	10,098	-	128	-
People's Postcode Lottery	1,643	-	-	-	-	1,643
LIPSS partnership	135	-	-	-	-	135
NHS Charities Together	5,674	18,359	17,079	-	-	6,954
Partnership Work	5,000	20,000	19,808	-	-	5,192
Age Cymru partnership	-	26,936	20,202	-	-	6,734
Age Cymru - Dementia project	-	35,214	35,152	-	-	62
Basic Income Pilot	-	84,296	84,836	-	540	-
Moondance Foundation	-	47,450	43,192	-	-	4,258
<b>Total Restricted Funds</b>	<b>369,825</b>	<b>1,184,035</b>	<b>1,111,234</b>	<b>(134,379)</b>	<b>(24,664)</b>	<b>283,583</b>
<b>Unrestricted Funds</b>	<b>444,921</b>	<b>93,978</b>	<b>58,301</b>	<b>-</b>	<b>24,664</b>	<b>505,262</b>
<b>Total Funds</b>	<b>814,746</b>	<b>1,278,013</b>	<b>1,169,535</b>	<b>(134,379)</b>	<b>-</b>	<b>788,845</b>

## Notes to the Accounts – for the year ended 31 March 2023 (continued)

<b>8A Charity funds - previous year</b>	Balance b/f	Incoming	Outgoing	Transfers	Balance c/f
	£	£	£	£	£
Swansea - general advice	44,281	142,935	125,338	-	61,878
Swansea - Refugee resettlement	2,205	11,804	10,060	-	3,949
Swansea - fuel poverty	-	25,000	25,222	222	-
Welsh Govt. - Advicelink -Debt & other	29,877	289,438	268,031	-	51,284
- Advicelink - Community Focus	40,167	382,887	362,081	(4,980)	55,993
- Advicelink - Test and Learn	30,706	60,000	49,375	-	41,331
- Advicelink - Pension Credit	20,919	30,000	20,147	-	30,772
- Advicelink - Employment Advice	-	10,000	7,721	-	2,279
- Advicelink - Claim What's Yours	-	13,500	11,387	-	2,113
- Better Advice, Better Lives	25,858	-	9,311	-	16,547
- Communities Focus	4,244	-	-	-	4,244
- Frontline Advice	9,568	-	-	-	9,568
- Money Advice Service	9,758	-	-	(9,758)	-
- redundancy reserve	17,898	-	-	-	17,898
SCVS - Integrated Care Fund	2,770	-	2,065	-	705
Swansea Bay Health Board - health ou	13,510	27,395	25,095	-	15,810
Citizens Advice - Help to Claim	20,629	73,374	52,540	-	41,463
Community Foundation - Covid fund	11,269	-	10,422	-	847
BEIS - remote working fund	3,433	-	2,742	-	691
Big Lottery- Making Sense of Money	2,781	-	2,793	12	-
People's Postcode Lottery	1,643	-	-	-	1,643
LIPSS partnership	-	32,650	32,515	-	135
NHS Charities Together	-	55,078	49,404	-	5,674
Partnership Work	-	15,000	10,000	-	5,000
<b>Total Restricted Funds</b>	<b>291,517</b>	<b>1,169,061</b>	<b>1,076,249</b>	<b>(14,504)</b>	<b>369,825</b>
<b>Unrestricted Funds</b>	<b>394,492</b>	<b>101,593</b>	<b>65,668</b>	<b>14,504</b>	<b>444,921</b>
<b>Total Funds</b>	<b>686,009</b>	<b>1,270,654</b>	<b>1,141,917</b>	<b>-</b>	<b>814,746</b>

<b>8b Fund name</b>	<b>Purpose of restriction</b>
<b>Swansea - general advice</b>	provided by the City and County of Swansea to support local Citizens Advice delivery within the county.
<b>Swansea - Refugee resettlement</b>	delivery of welfare benefits support and debt advice as part of the refugee resettlement programme.
<b>Swansea - fuel poverty</b>	funded by Swansea Council Tackling Poverty Team and administered by CASNPT only applicable to residents living within the City and County of Swansea; covers issue of emergency vouchers for those on pre-payment meters.
<b>Welsh Government:</b>	
Advicelink-Debt & other specialist advice	to ensure people have access to specialist advice and support in relation to services providing benefits, debt, housing, employment and discrimination rights advice.
Advicelink - Community Focus	for the delivery of social welfare information and advice up to and including generalist advice.
Advicelink - Test and Learn	welfare benefits take-up campaign to raise awareness around income maximisation and access to information and practical support.
Advicelink - Pension Credit	supporting a Pension Credit uptake campaign with overarching reach across Local Authority and third sector services.
Advicelink - Employment Advice	preparation and delivery of financially focussed employment advice training to young people and advisers.
Advicelink - Claim What's Yours	Welsh Government campaign to support clients with income maximisation and benefit take-up.
Better Advice, Better Lives	ceased December 2019 - to provide advice in health centres on benefits take-up.
Communities Focus	ceased December 2019 - to fund advice work delivered in former Communities First clusters.
Frontline Advice	ceased December 2019 - to fund specialist welfare benefits advice.
<i>The balance of the above three funds has been transferred, by agreement of the funder, to unrestricted reserves.</i>	

<b>8b Fund name</b>	<b>Purpose of restriction</b>
<b>Redundancy reserve</b>	redundancy liability reserve following cessation of previous money advice service.
<b>Swansea Council for Voluntary Service</b>	to work in four GP cluster areas with a focus on awareness early intervention, prevention and wellbeing.
- <b>Integrated Care Fund</b>	provided by Swansea Bay University Health Board to deliver advice services in local health centres.
<b>Swansea Bay Health Board</b>	
- <b>health outreach</b>	
<b>Citizens Advice - Help to Claim</b>	to provide support for Universal Credit claimants up to their first payments under that benefit. The balance has been transferred, with the agreement of the funder, to unrestricted reserves.
<b>Community Foundation - Covid fund</b>	to assist in making the charity's premises ready and safe for customers and staff to return, when appropriate to do so.
<b>BEIS - remote working fund</b>	to enable the purchase of new equipment and associated costs to facilitate home working.
<b>Big Lottery - Making Sense of Money</b>	to help children, young people and adults to understand and manage their finances better.
<b>People's Postcode Lottery</b>	to provide additional IT equipment and part funding of staff hours to support people affected by the roll-out of Universal Credit.
<b>LIPSS partnership</b>	Litigants in Person Support Strategy, to provide crucial legal services to litigants in person.
<b>NHS Charities Together Partnership work</b>	to provide and expand our health outreach advice service. development of referral partners, encouraging use of ReferNet and delivery of benefit awareness raising sessions.
<b>Age Cymru partnership</b>	Single Advice Fund (SAF) funded partner previously managed by Citizens Advice Cymru. Designated funds from Welsh Government allocated with the purpose of delivering benefit to Age Cymru Clients.
<b>Age Cymru - Dementia project</b>	West Glamorgan Regional Integration Fund (RIF) collaborative project to provide holistic support and advice service to dementia clients and their carers.
<b>Basic Income Pilot</b>	variation of SAF contract providing additional funding to support care leavers with financial capability.
<b>Moondance Foundation</b>	to provide energy advice to clients as a result of cost of living crisis.

**9 Tangible assets**

<u>Cost</u>	Website	Leasehold property improvements	Fixtures, Fittings & Equipment £	Computer equipment £	Total £
At 1 April 2022	4,980	43,563	52,004	80,108	180,655
Additions	-	-	-	-	-
At 31 March 2023	<u>4,980</u>	<u>43,563</u>	<u>52,004</u>	<u>80,108</u>	<u>180,655</u>
<u>Depreciation</u>					
At 1 April 2022	138	43,563	52,004	75,644	171,349
Charge for year	<u>1,660</u>	<u>-</u>	<u>-</u>	<u>1,674</u>	<u>3,334</u>
At 31 March 2023	<u>1,798</u>	<u>43,563</u>	<u>52,004</u>	<u>77,318</u>	<u>174,683</u>
<u>Net book value</u>					
At 31 March 2023	<u>3,182</u>	<u>-</u>	<u>-</u>	<u>2,790</u>	<u>5,972</u>
At 31 March 2022	<u>4,842</u>	<u>-</u>	<u>-</u>	<u>4,464</u>	<u>9,306</u>

**10 Debtors and prepayments**

	2023 £	2022 £
Debtors (including accrued income)	-	14,911
Prepayments	<u>17,063</u>	<u>29,673</u>
	<u>17,063</u>	<u>44,584</u>

**11 Cash at bank and in hand**

	2023 £	2022 £
Cash at bank	817,446	815,201
Cash in hand	<u>204</u>	<u>204</u>
	<u>817,650</u>	<u>815,405</u>

**12 Creditors and accruals**

	2023 £	2022 £
Social security and other taxes	9,566	16,290
Creditors	6,432	6,021
Accruals and deferred income	<u>35,842</u>	<u>32,238</u>
	51,840	54,549

**13 Related party transactions**

There were transactions amounting to £10,096 (2022: £10,096) between CASNPT and the National Association of Citizens Advice Bureau in relation to insurance, IT support and information services.

**14 Operating leases**

Expected future minimum lease payments over the remaining life of the lease, analysed into the period in which the commitment expires:

*Land and Property*

	2023 £	2022 £
Within one year	-	39,000
In the second to fifth years inclusive	<u>-</u>	<u>3,526</u>
	<u>-</u>	<u>42,526</u>

## Statement of Financial Activities including comparatives for all funds (including summary income and expenditure account) for the year ended 31 March 2023

	2023 Unrestricted funds £	2022 Unrestricted funds £	2023 Restricted funds £	2022 Restricted funds £	2023 Total funds £	2022 Total funds £
<b>Income</b>						
Donations and legacies	100	400	-	-	100	400
Grants - Charitable activities	87,721	101,023	1,184,010	1,169,061	1,271,731	1,270,084
Other trading activities	-	-	-	-	-	-
Investments	5,807	119	-	-	5,807	119
Other	350	51	25	-	375	51
<b>Total income</b>	<b>93,978</b>	<b>101,593</b>	<b>1,184,035</b>	<b>1,169,061</b>	<b>1,278,013</b>	<b>1,270,654</b>
<b>Expenditure</b>						
Salaries, NI & Pension	45,419	54,484	913,878	875,764	959,297	930,248
Other staff costs	-	2	103	6,318	103	6,320
Recruitment	-	-	1,138	52	1,138	52
Staff - Training	142	838	5,259	7,397	5,401	8,235
Staff - Travel & subsistence	46	14	981	226	1,027	240
Volunteer - Expenses	-	18	1,970	1,583	1,970	1,601
Trustee expenses	6	-	98	-	104	-
Insurance - General	398	598	6,708	6,596	7,106	7,194
IT Equipment	31	8	1,438	3,145	1,469	3,153
IT Support	116	169	3,795	4,469	3,911	4,638
Office equipment expense	99	122	1,879	8,680	1,978	8,802
Other	-	-	30	216	30	216
Payroll/Acctg/Consultancy fees	250	363	4,204	4,003	4,454	4,366
Postage, printing & stationery	486	787	8,316	12,284	8,802	13,071
Reference materials, subscripts	857	1,345	15,378	21,233	16,235	22,578
Telephone & Comms	731	1,051	12,261	12,608	12,992	13,659
Service Charge	1,629	1,430	16,729	19,224	18,358	20,654
Cleaning, repairs & maint'ce	688	472	7,847	6,261	8,535	6,733
Heat & light	1,105	324	11,358	4,279	12,463	4,603
Insurance - Property	565	400	5,807	5,288	6,372	5,688
Rates	147	25	1,518	324	1,665	349
Rent	3,518	2,744	36,140	36,256	39,658	39,000
Audit	350	397	6,250	4,621	6,600	5,018
Legal & professional fees	1	9	353	109	354	118
Translation costs	1,451	1	-	1,441	1,451	1,442
Bank charges	3	9	69	87	72	96
Depreciation	187	58	3,147	638	3,334	696
Partner payments	27	-	43,499	33,000	43,526	33,000
Disbursements	-	-	-	76	-	76
Publicity & Promotion	49	-	1,081	71	1,130	71
Repayment of grants	-	-	134,379	-	134,379	-
<b>Total expenditure</b>	<b>58,301</b>	<b>65,668</b>	<b>1,245,613</b>	<b>1,076,249</b>	<b>1,303,914</b>	<b>1,141,917</b>
<b>Net income / (expenditure)</b>	<b>35,677</b>	<b>35,925</b>	<b>(61,578)</b>	<b>92,812</b>	<b>(25,901)</b>	<b>128,737</b>
<b>Transfers between funds</b>	<b>24,664</b>	<b>14,504</b>	<b>(24,664)</b>	<b>(14,504)</b>	<b>-</b>	<b>-</b>
<b>Net movement in funds</b>	<b>60,341</b>	<b>50,429</b>	<b>(86,242)</b>	<b>78,308</b>	<b>(25,901)</b>	<b>128,737</b>
<b>Fund balances brought forward</b>	<b>444,921</b>	<b>394,492</b>	<b>369,825</b>	<b>291,517</b>	<b>814,746</b>	<b>686,009</b>
<b>Fund balances carried forward</b>	<b>505,262</b>	<b>444,921</b>	<b>283,583</b>	<b>369,825</b>	<b>788,845</b>	<b>814,746</b>

**CITIZENS ADVICE SWANSEA NEATH PORT TALBOT LIMITED**

England & Wales - Charity number 518825

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# Accounts

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Charity number 518825

A company limited by guarantee number 01702827

**Annual Report and Financial Statements**  
**for the year ended 31 March 2022**



# **Citizens Advice Swansea Neath Port Talbot Limited**

## **Annual Report and Financial Statements for the year ended 31 March 2022**

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# **Citizens Advice Swansea Neath Port Talbot Trustees' report for the year ended 31 March 2022**

## **Chair's Welcome**

Once again I must start with a huge thanks to our staff and volunteers for going that extra mile to support our clients in an ever changing and challenging working environment. The pandemic continued to dominate discussions again for a large part of the year, but our team once again rose to the challenge. It quickly became obvious as the year progressed that the cost of living would be a huge discussion point and we've seen a large increase in the number of clients getting in touch because of concerns and a real panic around how they will afford the basics. At the time of writing this the UK Government have put very little in place to support the most vulnerable in our society and there is a concern that nothing substantial will be done to support people in need. I fear the next few years may be some of the most challenging in our history but we'll continue to work for our community and do whatever is needed to be the support they need.

I would like to also say thank you to our previous Chair of Trustees, Chris Mann who stood down in October 2021 after six years as our Chair. Chris steered our organisation through a very difficult period and his tireless dedication and passion for Citizen's Advice ensured that he was able to hand over with the organisation in a much stronger and secure position.

We continue to ensure that our governance structures are robust and fit for purpose and our Trustee Board continues to work efficiently, providing both robust challenge and support where needed. The Trustee Board has a fantastic mix of experience and talent and we'll continue to ensure we fill any vacancies and look at how we can continue to develop. Our new Chief Executive Caroline Newman has brought a new perspective to the organisation and has ensured a number of policies, procedures and processes are up to date and in line with modern working practices.

The last two years have seen a complete shift in working practices and arrangements and it became very clear that our current office space wasn't fit for purpose and a decision was taken to end our current lease and look for a better and more accessible space in the centre of Swansea, with increased access across both Neath Port Talbot and Swansea through drop in facilities.

As a service and charity we are reliant on grant funding and I'd like to thank both Swansea and Neath Port Talbot Local Authorities for their continued confidence in our service and giving us the scope and space to support the most vulnerable in our communities. Thanks also to the Welsh Government and our other grant funders for their confidence and support. I truly believe that we are best positioned to provide advice and guidance to our communities.

This Annual Report demonstrates our continued commitment to the communities of Swansea and Neath Port Talbot, provides evidence of value for money and the real savings that we deliver and indicates our passion to develop and adapt our services in the years ahead.

Dylan Williams



Chair of Trustees

# **Citizens Advice Swansea Neath Port Talbot Trustees' report for the year ended 31 March 2022**

## **Reference and administrative details of the charity, its trustees and advisors**

The trustees during the financial year and up to and including the date the report was approved were:

<b>Name</b>	<b>Position</b>	<b>Dates</b>
Dylan Williams	Chair from October 2021	
Dr. Richard Baylis	Treasurer	appointed April 2021
Sandra Beveridge		
Sonya Dougherty		appointed April 2021
David Jones		appointed April 2021
Alexander Latham-Gambi		resigned July 2022
Geoffrey Lee		
Nicola Matthews		
Chris Mann	Chair to October 2021	
Nita Sparkes		
Guy Wendon		appointed April 2021
<b>Chief Executive Officer</b>	Caroline Newman	
<b>Charity number</b>	518825	Registered in England and Wales
<b>Company number</b>	01702827	Registered in England and Wales

## **Registered and principal address**

Second Floor, City Gates, Wind Street, Swansea SA1 1EE

## **Statutory Auditors**

Bevan Buckland LLP

## **Bankers**

CAF Bank

Charities Official Investment Fund (COIF)

## **Structure, governance and management**

The charity is a company limited by guarantee and was formed on 25 February 1983. It is governed by its memorandum and articles of association, as amended on 6 September 2017. It was registered as a charity on 30 June 1987. The liability of the members in the event of the company being wound up is limited to a sum not exceeding £1. At 31 March 2022 the company had 24 individual members and 1 organisational member (2021 - 33 and 3).

## **Organisational Structure**

Citizens Advice Swansea Neath Port Talbot (CASNPT) is governed by its trustee board which is responsible for setting the strategic direction of the organisation and for monitoring and scrutinising its progress and performance against agreed objectives. The trustees carry the ultimate responsibility for the conduct of CASNPT and for ensuring that the charity satisfies its legal and

## **Citizens Advice Swansea Neath Port Talbot Trustees' report for the year ended 31 March 2022**

contractual obligations. Trustees meet at least quarterly and delegate the day-to-day operation of the organisation to the Chief Executive Officer (CEO) and a senior management team. The trustee board is independent from management.

A group of trustees, known as the 'Officers' Group', comprising the Chair, Vice Chair and Treasurer and another trustee on rotation, meets in between each board meeting and reports back recommendations for consideration on issues delegated to it by the trustee board on specific areas of the organisation's business. The Officers' Group has Terms of Reference which are regularly reviewed.

### ***Recruitment and Appointment of Trustees***

The trustees are elected from the local community and must either reside, work or have an interest in the areas covered by the service. A selection panel comprising trustees and the CEO, and chaired by the Chair of trustees, undertakes the interviewing of all potential new board members. A separate process agreed by the trustee board is followed for the election of Chair, which may include co-options from outside of the board itself. Each panel then reports its recommendations for co-option or election at the following trustee board/AGM for approval. No other persons or bodies external to the charity is entitled to appoint persons to the trustee board.

### ***Induction of Trustees***

Newly appointed trustees are provided with an induction to CASNPT through meetings with staff and the Chair, and mentoring by established trustees. All trustees have access to Citizens Advice online services and information, and are encouraged to attend national Citizens Advice meetings and conferences and to partake in training.

### ***Related Parties***

CASNPT is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of CASNPT in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and local authority departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity, they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

### ***Risk management***

CASNPT operates a corporate risk management process, with a risk management strategy and risk register agreed and regularly reviewed by the trustee board. The trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end CASNPT continually monitors and manages its risk, reviewing the corporate risk register and ensuring action plans are in place to mitigate clearly defined risk areas.

A major external risk is that of the loss of funding. The effects of this are mitigated by the procedures in place, including diversification of funding streams. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

# **Citizens Advice Swansea Neath Port Talbot Trustees' report for the year ended 31 March 2022**

## **Objectives and activities**

### ***The charity's objects***

The Charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in the City and County of Swansea and Neath Port Talbot County Borough Council and surrounding areas (the 'area of benefit').

### ***The charity's main activities***

CASNPT provides free, confidential, impartial and independent advice and information as part of meeting the two service wide aims:

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

While this involves providing advice and information to members of the public, an essential aspect of the role of Citizens Advice is to exercise a responsible influence on the development of policies and services and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively, through research, media and campaigning work.

### ***Public benefit***

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the local Citizens Advice service during the year. The trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

The principal activity of CASNPT remains the provision of free, confidential, independent and impartial advice and information for members of the public. This is provided through one central office location in Swansea city centre and through remote delivery across the counties of Neath Port Talbot and Swansea. In addition to generalist advice the following specialist advisory services were provided:

- i) Specialist Welfare Benefit throughout Wales through the medium of telephone;
- ii) Specialist Debt provision through the undertaking of Debt Relief Order applications by Approved Intermediaries employed by CASNPT;
- iii) Remote services funded by the Local Health Board and Welsh Government;
- iv) Advice to potential benefits' claimants through the Claim What's Yours service.

Advisory services are provided through telephone consultations, video calls and email throughout the area of benefit. Face-to-face consultations have been re-introduced gradually since June 2022.

## **Achievements and performance**

In 2021/2022 CASNPT dealt with a total of 18,614 different client issues, from 5,575 clients (2020/21: 20,606 client issues with 5,658 clients).

Over the course of the year through our work we assisted in providing confirmed income gains for our clients totalling £4,986,318 (2020/21 £5,678,573) and we were also successful in writing off debts to the value of

## **Citizens Advice Swansea Neath Port Talbot Trustees' report for the year ended 31 March 2022**

£3,067,552, in rescheduling debts amounting to £70,808, and securing £1,446 in reimbursements.

60% of our clients engaged with us via telephone and 31% email; it is anticipated this will change as we emerge from the pandemic. Over the course of the year:

- 554 referrals on Refernet were accepted
- 26,669 attempts were made to call us by freephone
- 4,903 appointments were checked in
- Over 4000 email contacts were made
- 321 Foodbank vouchers were fulfilled
- 580 Fuel vouchers were issued

The main issues that clients required assistance with were Benefits (47%) and Debt and Finance (31%) with the remainder being related to housing, employment and family. Issues relating to cost of living with food and fuel poverty are becoming more relevant.

We continued to provide support to a range of clients.

- 95% of clients were of working age i.e. between 15 and 69
- Over 60% identified as female
- 9% were from a racially minoritised background
- Nearly half of our clients said they had a disability
- Over 50% were not earning an income from employment or self-employment

Our research and campaigns team undertook a piece of work commissioned by the Welsh Government, to provide a comprehensive picture of the current level of knowledge and awareness of the meaning of Public Funds and No Recourse to Public Funds, and developed clear and robust guidance to support people with NRPF. <https://gov.wales/no-recourse-public-funds-nrpf-guidance>.

### **Financial review**

The net income for the year was £128,737, including net income of £50,429 on unrestricted funds and net income of £78,308 on restricted funds, after transfers.

At 31 March 2022, total reserves were £814,746, of which £369,825 represented balances on restricted funds, (2020/21:£686,009 total with £291,517 restricted).

### **Reserves policy**

It is the charity's policy that funds not presently committed or invested in tangible fixed assets should be maintained at the equivalent of a minimum of four and a maximum of six months' expenditure in general unrestricted funds in order for CASNPT to continue to pursue its activities should there be a period of reduced income. This is also considered prudent in the light of funding which is received in arrears.

The charity's free reserves, excluding fixed assets, at the year end totalled £435,615 of which trustees had previously resolved to designate £40,000 towards possible future relocation of its Swansea premises. At 31 March 2022 therefore, general unrestricted reserves amounted to £395,615. This amounts to 4 months' budgeted expenditure, and further funding opportunities will be sought to increase general free reserves to above the lower threshold of the reserves policy.

### **Principal Funding Sources**

The trustees extend their gratitude to the City and County of Swansea and to Neath Port Talbot

## **Citizens Advice Swansea Neath Port Talbot Trustees' report for the year ended 31 March 2022**

County Borough Council, who continue to support the core operating capacity of the charity. Additionally, project- specific funding was received, in particular from the Welsh Government, via national Citizens Advice, and Swansea Bay University Health Board (SBUHB).

### ***Investment Policy***

As required in its Articles (clause 3.19) in furtherance of its objects and for no other purposes, the charity has the power to invest the monies of the charity not immediately required for its purpose in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law. At the balance sheet date, the charity had a long term deposit account with Charities Official Investment Fund (COIF), but trustees have resolved to divest further funds currently held entirely in CAF Bank in order both to spread the risk of holding excess amounts in one institution and to seek an improved return on deposits held.

### **Future Plans**

CASNPT aims continually to improve access to our services through extending and increasing the provision on offer with a particular focus on supporting the most disadvantaged and vulnerable members of the communities in which we work.

In the year ahead CASNPT will be introducing a Hybrid Working Model allowing staff to continue to work from home for 60% of their time whilst planning for a return to face to face delivery in a manner that is safe for staff and clients alike. Part of this process will look to reinvigoration of our community based (outreach) provision to continue to improve accessibility to clients.

Preparations are also being made to relocate services to new premises from October 2023.

Our Business Plan for 2022-2025 identifies our 5 Strategic Priorities as a key organisation working across the counties of Neath Port Talbot and Swansea:

- i Being recognised as the leading organisation for advice, guidance and support in order to improve peoples' lives
- ii Developing stronger partnerships as opportunities arise
- iii Collecting user experience, collating data and evidence of impact
- iv Achieving long term sustainability as an organisation
- v Championing Equality

Each priority is underpinned by a delivery action plan that focuses on 'how' we will achieve them and 'how' we will measure our success, ensuring that these are shared and reviewed with internal and external stakeholders on a quarterly and an annual basis.

In our service delivery we plan to diversify our funding sources and develop opportunities for collaboration with complementary partners to reduce reliance on core funding sources. Existing funding will be used to support further key partners with registration to use Refernet and raise awareness of benefits available to their clients.

As schools open their doors to visitors we will re-start our Making Sense of Money sessions working with groups of young people to develop their financial literacy.

We are members of a steering group with representatives from the third sector, public sector and private sector, and will work collaboratively towards making Mid and West Wales a real Living Wage region.

## **Citizens Advice Swansea Neath Port Talbot Trustees' report for the year ended 31 March 2022**

The Research & Campaigns team have started on a long-term study into the impact of the cost of living crisis on our clients, which is likely to continue into 2023-24.

Our contract with Swansea Council has been subject to recommissioning since the year-end, and a further contract has now been awarded to 31 March 2025, with the option for this to be extended for up to an additional twelve months. This year will also be used to prepare for SAF (Single Advice Fund) and Neath Port Talbot Council re-commissioning. At the same time to ensure we are eligible to bid for funding with SBUHB we will undertake the due diligence process necessary to be registered on their recently introduced Dynamic Purchasing System.

### **Statement of trustees' responsibilities**

The trustees (who are also the directors for the purposes of company law) are responsible for preparing the Trustees report and the financial statements in accordance with the applicable law and UK Accounting Standards.

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

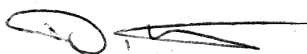
- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed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

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

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (Charities SORP (FRS102)), and in accordance with the special provisions of the Companies Act 2006 relating to small companies.

Signed on behalf of the board of trustees on 24 August 2022

Signed:



Signed:



Name: Dylan Williams (Chair)

Name: Dr. Richard Baylis (Treasurer)

## How our Clients Rated the Service They Received



**92%**

**Would  
recommend  
our service  
to others**



**81%**

**Reported  
their  
problem  
was now  
solved**



**90%**

**Said we  
helped  
them find a  
way  
forward**

## What our Clients Said

"Very supportive and a great help. Top class service. Very understanding"

"I cannot speak highly enough about this wonderful organisation."

"The Adviser was very helpful and guided us through every step we can't thank them enough"

"From start to finish everyone I spoke was helpful. The adviser was been absolutely fantastic, reassured me, understood my anxieties, helped me every step of the way. Honestly would not of known where to begin without you"

# **Citizens Advice Swansea Neath Port Talbot**

## **Report of the Independent Auditors to the Trustees of Citizens Advice Swansea Neath Port Talbot Ltd**

### **Opinion**

We have audited the financial statements of Citizens Advice Swansea Neath Port Talbot Limited (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, for the year then ended; have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and have been prepared in accordance with the requirements of the Companies Act 2006,

### **Basis for Opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to Going Concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are

# **Citizens Advice Swansea Neath Port Talbot**

## **Report of the Independent Auditors to the Trustees of Citizens Advice Swansea Neath Port Talbot Ltd**

required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

### **Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

### **Responsibilities of trustees**

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

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

### **Our responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in

# **Citizens Advice Swansea Neath Port Talbot**

## **Report of the Independent Auditors to the Trustees of Citizens Advice Swansea Neath Port Talbot Ltd**

respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

### **Extent to which the audit was considered capable of detecting irregularities, including fraud.**

We identify and assess the risks of material misstatement of the Financial Statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

We discussed our audit independence complying with the Revised Ethical Standard 2019 with the engagement team members whilst planning the audit and continually monitored our independence throughout the process.

### **Identifying and assessing potential risks related to irregularities.**

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- (i) enquiring of management, including obtaining and reviewing supporting documentation, concerning the Charity's policies and procedures relating to:
  - identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non-compliance;
  - detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
  - the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;
- (ii) discussing among the engagement team how and where fraud might occur in the financial statements and any potential indicators of fraud.
- (iii) obtaining an understanding of the legal and regulatory frameworks that the Charity operates in, focusing on those laws and regulations that had a direct effect on the financial statements or that had a fundamental effect on the operations of the Charity. The key laws and regulations we considered in this context included the UK Companies Act and relevant tax legislation.

### **Audit response to risks identified**

In addition to the above, our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with relevant laws and regulations;
- enquiring of management concerning actual and potential litigation and claims; performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- reading minutes of meetings of those charged with governance;
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments;
- assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and
- evaluating the operational rationale of any significant transactions that are unusual or outside the normal course of operations.

We also communicated relevant identified laws and regulations and potential fraud risks to all

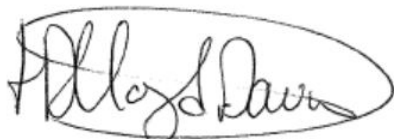
**Citizens Advice Swansea Neath Port Talbot  
Report of the Independent Auditors to the Trustees of Citizens Advice  
Swansea Neath Port Talbot Ltd**

engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

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

**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



.....  
Harri Lloyd-Davies (Senior Statutory Auditor)

for and on behalf of Bevan Buckland LLP Chartered Accountants and Statutory Auditors

Ground Floor

Cardigan House Castle Court

Swansea Enterprise Park Swansea

SA7 9LA

24 August 2022

Date.....

# Citizens Advice Swansea Neath Port Talbot Limited

## Statement of Financial Activities

(including summary income and expenditure account) for  
the year ended 31 March 2022

	Notes	2022	2022	2022	2021
		Unrestricted	Restricted	Total	Total
		funds	funds	funds	funds
		£	£	£	£
<b>Income and endowments from:</b>					
Donations and legacies	(2)	400	-	400	-
Grants - Charitable activities	(3)	101,023	1,169,061	1,270,084	1,252,114
Investments	(4)	119	-	119	295
Other		<u>51</u>	<u>-</u>	<u>51</u>	<u>1,418</u>
<b>Total income</b>		<u>101,593</u>	<u>1,169,061</u>	<u>1,270,654</u>	<u>1,253,827</u>
<b>Expenditure on:</b>					
Charitable activities		<u>65,668</u>	<u>1,076,249</u>	<u>1,141,917</u>	<u>1,077,907</u>
<b>Total expenditure</b>		<u>65,668</u>	<u>1,076,249</u>	<u>1,141,917</u>	<u>1,077,907</u>
<b>Net income / (expenditure)</b>		35,925	92,812	128,737	175,920
<b>Transfers between funds</b>		<u>14,504</u>	<u>(14,504)</u>	<u>-</u>	<u>-</u>
<b>Net movement in funds</b>		<u>50,429</u>	<u>78,308</u>	<u>128,737</u>	<u>175,920</u>
<b>Fund balances brought forward</b>		<u>394,492</u>	<u>291,517</u>	<u>686,009</u>	<u>510,089</u>
<b>Fund balances carried forward</b>	(8)	<u>444,921</u>	<u>369,825</u>	<u>814,746</u>	<u>686,009</u>

All incoming resources and resources expended derive from continuing activities.

# Citizens Advice Swansea Neath Port Talbot Limited

## Balance sheet as at 31 March 2022

		2022	2022	2022	2021
		Unrestricted	Restricted	Total	Total
		£	£	£	£
<b>Fixed assets</b>	(9)				-
Tangible assets		9,306	-	9,306	-
<b>Total fixed assets</b>		<u>9,306</u>	<u>-</u>	<u>9,306</u>	<u>-</u>
<b>Current assets</b>	(10)	37,735	6,849	44,584	250,964
Debtors and prepayments					
Cash at bank and in hand	(11)	<u>442,459</u>	<u>372,946</u>	<u>815,405</u>	<u>542,360</u>
<b>Total current assets</b>		<u>480,194</u>	<u>379,795</u>	<u>859,989</u>	<u>793,324</u>
<b>Current liabilities:</b>	(12)	44,579	9,970	54,549	107,315
amounts falling due within one year					
Creditors and accruals					
<b>Total current liabilities</b>		<u>44,579</u>	<u>9,970</u>	<u>54,549</u>	<u>107,315</u>
<b>Net current assets / (liabilities)</b>		<u>435,615</u>	<u>369,825</u>	<u>805,440</u>	<u>686,009</u>
<b>Total assets less current liabilities</b>		<u>444,921</u>	<u>369,825</u>	<u>814,746</u>	<u>686,009</u>
<b>Net assets</b>		<u>444,921</u>	<u>369,825</u>	<u>814,746</u>	<u>686,009</u>
<b>Funds</b>		404,921	-	404,921	354,492
General unrestricted funds					
Designated funds		40,000	-	40,000	40,000
Restricted funds		<u>-</u>	<u>369,825</u>	<u>369,825</u>	<u>291,517</u>
<b>Total funds</b>		<u>444,921</u>	<u>369,825</u>	<u>814,746</u>	<u>686,009</u>

The trustees acknowledge their responsibilities for:

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

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the board of trustees on 24 August 2022

Signed: 

Signed: 

Name: Dylan Williams (Chair)

Name: Dr. Richard Baylis (Treasurer)

# Citizens Advice Swansea Neath Port Talbot Limited

## Statement of cash flows for the year ended 31 March 2022

	2022	2021
	£	£
<b>Cash flows from operating activities:</b>	282,928.00	1,404.00
<b>Net cash provided by (used in) operating activities</b>	<u>282,928.00</u>	<u>1,404.00</u>
<b>Cash flows from investing activities:</b>		
Dividends and interest	119.00	295.00
Purchase of tangible fixed assets	(10,002.00)	-
<b>Net cash provided by (used in) investing activities</b>	<u>(9,883.00)</u>	<u>295.00</u>
<b>Cash flows from financing activities:</b>		
Repayments on borrowing	-	-
Cash inflows from new borrowing	-	-
<b>Net cash provided by (used in) financing activities</b>	<u>-</u>	<u>-</u>
Change in cash and cash equivalents in the reporting period	273,045.00	1,699.00
Cash and cash equivalents at beginning of the reporting period	542,360.00	540,661.00
<b>Cash and cash equivalents at end of the reporting period</b>	<u>815,405.00</u>	<u>542,360.00</u>
Reconciliation of net movement in funds to net cash flow from	2022	2021
	£	£
Net movement in funds for the reporting period (as per the statement of financial activities)	128,737.00	175,920.00
Adjustments for:		
Depreciation charges	696.00	-
Interest received	(119.00)	(295.00)
(Increase) / decrease in debtors	206,380.00	(229,982.00)
Increase / (decrease) in creditors	(52,766.00)	55,761.00
<b>Net cash provided by (used in) operating activities</b>	<u>282,928.00</u>	<u>1,404.00</u>
<b>Analysis of cash and cash equivalents</b>	2022	2021
	£	£
Cash at bank and in hand	815,405.00	542,360.00
Notice deposits (less than 30 days)	-	-
<b>Total cash and cash equivalents</b>	<u>815,405.00</u>	<u>542,360.00</u>

# Citizens Advice Swansea Neath Port Talbot Limited

## Notes on the accounts

### for the year ended 31 March 2022

#### 1 Accounting policies

##### (a) Basis of accounting

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by 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) and with the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102.

There has been no change to the accounting policies since last year. No changes have been made to the accounts for previous years.

##### (b) Going concern

The trustees are satisfied that there are no material uncertainties about the charity's ability to continue.

##### (c) Incoming resources

All incoming resources are included in the Statement of Financial Activities (SOFA) when the charity becomes entitled to the resources, it is more likely than not that the trustees will receive the resources and the monetary value can be measured with sufficient reliability.

##### *Grants receivable*

Grants and donations are only included in the SOFA when the charity has unconditional entitlement to the resources.

Grants received for a specific purpose and subject to conditions specified by the donor are treated as restricted funds. Revenue grants are credited directly to the Statement of Financial Activities (SoFA). Capital grants are released over the life of the assets in line with the depreciation policy.

Where grants are related to performance and specific deliverables, they are accounted for as the charity earns the right to consideration by its performance.

##### *Bank interest*

Bank interest is included in the SoFA on a receivable basis.

##### *Other income*

Sales of services are included in the SoFA in the period to which they relate. Other income, including donations, gifts and covenants, is included as it is received.

##### *Gifts and intangible income*

In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public. This help and support is not included in the financial statements, but its value to the charity is acknowledged and disclosed in the trustees' report.

##### *Deferred income*

Grants received in advance of the period to which the funder requires the expenditure to be applied are reflected in deferred income within the balance sheet.

# Citizens Advice Swansea Neath Port Talbot Limited

## Notes on the accounts

for the year ended 31 March 2022

### (d) Expenditure and liabilities

Expenditure is recognised on an accrual basis as a liability is incurred. Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out the resources and the amount of the obligation can be measured with reasonable certainty.

All expenditure related to the provision of advice services is included within charitable expenditure.

Costs allocated between expenditure categories are on a basis designed to reflect their resource usage. Some costs are allocated directly to activities; other costs are apportioned, for example by staff time spent on the activity, or other equitable usage measure.

### (e) Taxation

As a charity the organisation benefits from rates relief and is generally exempt from corporation tax but not from VAT. Irrecoverable VAT is included in the cost of those items to which it relates.

### (f) Tangible fixed assets

Tangible fixed assets costing more than £2,000 are capitalised and included at cost including any incidental expenses of acquisition. Gifted assets are shown at the value to the charity on receipt.

Depreciation is provided on such tangible fixed assets at rates calculated to write off the cost on a straight line basis over their expected useful economic lives as follows:

Computer equipment: over 3 years Website: over 3 years

### (g) Pensions

The charity operates a defined contribution scheme for the benefit of its employees, compliant with auto-enrolment legislation. The costs of contributions are recognised in the year they are payable.

### (h) Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes. The use of such funds is at the trustees' discretion.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

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

### (i) Leases

Rental costs under operating leases are charged on a straight line basis over the lease term or to an earlier date if the lease can be determined without financial penalty.

### (j) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

### (k) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

# **Citizens Advice Swansea Neath Port Talbot Limited**

## **Notes on the accounts**

### **for the year ended 31 March 2022**

#### **(l) Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

#### **(m) Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

**Citizens Advice Swansea Neath Port Talbot Limited**  
**Notes on the accounts**  
**for the year ended 31 March 2022**

**2 Donations and legacies**

	2022	2022	2022	2021
	Unrestricted	Restricted	Total funds	Total funds
	funds	funds	£	£
	£	£	£	£
General donations	400	-	400	-
	<u>400</u>	<u>-</u>	<u>400</u>	<u>-</u>

**3 Grants for charitable activities**

	2022	2022	2022	2021
	Unrestricted	Restricted	Total funds	Total funds
	funds	funds	£	£
	£	£	£	£
City & County of Swansea:				
- core funding	-	142,935	142,935	142,935
- Third Sector Broker	-	-	-	24,516
- Refugee Resettlement	-	11,804	11,804	13,971
- Fuel Poverty	-	25,000	25,000	-
Neath Port Talbot Borough Council - core	84,185	-	84,185	80,560
Welsh Government:				
- Advicelink - Debt & other specialist advice	-	289,438	289,438	304,438
- Advicelink - Community Focus	-	382,887	382,887	385,998
- Advicelink - Test and Learn	-	60,000	60,000	59,591
- Advicelink - Pension Credit	-	30,000	30,000	29,660
- Advicelink - Employment Advice	-	10,000	10,000	-
Swansea Council for Voluntary Service				
- Integrated Care Fund	-	-	-	46,160
Swansea Bay Health Board - health outreach	-	27,395	27,395	27,395
Citizens Advice - Help to Claim	-	73,374	73,374	103,854
Community Foundation - Covid	-	-	-	15,400
BEIS - remote working fund	-	-	-	8,870
Big Lottery - Making Sense of Money	-	-	-	7,500
LIPSS partnership	-	32,650	32,650	-
NHS Charities Together	-	55,078	55,078	-
NRPF	15,775	-	15,775	-
Claim What's Yours	-	13,500	13,500	-
Partnership Work	-	15,000	15,000	-
Miscellaneous small grants	1,063	-	1,063	1,266
	<u>101,023</u>	<u>1,169,061</u>	<u>1,270,084</u>	<u>1,252,114</u>

**4 Investments**

	2022	2022	2022	2021
	Unrestricted	Restricted	Total funds	Total funds
	funds	funds	£	£
	£	£	£	£
Interest receivable	119	-	119	295
	<u>119</u>	<u>-</u>	<u>119</u>	<u>295</u>

**Citizens Advice Swansea Neath Port Talbot Limited**  
**Notes on the accounts**  
**for the year ended 31 March 2022**

<b>5 Staff costs and numbers</b>	2022	2021
	£	£
Gross salaries	820,839	765,304
Social security costs	67,585	60,802
Employment allowance	(4,000)	(4,000)
Pensions	45,824	43,178
	<u>930,248</u>	<u>865,284</u>

The average number of employees during the year was 38 (2021: 37).

There were no employees with emoluments above £60,000.

The average number of employees during the year analysed by function was:

	2022	2021
	£	£
Advisers	28	27
Managers	4	4
Support and administration	6	6
	<u>38</u>	<u>37</u>

<b>Defined contribution pension scheme</b>	2022	2021
	£	£
Costs of the scheme to the charity for the year	45,824	43,178
Amount of any contributions outstanding at the year end	6,021	6,351

The charity contributes up to 6% of pensionable earnings as part of an auto-enrolment scheme to People's Pension which is open to all employees. There is no final salary scheme.

**6 Trustee expenses**

No trustee received any expenses during this year or the previous year.

**7 Key management personnel**

The key management personnel of the charity comprises the trustees and the Chief Executive Officer only. All trustees give their time freely and no trustee remuneration was paid in this or the previous year. The total employee benefits of the key management personnel of the charity were £53,903 (2021: £5,428, together with an additional £35,000 which was paid in consultancy fees relating to the interim CEO).

**Citizens Advice Swansea Neath Port Talbot Limited**  
**Notes on the accounts**  
**for the year ended 31 March 2022**

<b>8 Charity funds</b>	Balance b/f	Incoming	Outgoing	Transfers	Balance c/f
	£	£	£	£	£
Swansea - general advice	44,281	142,935	125,338	-	61,878
Swansea - Refugee resettlement	2,205	11,804	10,060	-	3,949
Swansea - fuel poverty	-	25,000	25,222	222	-
Welsh Government:					-
- Advicelink -Debt & other specialist advice	29,877	289,438	268,031	-	51,284
- Advicelink - Community Focus	40,167	382,887	362,081	(4,980)	55,993
- Advicelink - Test and Learn	30,706	60,000	49,375	-	41,331
- Advicelink - Pension Credit	20,919	30,000	20,147	-	30,772
- Advicelink - Employment Advice	-	10,000	7,721	-	2,279
- Advicelink - Claim What's Yours	-	13,500	11,387	-	2,113
- Better Advice, Better Lives	25,858	-	9,311	-	16,547
- Communities Focus	4,244	-	-	-	4,244
- Frontline Advice	9,568	-	-	-	9,568
- Money Advice Service	9,758	-	-	(9,758)	-
- redundancy reserve	17,898	-	-	-	17,898
Swansea Council for Voluntary Service					
- Integrated Care Fund	2,770	-	2,065	-	705
Swansea Bay Health Board - health outreach	13,510	27,395	25,095	-	15,810
Citizens Advice - Help to Claim	20,629	73,374	52,540	-	41,463
Community Foundation - Covid fund	11,269	-	10,422	-	847
BEIS - remote working fund	3,433	-	2,742	-	691
Big Lottery- Making Sense of Money	2,781	-	2,793	12	-
People's Postcode Lottery	1,643	-	-	-	1,643
LIPSS partnership	-	32,650	32,515	-	135
NHS Charities Together	-	55,078	49,404	-	5,674
Partnership Work	-	15,000	10,000	-	5,000
<b>Total Restricted Funds</b>	<b>291,517</b>	<b>1,169,061</b>	<b>1,076,249</b>	<b>(14,504)</b>	<b>369,825</b>
<b>Unrestricted Funds</b>	<b>394,492</b>	<b>101,593</b>	<b>65,669</b>	<b>14,504</b>	<b>444,920</b>
<b>Total Funds</b>	<b>686,009</b>	<b>1,270,654</b>	<b>1,141,918</b>	<b>-</b>	<b>814,745</b>

**Citizens Advice Swansea Neath Port Talbot Limited**  
**Notes on the accounts**  
**for the year ended 31 March 2022**

<b>8 Charity funds - previous year</b>	Balance b/f	Incoming	Outgoing	Transfers	Balance c/f
	£	£	£	£	£
Swansea - general advice	6,766	167,450	129,936	-	44,281
Swansea - Refugee resettlement	-	13,971	11,766	-	2,205
Welsh Government:					
- Advicelink -Debt & other specialist advice	16,370	304,439	290,931	-	29,877
- Advicelink - Community Focus	24,003	385,998	369,833	-	40,167
- Advicelink - Test and Learn	-	59,591	28,885	-	30,706
- Advicelink - Pension Credit	-	29,660	8,742	-	20,919
- Better Advice, Better Lives	25,858	-	-	-	25,858
- Communities Focus	4,244	-	-	-	4,244
- Frontline Advice	9,568	-	-	-	9,568
- Money Advice Service	9,758	-	-	-	9,758
- redundancy reserve	17,898	-	-	-	17,898
Swansea Council for Voluntary Service					
- Integrated Care Fund	4,118	46,160	47,508	-	2,770
Swansea Bay Health Board - health outreach	3,079	27,395	16,964	-	13,510
Citizens Advice - Help to Claim	14,613	103,854	97,838	-	20,629
Community Foundation - Covid fund	-	15,400	4,131	-	11,269
BEIS - remote working fund	-	8,870	5,437	-	3,433
Big Lottery- Making Sense of Money	1,557	7,500	6,276	-	2,781
People's Postcode Lottery	1,643	-	-	-	1,643
<b>Total Restricted Funds</b>	<b>139,475</b>	<b>1,170,288</b>	<b>1,018,247</b>	<b>-</b>	<b>291,517</b>
<b>Unrestricted Funds</b>	<b>370,614</b>	<b>83,539</b>	<b>59,661</b>	<b>-</b>	<b>394,492</b>
<b>Total Funds</b>	<b>510,089</b>	<b>1,253,827</b>	<b>1,077,908</b>	<b>-</b>	<b>686,009</b>

# Citizens Advice Swansea Neath Port Talbot Limited

## Notes on the accounts

### for the year ended 31 March 2022

Fund name	Purpose of restriction
Swansea - general advice	provided by the City and County of Swansea to support local Citizens Advice delivery within the county.
Swansea - Refugee resettlement	delivery of welfare benefits support and debt advice as part of the refugee resettlement programme.
Swansea - fuel poverty	funded by Swansea Council Tackling Poverty Team and administered by CASNPT only applicable to residents living within the City and County of Swansea; covers the issue of emergency vouchers for those on pre-payment meters.
Welsh Government:	
Advicelink-Debt & other specialist advice	to ensure people have access to specialist advice and support in relation to services providing benefits, debt, housing, employment and discrimination rights advice.
Advicelink - Community Focus	for the delivery of social welfare information and advice up to and including generalist advice. Transfers relate to assets purchased and capitalised during the year.
Advicelink - Test and Learn	welfare benefits take-up campaign to raise awareness around income maximisation and access to information and practical support.
Advicelink - Pension Credit	supporting a Pension Credit uptake campaign with overarching reach across Local Authority and Third sector services.
Advicelink - Employment Advice	preparation and delivery of financially focussed employment advice training to young people and advisers.
Advicelink - Claim What's Yours	Welsh Government campaign to support clients with income maximisation and benefit take-up.
Better Advice, Better Lives	ceased December 2019 - to provide advice in health centres on benefits take-up.
Communities Focus	ceased December 2019 - to fund advice work delivered in former Communities First clusters.
Frontline Advice	ceased December 2019 - to fund specialist welfare benefits advice.
Money Advice Service	ceased December 2019 - to fund debt advice services. The balance has been transferred, by agreement of the funder, to unrestricted reserves.

# Citizens Advice Swansea Neath Port Talbot Limited

## Notes on the accounts

### for the year ended 31 March 2022

redundancy reserve	redundancy liability reserve following cessation of previous money advice service.
Swansea Council for Voluntary Service: Integrated Care Fund	to work in four GP cluster areas with a focus on awareness, early intervention, prevention and wellbeing
Swansea Bay Health Board - health advice outreach	provided by Swansea Bay University Health Board to deliver services in local health centres.
Citizens Advice - Help to Claim	to provide support for Universal Credit claimants up to their first payments under that benefit.
Community Foundation - Covid fund	to assist in making the charity's premises ready and safe for customers and staff to return, when appropriate to do so.
BEIS - remote working fund	to enable the purchase of new equipment and associated costs to facilitate home working.
Big Lottery - Making Sense of Money	to help children, young people and adults to understand and manage their finances better.
People's Postcode Lottery	to provide additional IT equipment and part funding of staff hours to support people affected by the roll-out of Universal Credit.
LIPSS partnership	Litigants in person support strategy, to provide crucial legal services to litigants in person. NHS Charities Together to provide and expand our health outreach advice service.
Partnership work	development of referral partners, encouraging use of ReferNet and delivery of benefit awareness raising sessions

**Citizens Advice Swansea Neath Port Talbot Limited**  
**Notes on the accounts**  
**for the year ended 31 March 2022**

**9 Tangible assets**

	Website	Leasehold property improvements	Fixtures, Fittings & Equipment	Computer equipment	Total
<b>Cost</b>	£	£	£	£	£
At 1 April 2021	-	43,563	52,004	75,086	170,653
Additions	4,980	-	-	5,022	10,002
Disposals	-	-	-	-	-
At 31 March 2022	<u>4,980</u>	<u>43,563</u>	<u>52,004</u>	<u>80,108</u>	<u>180,655</u>
Depreciation					
At 1 April 2021	-	43,563	52,004	75,086	170,653
Depn reversed re. disposals	-	-	-	-	-
Charge for year	138	-	-	558	696
At 31 March 2022	<u>138</u>	<u>43,563</u>	<u>52,004</u>	<u>75,644</u>	<u>171,349</u>
<b>Net book value</b>					
At 31 March 2022	<u>4,842</u>	<u>-</u>	<u>-</u>	<u>4,464</u>	<u>9,306</u>
At 31 March 2021	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>

**10 Debtors and prepayments 2022**

	2022	2021
	£	£
Debtors (including accrued income)	14,911	227,707
Prepayments	29,673	23,257
	<u>44,584</u>	<u>250,964</u>

**11 Cash at bank and in hand 2022**

	2022	2021
	£	£
Cash at bank	815,201	542,156
Cash in hand	204	204
	<u>815,405</u>	<u>542,360</u>

**12 Creditors and accruals 2022**

	2022	2021
	£	£
Social security and other taxes	16,290	16,999
Creditors	6,021	6,351
Accruals and deferred income	32,238	83,965
	<u>54,549</u>	<u>107,315</u>

**Citizens Advice Swansea Neath Port Talbot Limited**  
**Notes on the accounts**  
**for the year ended 31 March 2022**

**13 Related party transactions**

There were transactions between CASNPT and the National Association of Citizens Advice Bureaux in relation to insurance, IT support and information services.

**14 Operating leases**

Expected future minimum lease payments over the remaining life of the lease, analysed into the period in which the commitment expires:

*Land and Property*

	2022	2021
	£	£
Within one year	39,000	39,000
In the second to fifth years inclusive	<u>3,526</u>	<u>42,633</u>
	<u>42,526</u>	<u>81,633</u>

*Office Equipment*

	£	£
Within one year	-	1,440
In the second to fifth years inclusive	<u>-</u>	<u>1,440</u>
	<u>-</u>	<u>2,880</u>

# Citizens Advice Swansea Neath Port Talbot Limited

## Statement of Financial Activities including comparatives for all funds (including summary income and expenditure account) for the year ended 31 March 2022

	2022 unrestricted Funds £	2021 unrestricted Funds £	2022 Restricted funds £	2021 Restricted funds £	2022 Total Funds £	2021 Total Funds £
<b>Income</b>						
Donations and legacies	400	-	-	-	400	-
Grants - Charitable activities	101,023	81,826	1,169,061	1,170,288	1,270,084	1,252,114
Other trading activities	-	-	-	-	-	-
Investments	119	295	119	-	-	295
Other	51	1,418	-	-	51	1,418
<b>Total income</b>	<b>101,593</b>	<b>83,539</b>	<b>1,169,061</b>	<b>1,170,288</b>	<b>1,270,654</b>	<b>1,253,827</b>
<b>Expenditure</b>						
Salaries, NI & Pension	54,484	41,132	875,764	824,152	930,248	865,284
Other staff volunteer costs	2	5,449	6,318	36,708	6,320	42,157
Recruitment	-	2,957	52	5,803	52	8,760
Travel, training and refreshments	870	1,353	9,206	4,970	10,076	6,323
Computer expenses	177	214	7,614	13,284	7,791	13,498
Insurance	998	817	11,884	10,603	12,882	11,420
Office equipment expense	122	86	8,680	2,126	8,802	2,212
Postage, printing and stationery	787	451	12,284	6,229	13,071	6,680
Publicity and promotion	-	-	71	-	71	-
Subscriptions and reference materials	1,345	322	21,233	14,808	22,578	15,130
Telephone & Communications	1,051	1,355	12,608	20,594	13,659	21,949
Finance management	363	354	4,003	4,345	4,366	4,699
Interpretative and translation services	1	46	1,441	460	1,442	506
Cleaning, repairs & maintenance	472	277	6,261	4,402	6,733	4,679
Heat & light	324	431	4,279	6,089	4,603	6,520
Rent, service charges and water	4,199	3,443	55,804	48,605	60,003	52,048
Room hire	-	-	-	228	-	228
Bank charges	9	31	87	38	96	69
Accountancy and audit fees	397	310	4,621	4,550	5,018	4,860
Legal and HR consultancy fees	9	633	109	9,270	118	9,903
Payments to partners	-	-	33,000	-	33,000	-
Other costs	-	-	292	982	292	982
Depreciation	58	-	638	-	696	-
<b>Total expenditure</b>	<b>65,668</b>	<b>59,661</b>	<b>1,076,249</b>	<b>1,018,246</b>	<b>1,141,917</b>	<b>1,077,907</b>
<b>Net income / (expenditure)</b>	<b>35,925</b>	<b>23,878</b>	<b>92,812</b>	<b>152,042</b>	<b>128,737</b>	<b>175,920</b>
<b>Transfers between funds</b>	<b>14,504</b>		<b>-14,504</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Net movement in funds</b>	<b>50,429</b>	<b>23,878</b>	<b>78,308</b>	<b>152,042</b>	<b>128,737</b>	<b>175,920</b>
<b>Fund balances brought forward</b>	<b>394,492</b>	<b>370,614</b>	<b>291,517</b>	<b>139,475</b>	<b>686,009</b>	<b>510,089</b>
<b>Fund balances carried forward</b>	<b>444,921</b>	<b>394,492</b>	<b>369,825</b>	<b>291,517</b>	<b>814,746</b>	<b>686,009</b>

**CITIZENS ADVICE SWANSEA NEATH PORT TALBOT LIMITED**

England & Wales - Charity number 518825

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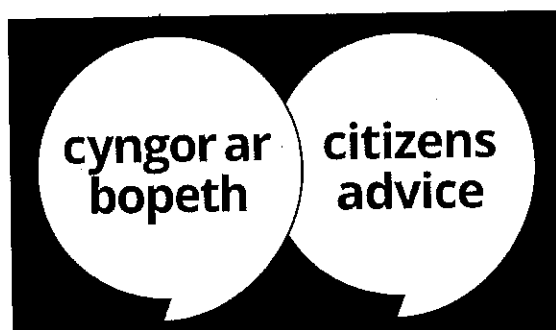
# Accounts

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**Citizens Advice**

**Swansea Neath Port**

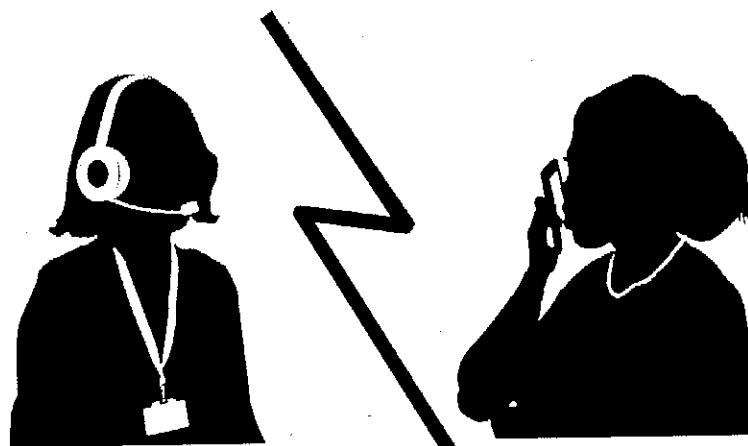
**Talbot Limited**



## **Report of the Trustees**

**and Audited Financial Statements**

**for the year ended 31 March 2021**



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## **Our value to society**

For every £1 invested in our service in 2019/20, we generated:

**£2.84**

**in savings to government  
and public services (fiscal  
benefits)**

**Total: £1,738,934**

**£22.75**

**in wider economic and  
social benefits (public  
value)**

**Total: £13,943,004**

**£25.60**

**in financial value to the  
people we help (specific  
outcomes to individuals)**

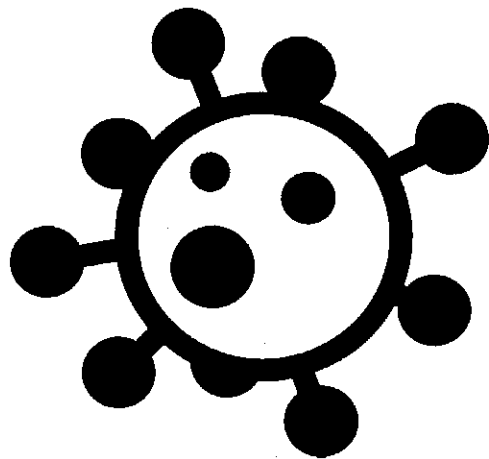
**Total: £15,684,565**

*All data from Citizens Advice National Impacts & Outcomes Research 2020*

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## **How the pandemic is affecting the people we help**

- ❖ **Over 50% said the pandemic had an effect on their problem**
- ❖ **20% said their problem came about as a direct result of the pandemic**
- ❖ **50% felt that the pandemic had affected their ability to deal with their problem.**



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# What our clients were saying

The help which was provided was very professional and expertise was clearly evident in the advice which was given. I feel reassured that when you find yourself in difficulty citizens advice will help.

*"Due to the Covid virus my last appointment was by necessity carried out over the phone. Despite this the advice I was given was excellent and was followed up by sending me the necessary paperwork to complete what I needed to do.*

*CAB is fulfilling a vital role in these difficult times"*

They were very helpful and supportive, when i needed help. If it wasn't for citizens advise, I don't know what I would have done. Thank you for all your help.



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## Chair's Review of the Year

The 12 months to March this year proved to be a significant year for us. We quickly adapted to a new way of working following the coronavirus lockdown; a special thanks to all our staff and volunteers for making this happen and us being able to continue to provide essential advice though not face to face. As soon as regulations permit we will be resuming our service from the office in Swansea and our outreach centres throughout Swansea and Neath Port Talbot.

We continued to operate without a Chief Executive for most of the year; we are extremely grateful for Greg Thomas becoming our interim Chief Executive from May, 2020 until March 2021, when he handed over to our new Chief Executive, Caroline Newman. Caroline has quickly established herself with the organisation.

There has been a considerable change within our Trustee Board. A number resigned for health and personal reasons and whilst we are very grateful for their input to the working of Citizens Advice locally, we were pleased to welcome a number of new trustees. The Trustee Board is now larger than it has been in recent years, with Trustees having various skills and knowledge that already are benefiting the organisation.

I have been Chair since 2015. The Constitution rightly restricts the term of office, and this is 6 years. There was an Extraordinary General Meeting in March which extended my term of office until March, 2022 at the latest. It is planned for a new Chair to be appointed by the end of 2021. Whilst I will continue to be a member of the Trustee Board, this Annual Report is an opportunity to thank all staff, volunteers, and funders (as well as local MPs, Senedd Members, Councillors and third sector organisations) for their support and commitment to Citizens' Advice not only during the last 12 months but for the last few years as well.

This Annual Report demonstrates our commitment to the communities of Swansea and Neath Port Talbot, provides evidence of value for money and indicates our wish to strive to further develop and adapt our services in the years ahead.

Chris Mann - Chair

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## Report of the Trustees

The Trustees (who are also the Directors of the charity for the purpose of Companies Act 2006) present their report and the financial statements for the year ended 31 March 2020. The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

### 1. Reference and Administrative Details

**Charity Name:** Citizens Advice Swansea Neath Port Talbot Limited

**Charity Registration:** 518825

**Company Registration:** 1702827

**Financial Conduct Authority:** 617762

**Registered Office:** Second Floor, City Gates, Wind Street, Swansea, SA1 1EE

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**Chief Executive Officer:** Caroline Newman (from February 2021)

**Interim Chief Executive Officer:** Greg Thomas (from May 2020-February 2021)

**Banks:** Charities Aid Foundation (CAF); Charities Official Investment Fund (COIF)

**Statutory Auditors:** Bevan Buckland LLP

**Website:** [www.citizensadviceSNPT.org.uk](http://www.citizensadviceSNPT.org.uk)

The Directors/Trustees of the charity during the financial year 2020-21, and up to and including the date the report was approved were:

Director/Trustee	Role	Elected By	Date First Elected	Date Resigned
Chris Mann	Chair	AGM	10/13	
Dylan Williams	Vice Chair/Treasurer	AGM	03/19	
Sandra Beveridge	Trustee	AGM	09/19	
Nita Sparkes	Trustee	EGM	09/19	
Nicola Matthews	Trustee	EGM	03/21	
Geoff Lee	Trustee	EGM	03/21	
Alex Latham-Gambi	Trustee	EGM	03/21	
Richard Bayliss	Trustee	Trustee Board	04/21	
Sonya Dougherty	Co-opt	Trustee Board	04/21	
David Jones	Co-opt	Trustee Board	04/21	
Guy Wendon	Co-opt	Trustee Board	04/21	
Bethan Hopkins	Trustee	AGM		11/20
Edward Roberts	Vice Chair	AGM		01/21
Greg Thomas	Treasurer	AGM		05/20
Andrea Williams	Trustee	Trustee Board		07/20

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## 2. Structure, Governance and Management

The charity is a company limited by guarantee and was formed on 25 February 1983. It is governed by its memorandum and articles of association, as amended on 6 September 2017. It was registered as a charity on 30 June 1987. The liability of the members in the event of the company being wound up is limited to a sum not exceeding £1. At 31 March 2021 the company had 33 individual members and 3 organisational members (2020 - 38 and 16).

### ***Organisational Structure***

Citizens Advice Swansea Neath Port Talbot (CASNPT) is governed by its trustee board which is responsible for setting the strategic direction of the organisation and for monitoring and scrutinising its progress and performance against agreed objectives. The trustees carry the ultimate responsibility for the conduct of CASNPT and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet at least quarterly and delegate the day-to-day operation of the organisation to the Chief Executive Officer (CEO) and a senior management team. The trustee board is independent from management.

A group of trustees, known as the 'Officers' Group', comprising the Chair, Vice Chair, Treasurer and another trustee on rotation, meets in between each board meeting and reports back recommendations for consideration on issues delegated to it by the trustee board on specific areas of the organisation's business. The Officers' Group has Terms of Reference which are regularly reviewed. Currently the same director holds the post of Vice Chair and Treasurer.

### ***Recruitment and Appointment of Trustees***

The trustees are elected from the local community and must either reside, work or have an interest in the areas covered by the service. A selection panel comprising trustees and the CEO, and chaired by the Chair of trustees, undertakes the interviewing of all potential new board members. A separate process agreed by the trustee board is followed for the election of Chair, which may include co-options from outside of the board itself. Each panel then reports its recommendations for co-option or election at the following trustee board/AGM for approval. **No** other persons or bodies external to the charity are entitled to appoint persons to the trustee board.

### ***Induction of Trustees***

Newly appointed trustees are provided with an induction to CASNPT through meetings with staff and the Chair, and mentoring by established trustees. All trustees have access to Citizens Advice online services and information, and are

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encouraged to attend national Citizens Advice meetings and conferences and to partake in training.

### ***Related Parties***

CASNPT is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of CASNPT in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and local authority departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity, they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

### ***Risk management***

CASNPT operates a corporate risk management process, with a risk management strategy and risk register agreed and regularly reviewed by the trustee board. The trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end CASNPT continually monitors and manages its risk, reviewing the corporate risk register and ensuring action plans are in place to mitigate clearly defined risk areas.

A major external risk is that of the loss of funding. The effects of this are mitigated by the procedures in place, including diversification of funding streams. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

The charity's previous Chief Executive resigned in November 2019 and, in the remainder of that financial year, day to day leadership and operational management was undertaken by the remaining members of the senior management team, supported by the Chair of the board of trustees. An interim Chief Executive was appointed in May 2020, and successfully steered the charity through until February 2021, when Caroline Newman was appointed as CEO following a rigorous recruitment process.

In the previous year, the charity was involved in two employment claims, for which it engaged the services of professional independent HR consultants and

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employment lawyers through its insurers. We are pleased to report that all outstanding claims have now been resolved satisfactorily.

### **3. Objectives and Activities**

#### ***The charity's objects***

The Charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in the City and County of Swansea and Neath Port Talbot County Borough Council and surrounding areas (the 'area of benefit').

#### ***The charity's main activities***

CASNPT provides free, confidential, impartial and independent advice and information as part of meeting the two service wide aims:

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

While this involves providing advice and information to members of the public, an essential aspect of the role of Citizens Advice is to exercise a responsible influence on the development of policies and services and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively, through research, media and campaigning work.

#### ***Public Benefit***

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the local Citizens Advice service during the year. The trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

The principal activity of CASNPT remains the provision of free, confidential, independent and impartial advice and information for members of the public. This is provided through one central office location in Swansea city centre and through multiple outreach locations hosted by partner organisations across the counties of Neath Port Talbot and Swansea. In addition to generalist advice the following specialist advisory services were provided:

- I. Specialist Welfare Benefit throughout Wales through the medium of telephone;

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- II. Specialist Debt provision through the undertaking of Debt Relief Order applications by Approved Intermediaries employed by CASNPT;
  - III. Outreach services funded by the Local Health Board and Welsh Government;
  - IV. Advice to first-time Universal Credit claimants through the Help to Claim service.

Advisory services under usual circumstances are provided through face-to-face consultations, telephone advice lines and various outreach services at community centres throughout the area of benefit. However, in March 2020, as the result of a pandemic, the decision was taken to deliver all services remotely via email, and telephone, with only a skeleton staff attending the office on a regular basis.

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## **Our value to the community of Swansea, Neath Port Talbot**

Our savings to the public purse included:



**£686,127 saved by local authorities, through reducing homelessness.**



**£273,878 Was saved for the NHS - by reducing use of mental health and GP services.**



**We supported clients in writing off debts of £1,752,397**



**We saved DWP £512,405 by helping to keep people in work.**

We value the funding that the Welsh Government, City and County of Swansea and Neath Port Talbot County Borough Council gives us each year and we want to give the best possible value for the money invested.

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## 4 Achievements and Performance

In 2020/2021 CASNPT dealt with a total of 20,606 different client issues, from 5,658 clients (2019/20: 20,251 client issues with 5,749 clients).

Over the course of the year 11128 calls from clients were dealt with via our local line and 6377 email contacts via [help@citizensadviceasnpt.org.uk](mailto:help@citizensadviceasnpt.org.uk)

The 'top three' issues that clients required assistance with were Benefits and Tax Credits (43%), Debt (22%) and Universal Credit (21%), although clients also came to us with issues relating to housing and employment with financial capability becoming more relevant as the outcome of furlough and job loss during the lockdown impacted.

We continued to assist clients challenging and appealing benefit claims like Personal Independence Payment (PIP) but help with applications for the Discretionary Assistance Fund (DAF) and foodbank vouchers increased during the pandemic.

Throughout the year, we also advised a significant number of clients with issues related to welfare benefits and the effects of welfare reform changes, specifically in respect of Universal Credit and Employment and Support Allowance, which continue to have the greatest impact.

Over the course of the year through our work we assisted in providing confirmed income gains for our clients totalling £5,678,573 (2019/20 £5,443,680) and we were also successful in writing off debts to the value of £1,752,397 and in rescheduling debts amounting to £226,238 in total.

We have continued to work closely with our funders, including both Local Authorities, the Welsh Government and Swansea Bay University Health Board, providing vital services. In a normal year this would have entailed delivery from some 33 venues, in the Swansea Bay region but from 23 March 2020, all staff were mobilised to a home working model where all our appointments were conducted by phone or by video.

We were also successful in attracting funding designed to support resilience during the pandemic. Some of this funding enabled us to purchase appropriate technology to support our staff such as soft phones, Wi-Fi boosters, additional IT equipment and to maintain a safe office environment for the backroom staff still based there.

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We have supported clients in 15 different languages on over 150 separate occasions this year, including British Sign Language, Farsi, Polish, Mandarin, Spanish, French and Bengali.

In addition to our service delivery we have continued to invest in our campaigning and research work. Over the past year we continued with our "Holding on to Gains" work in partnership with Darlington Citizens Advice, reviewing the impact of the £20pw uplift in Universal Credit, looking into its impact on the local economy and the wider benefits this provides. We have been actively engaged in Black Lives Matters and Black History 365 and participated in the Public Health Wales "Improving the identification of emerging vulnerability and support needs in Wales" research project.



This year we became a living wage employer.

We have also continued to contribute to national campaigns carried out by Citizens Advice including raising awareness of scams and buy now pay later schemes.

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## Who have we helped?

### We helped

5658 unique clients  
With 20606 Issues

### Top 5 issues

Benefits & tax credits 43%  
Debt 22%  
Universal Credit 21%  
Financial Services/Capability 9%  
Employment 6%

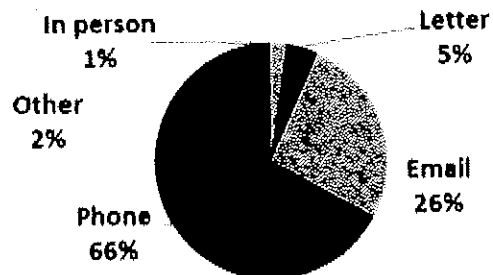
53% of our clients said they were disabled or had a long-term health problem



57% female  
42% male  
0.1% not disclosed

8% described themselves as Black, Asian or Mixed ethnicity

### CONTACT CHANNEL



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## **5. Financial Review**

The net income for the year was £175,920, including net income of £23,878 on unrestricted funds and net income of £152,042 on restricted funds. At 31 March 2021, total reserves were £686,009, of which £291,517 represented balances on restricted funds (2019/20: £510,089 total with £139,475 restricted).

### ***Reserves policy***

It is the charity's policy that funds not presently committed or invested in tangible fixed assets should be maintained at the equivalent of a minimum of four and a maximum of six months' expenditure in general unrestricted funds in order for CASNPT to continue to pursue its activities should there be a period of reduced income. This is also considered prudent in the light of funding which is received in arrears.

The charity's free reserves, excluding fixed assets, at the year-end totalled £394,492. Trustees resolved to designate a further £20,000 towards possible future relocation of its Swansea premises, making a total of £40,000 designated for this purpose at the end of March 2021. In last year's accounts, £90,000 had also been designated as a contingency towards the potential costs of prevailing employment disputes. However, following the resolution in turn of all these cases, this amount was returned to general unrestricted reserves. At 31 March 2021 therefore, general unrestricted reserves amounted to £354,492. This amounts to 3.7 months' budgeted expenditure, and further funding opportunities will be sought to increase general free reserves to at least the lower threshold of the reserves policy. It does represent a significant improvement on the position twelve months earlier, when free reserves were equivalent to 3 months' budgeted expenditure.

### ***Principal Funding Sources***

The trustees extend their gratitude to the city and County of Swansea and to Neath Port Talbot County Borough Council, who continue to support the core operating capacity of the charity. Additionally, project-specific funding was received, in particular from the Welsh Government, via national Citizens Advice and Swansea Bay University Health Board.

### ***Investment Policy***

As required in its Articles (clause 3.19), in furtherance of its objects, and for no other purposes, the charity has the power to invest the monies of the charity not immediately required for its purpose in or upon such investments, securities or property as may be thought fit, subject nevertheless to such

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conditions and such consents as may for the time being be imposed or required by law. At the balance sheet date, the charity had a long term deposit account with Charities Official Investment Fund (COIF), but trustees have resolved to divest further funds currently held entirely in CAF Bank in order both to spread the risk of holding excess amounts in one institution and to seek an improved return on deposits held.

## **6. Future Plans**

CASNPT aims continually to improve access to our services through extending and increasing the provision on offer with a particular focus on supporting the most disadvantaged and vulnerable members of the communities in which we work.

Current preparation involves planning for a return to face to face delivery in a manner that is safe for staff and clients alike.

Our Business Plan for 2021-2024 identifies our 5 Strategic Priorities as a key organisation working across the counties of Neath Port Talbot and Swansea:

- i. *Being recognised as the leading organisation for advice, guidance and support in order to improve peoples' lives*
- ii. *Developing stronger partnerships as opportunities arise*
- iii. *Collecting user experience, collating data and evidence of impact*
- iv. *Achieving long term sustainability as an organisation*
- v. *Championing Equality*

Each priority is underpinned by a delivery action plan that focuses on 'how' we will achieve them and 'how' we will measure our success; ensuring that these are shared and reviewed with internal and external stakeholders on a quarterly and an annual basis.

In our service delivery we plan to expand our work with Swansea Bay University Health Board, working with Social prescribers to help reduce unnecessary demand on clinical services and re-start our Making Sense of Money sessions working with groups of young people to increase their financial literacy.

Our research and campaigns team will continue to push for retaining the Universal Credit uplift and undertake a piece of work commissioned by the Welsh Government, to provide a comprehensive picture of the current level of knowledge and awareness of the meaning of Public Funds and No Recourse to Public Funds and with those directly affected, better understand the lived

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experience and impact of having NRPF and develop clear and robust guidance to support people with NRPF.

## **7. Statement of Trustees Responsibilities**

The Trustees (who are also the directors for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards.

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

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

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity 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 Statement of Recommended Practice: Accounting and Reporting by Charities (Charities SORP (FRS102)), and in accordance with the special provisions of the Companies Act 2006 relating to small companies.



Signed on behalf board of Trustees on 31st August  
2021

Chris Mann, Chair of Trustees.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF  
CITIZENS ADVICE SWANSEA NEATH PORT TALBOT LIMITED**

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**Opinion**

We have audited the financial statements of Citizens Advice Swansea Neath Port Talbot (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006

**Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

**Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF  
CITIZENS ADVICE SWANSEA NEATH PORT TALBOT LIMITED**

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Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

**Other information**

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

**Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF  
CITIZENS ADVICE SWANSEA NEATH PORT TALBOT LIMITED**

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**Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit

**Responsibilities of trustees**

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

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

**Our responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF  
CITIZENS ADVICE SWANSEA NEATH PORT TALBOT LIMITED**

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guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

**Extent to which the audit was considered capable of detecting irregularities, including fraud**

We identify and assess the risks of material misstatement of the Financial Statements, whether due to fraud or error, and then, design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

We discussed our audit independence complying with the Revised Ethical Standard 2019 with the engagement team members whilst planning the audit and continually monitored our independence throughout the process.

**Identifying and assessing potential risks related to irregularities.**

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- enquiring of management, including obtaining and reviewing supporting documentation, concerning the Charity's policies and procedures relating to:
  - identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non-compliance;
  - detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
  - the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF  
CITIZENS ADVICE SWANSEA NEATH PORT TALBOT LIMITED**

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- discussing among the engagement team how and where fraud might occur in the financial statements and any potential indicators of fraud.
- obtaining an understanding of the legal and regulatory frameworks that the Charity operates in, focusing on those laws and regulations that had a direct effect on the financial statements or that had a fundamental effect on the operations of the Charity, The key laws and regulations we considered in this context included the UK Companies Act and relevant tax legislation.

**Audit response to risks identified**

In addition to the above, our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with relevant laws and regulations;
- enquiring of management concerning actual and potential litigation and claims; performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- reading minutes of meetings of those charged with governance;
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments;
- assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and
- evaluating the operational rationale of any significant transactions that are unusual or outside the normal course of operations.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities).

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF  
CITIZENS ADVICE SWANSEA NEATH PORT TALBOT LIMITED**

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This description forms part of our Report of the Independent Auditors.

**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Harri Lloyd Davies (Senior Statutory Auditor)

for and on behalf of Bevan Buckland LLP Chartered Accounts and Statutory Auditors

Ground Floor

Cardigan House

Castle Court

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Swansea Enterprise Park

Swansea

SA7 9LA

Date: 31/8/2021 .....

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## Citizens Advice Swansea Neath Port Talbot Limited

### Statement of Financial Activities Year Ended 31<sup>st</sup> March 2021 Incorporating Income and Expenditure Account

	Notes	2021 Unrestricted funds £	2021 Restricted funds £	2021 Total funds £	2020 Total funds £
<b>Income and endowments from:</b>					
Donations and legacies	(2)	-	-	-	326
Grants - Charitable activities	(3)	81,826	1,170,288	1,252,114	1,102,908
Other trading activities	(4)	-	-	-	330
Investments	(5)	295	-	295	1,292
Other		1,418	-	1,418	1,362
<b>Total Income</b>		<b>83,539</b>	<b>1,170,288</b>	<b>1,253,827</b>	<b>1,106,218</b>
<b>Expenditure on:</b>					
Charitable activities		59,661	1,018,246	1,077,907	976,478
<b>Total expenditure</b>		<b>59,661</b>	<b>1,018,246</b>	<b>1,077,907</b>	<b>976,478</b>
<b>Net Income / (expenditure)</b>		<b>23,878</b>	<b>152,042</b>	<b>175,920</b>	<b>129,740</b>
<b>Net movement in funds</b>		<b>23,878</b>	<b>152,042</b>	<b>175,920</b>	<b>129,740</b>
<b>Fund balances brought forward</b>		<b>370,614</b>	<b>139,475</b>	<b>510,089</b>	<b>380,349</b>
<b>Fund balances carried forward</b>	(9)	<b>394,492</b>	<b>291,517</b>	<b>686,009</b>	<b>510,089</b>

All incoming resources and resources expended derive from continuing activities.

# Citizens Advice Swansea Neath Port Talbot Limited

## Balance Sheet as at 31 March 2021

as at 31 March 2021

	2021	2021	2021	2020
	Unrestricted	Restricted	Total	Total
	£	£	£	£
<b>Current assets</b>				
Debtors and prepayments	(10) 23,257	227,707	250,964	20,982
Cash at bank and in hand	(11) 425,900	116,460	542,360	540,661
<b>Total current assets</b>	<u>449,157</u>	<u>344,167</u>	<u>793,324</u>	<u>561,643</u>
<b>Current liabilities:</b>				
<b>amounts falling due within one year</b>				
Creditors and accruals	(12) 54,665	52,650	107,315	51,554
<b>Total current liabilities</b>	<u>54,665</u>	<u>52,650</u>	<u>107,315</u>	<u>51,554</u>
<b>Net current assets / (liabilities)</b>	<u>394,492</u>	<u>291,517</u>	<u>686,009</u>	<u>510,089</u>
<b>Total assets less current liabilities</b>	<u>394,492</u>	<u>291,517</u>	<u>686,009</u>	<u>510,089</u>
<b>Net assets</b>	<u>394,492</u>	<u>291,517</u>	<u>686,009</u>	<u>510,089</u>
<b>Funds</b>				
General Unrestricted funds	354,492	-	354,492	260,614
Designated funds	40,000	-	40,000	110,000
Restricted funds	-	291,517	291,517	139,475
<b>Total funds</b>	<u>394,492</u>	<u>291,517</u>	<u>686,009</u>	<u>510,089</u>

The trustees acknowledge their responsibilities for:

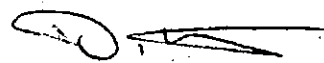
- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006, and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its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

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the Board on 1st September 2021 and signed on their behalf by:

Chair: Chris Mann

Treasurer: Dylan Williams

## Citizens Advice Swansea Neath Port Talbot Limited

### Statement of Cash flows for year ended 31<sup>st</sup> March 2021

	2021	2020
	£	£
<b>Cash flows from operating activities:</b>	<u>1,404</u>	<u>138,736</u>
<b>Net cash provided by (used in) operating activities</b>	<u>1,404</u>	<u>138,736</u>
<b>Cash flows from investing activities:</b>		
Dividends and interest	295	1,292
Purchase of tangible fixed assets	-	-
<b>Net cash provided by (used in) investing activities</b>	<u>295</u>	<u>1,292</u>
<b>Cash flows from financing activities:</b>		
Repayments on borrowing	-	-
Cash inflows from new borrowing	-	-
<b>Net cash provided by (used in) financing activities</b>	<u>-</u>	<u>-</u>
Change in cash and cash equivalents in the reporting period	1,699	140,028
Cash and cash equivalents at the beginning of the reporting period	<u>540,661</u>	<u>400,633</u>
<b>Cash and cash equivalents at the end of the reporting period</b>	<u>542,360</u>	<u>540,661</u>
<b>Reconciliation of net movement in funds to net cash flow from</b>	2021	2020
	£	£
Net movement in funds for the reporting period (as per	175,920	129,740
Adjustments for:		
Depreciation charges	-	-
Interest received	(295)	(1,292)
(Increase) / decrease in debtors	(229,982)	(3,368)
Increase / (decrease) in creditors	55,761	13,656
<b>Net cash provided by (used in) operating activities</b>	<u>1,404</u>	<u>138,736</u>
<b>Analysis of cash and cash equivalents</b>	2021	2020
	£	£
Cash at bank and in hand	542,360	540,661
Notice deposits (less than 30 days)	-	-
<b>Total cash and cash equivalents</b>	<u>542,360</u>	<u>540,661</u>

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## Notes to the financial statements for the year ended 31 March 2021

### 1. Accounting policies

**Basis of accounting** - These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by 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) and with the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102.

There has been no change to the accounting policies since last year.

No changes have been made to the accounts for previous years.

**Going Concern** - The trustees are satisfied that there are no material uncertainties about the charity's ability to continue.

**Incoming resources** - All incoming resources are included in the Statement of Financial Activities (SOFA) when the charity becomes entitled to the resources, it is more likely than not that the trustees will receive the resources and the monetary value can be measured with sufficient reliability.

- i. **Grants receivable** - Grants and donations are only included in the SOFA when the charity has unconditional entitlement to the resources. Grants received for a specific purpose and subject to conditions specified by the donor are treated as restricted funds. Revenue grants are credited directly to the Statement of Financial Activities (SoFA). Capital grants are released over the life of the assets in line with the depreciation policy. Where grants are related to performance and specific deliverables, they are accounted for as the charity earns the right to consideration by its performance.
- ii. **Bank interest** - Bank interest is included in the SoFA on a receivable basis.
- iii. **Other income** - Sales of services are included in the SoFA in the period to which they relate. Other income, including donations, gifts and covenants, is included as it is received.

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- iv. **Gifts and Intangible income** - In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public. This help and support is not included in the financial statements, but its value to the charity is acknowledged and disclosed in the trustees' report.
- v. **Deferred income** - Grants received in advance of the period to which the funder requires the expenditure to be applied are reflected in deferred income within the balance sheet.

**Expenditure and Liabilities** - Expenditure is recognised on an accrual basis as a liability is incurred. Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out the resources and the amount of the obligation can be measured with reasonable certainty.

All expenditure related to the provision of advice services is included within charitable expenditure.

Costs allocated between expenditure categories are on a basis designed to reflect their resource usage. Some costs are allocated directly to activities; other costs are apportioned, for example by staff time spent on the activity, or another equitable usage measure.

**Taxation** - As a charity the organisation benefits from rates relief and is generally exempt from income tax and capital gains tax but not from VAT. Irrecoverable VAT is included in the cost of those items to which it relates.

**Tangible Fixed Assets** - Tangible fixed assets costing more than £2,000 are capitalised and included at cost including any incidental expenses of acquisition. Gifted assets are shown at the value to the charity on receipt. Assets purchased from restricted funds are depreciated at 100% in the year of purchase, except for property, land and buildings, assuming a nil residual value. Assets purchased from unrestricted funds are depreciated over three years on a straight-line basis from the year of purchase, except for property, land and buildings, assuming a nil residual value.

**Pensions** - The charity operates a defined contribution scheme for the benefit of its employees, compliant with auto-enrolment legislation. The costs of contributions are recognised in the year they are payable.

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**Fund accounting** - Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity. Designated funds are unrestricted funds earmarked by the trustees for particular purposes. The use of such funds is at the trustees' discretion.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

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

**Leases** - Rental costs under operating leases are charged on a straight line basis over the lease term or to an earlier date if the lease can be determined without financial penalty.

**Debtors** - Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**Cash in the bank and in hand** - Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account

**Creditors and provisions** - Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

**Financial Instruments** - The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

<b>2 Donations and legacies</b>	2021 Unrestricted funds £	2021 Restricted funds £	2021 Total funds £	2020 Total funds £
General donations	-	-	-	326
	-	-	-	326
<b>3 Grants for charitable activities</b>	2021 Unrestricted funds £	2021 Restricted funds £	2021 Total funds £	2020 Total funds £
City & County of Swansea:				
- core funding	-	142,935	142,935	142,934
- Third Sector Broker	-	24,516	24,516	42,027
- Refugee Resettlement	-	13,971	13,971	3,416
Neath Port Talbot Borough Council - core	80,560	-	80,560	80,000
Welsh Government:				
- Advicelink - Debt & other specialist advice	-	304,438	304,438	71,167
- Advicelink - Community Focus	-	385,998	385,998	94,173
- Advicelink - Test and Learn	-	59,591	59,591	-
- Advicelink - Pension Credit	-	29,660	29,660	-
- Better Advice, Better Lives	-	-	-	113,743
- Communities Focus	-	-	-	90,000
- Frontline Advice	-	-	-	92,958
- Money Advice Service	-	-	-	136,944
- Money Advice Service redundancy reserve	-	-	-	17,898
Swansea Council for Voluntary Service				
- Integrated Care Fund	-	46,160	46,160	37,388
Swansea Bay Health Board - health outreach	-	27,395	27,395	27,395
Citizens Advice - Help to Claim	-	103,854	103,854	143,615
Community Foundation - Covid fund	-	15,400	15,400	-
BEIS - remote working fund	-	8,870	8,870	-
Big Lottery - Making Sense of Money	-	7,500	7,500	2,500
Miscellaneous small grants	1,266	-	1,266	6,750
	81,826	1,170,288	1,252,114	1,102,908
<b>4 Other trading activities</b>	2021 Unrestricted funds £	2021 Restricted funds £	2021 Total funds £	2020 Total funds £
Room hire	-	-	-	330
	-	-	-	330
<b>5 Investments</b>	2021 Unrestricted funds £	2021 Restricted funds £	2021 Total funds £	2020 Total funds £
Interest receivable	295	-	295	1,292
	295	-	295	1,292

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**6 Staff costs and numbers**

	2021	2020
	£	£
Gross salaries	765,304	675,011
Social security costs	60,802	53,783
Employment allowance	(4,000)	(3,000)
Pensions	43,178	39,267
	<u>865,284</u>	<u>765,061</u>

The average number of employees during the year was 37 (2020: 34).

The average number of employees during the year analysed by function was:

	2021	2020
	£	£
Advisers	27	23
Managers	4	5
Support and administration	6	6
	<u>37</u>	<u>34</u>

There were no employees with emoluments above £60,000.

**Defined contribution pension scheme**

	2021	2020
	£	£
Costs of the scheme to the charity for the year	43,178	39,267
Amount of any contributions outstanding at the year end	6,351	5,348

The charity contributes up to 6% of pensionable earnings as part of an auto-enrolment scheme to People's Pension which is open to all employees. There is no final salary scheme.

**7 Trustee expenses**

During the year no trustees were paid expenses in respect of travel and training (previous year: 2 trustees; £1,353).

**8 Key management personnel**

The key management personnel of the charity comprises the trustees and the Chief Executive Officer only. All trustees give their time freely and no trustee remuneration was paid in this or the previous year. The total employee benefits of the Chief Executive Officer were £5,428 (2020: £33,243). In addition, £35,000 was paid in consultancy fees relating to the Interim CEO (2020: £nil).

9 Charity Funds	Balance b/f at 1.4.20	Incoming	Outgoing	Transfers	Balance c/f at 31.3.21
	£	£	£	£	£
Swansea - general advice and Third Sector Broker	6,768	187,450	129,936	-	44,281
Swansea - Refugee resettlement Welsh Government:	-	13,971	11,788	-	2,205
- Advicelink - Debt & other specialist advice	16,370	304,439	290,931	-	29,877
- Advicelink - Community Focus	24,003	385,998	369,833	-	40,167
- Advicelink - Test and Learn	-	59,581	28,885	-	30,706
- Advicelink - Pension Credit	-	29,660	8,742	-	20,919
- Better Advice, Better Lives	25,858	-	-	-	25,858
- Communities Focus	4,244	-	-	-	4,244
- Frontline Advice	9,568	-	-	-	9,568
- Money Advice Service	9,758	-	-	-	9,758
- Money Advice Service redundancy reserve	17,898	-	-	-	17,898
Swansea Council for Voluntary Service	-	-	-	-	-
- Integrated Care Fund	4,118	46,180	47,508	-	2,770
Swansea Bay Health Board - health outreach	3,079	27,395	16,964	-	13,510
Citizens Advice - Help to Claim	14,613	103,854	97,838	-	20,629
Community Foundation - Covid fund	-	15,400	4,131	-	11,269
BEIS - remote working fund	-	8,870	5,437	-	3,433
Big Lottery - Making Sense of Money	1,557	7,500	6,276	-	2,781
People's Postcode Lottery	1,643	-	-	-	1,643
<b>Total Restricted Funds</b>	<b>139,475</b>	<b>1,170,288</b>	<b>1,018,248</b>	<b>-</b>	<b>291,517</b>
<b>Unrestricted funds</b>	<b>370,614</b>	<b>63,539</b>	<b>59,661</b>	<b>-</b>	<b>394,492</b>
<b>Total funds</b>	<b>510,089</b>	<b>1,253,827</b>	<b>1,077,907</b>	<b>-</b>	<b>686,009</b>

Charity Funds - comparative movement	Balance b/f at 1.4.19	Incoming	Outgoing	Transfers	Balance c/f at 31.3.20
	£	£	£	£	£
Swansea - general advice and Third Sector Broker	-	188,377	181,611	-	6,766
Welsh Government:	-	-	-	-	-
- Advicelink - Debt & other specialist advice	-	71,167	54,797	-	16,370
- Advicelink - Community Focus	-	94,173	70,170	-	24,003
- Better Advice, Better Lives	8,750	113,743	96,635	-	25,858
- Communities Focus	-	90,000	85,756	-	4,244
- Frontline Advice	-	92,958	83,390	-	9,568
- Money Advice Service	-	136,944	127,188	-	9,758
- Money Advice Service redundancy reserve	-	17,898	-	-	17,898
Swansea Council for Voluntary Service	-	-	-	-	-
- Integrated Care Fund	-	37,388	33,270	-	4,118
Swansea Bay Health Board - health outreach	-	27,395	24,316	-	3,079
Citizens Advice - Help to Claim	-	143,615	129,002	-	14,613
Big Lottery - Making Sense of Money	-	2,500	943	-	1,557
People's Postcode Lottery	1,643	-	-	-	1,643
<b>Total Restricted Funds</b>	<b>10,393</b>	<b>1,016,158</b>	<b>887,076</b>	<b>-</b>	<b>139,475</b>
<b>Unrestricted funds</b>	<b>369,956</b>	<b>90,060</b>	<b>89,402</b>	<b>-</b>	<b>370,614</b>
<b>Total funds</b>	<b>380,349</b>	<b>1,106,218</b>	<b>976,478</b>	<b>-</b>	<b>510,089</b>

## 9 Restricted funds (continued)

Fund name	Purpose of restriction
Swansea - general advice	provided by the City and County of Swansea to support local Citizens Advice delivery within the county,
Swansea - Third Sector Broker	to act as a referral agent to local voluntary groups to reduce social isolation.
Swansea - Refugee resettlement	delivery of welfare benefits support and debt advice as part of the refugee resettlement programme.
Welsh Government:	
- Advicelink - Debt & other specialist advice	to ensure people have access to specialist advice and support in relation to services providing benefits, debt, housing, employment and discrimination rights advice.
- Advicelink - Community Focus	for the delivery of social welfare information and advice up to and including generalist advice
- Advicelink - Test and Learn	welfare benefits take-up campaign to raise awareness around income maximisation and access to information and practical support.
- Advicelink - Pension Credit	supporting a Pension Credit uptake campaign with overarching reach across Local Authority and Third sector services.
- Better Advice, Better Lives	ceased December 2019 - to provide advice in health centres on benefits take-up.
- Communities Focus	ceased December 2019 - to fund advice work delivered in former Communities First clusters.
- Frontline Advice	ceased December 2019 - to fund specialist welfare benefits advice.
- Money Advice Service	ceased December 2019 - to fund debt advice services
- Money Advice Service redundancy reserve	redundancy liability reserve following cessation of previous money advice service.
Swansea Council for Voluntary Service	
- Integrated Care Fund	to work in four GP cluster areas with a focus on awareness, early intervention, prevention and wellbeing,
Swansea Bay Health Board - health outreach	
	provided by Swansea Bay University Health Board to deliver advice services in local health centres.
Citizens Advice - Help to Claim	
	to provide support for Universal Credit claimants up to their first payments under that benefit.
Community Foundation - Covid fund	
	to assist in making the charity's premises ready and safe for customers and staff to return, when appropriate to do so.
BEIS - remote working fund	
	to enable the purchase of new equipment and associated costs to facilitate home working.
Big Lottery - Making Sense of Money	
	to help children, young people and adults to understand and manage their finances better.
People's Postcode Lottery	
	to provide additional IT equipment and part funding of staff hours to support people affected by the roll-out of Universal Credit.

<b>10 Debtors and prepayments</b>	2021	2020
	£	£
Debtors (including accrued income)	227,707	-
Prepayments	23,257	20,982
	<u>250,964</u>	<u>20,982</u>
<b>11 Cash at bank and in hand</b>	2021	2020
	£	£
CAF bank current account	142,859	156,455
CAF bank deposit account	235,626	220,525
COIF Charities deposit fund	163,671	163,477
Petty cash	204	204
	<u>542,360</u>	<u>540,661</u>
<b>12 Creditors and accruals</b>	2021	2020
	£	£
Social security and other taxes	16,999	12,711
Creditors	6,351	5,348
Accruals and deferred income	83,965	33,495
	<u>107,315</u>	<u>51,554</u>

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**13 Related party transactions**

There were transactions between CASNPT and the National Association of Citizens Advice Bureaux in relation to Insurance, IT support and information services.

**14 Operating leases**

Expected future minimum lease payments over the remaining life of the lease, analysed into the period in which the commitment expires:

*Land and Property*

	2021	2020
	£	£
Within one year	39,000	39,000
In the second to fifth years inclusive	42,633	3,633
Over five years from the balance sheet date	-	-
	<u>81,633</u>	<u>42,633</u>

*Office Equipment*

	£	£
Within one year	1,440	1,603
In the second to fifth years inclusive	1,440	-
Over five years from the balance sheet date	-	-
	<u>2,880</u>	<u>1,603</u>

## Citizens Advice Swansea Neath Port Talbot Limited

### Statement of Financial Activities including comparatives for all funds (including summary income and expenditure account) for year ended 31 March 2021

	2021 Unrestricted funds £	2020 Unrestricted funds £	2021 Restricted funds £	2020 Restricted funds £	2021 Total funds £	2020 Total funds £
<b>Income</b>						
Donations and legacies	-	326	-	-	-	326
Grants - Charitable activities	81,826	86,750	1,170,288	1,016,158	1,252,114	1,102,908
Other trading activities	-	330	-	-	-	330
Investments	295	1,292	-	-	295	1,292
Other	1,418	1,362	-	-	1,418	1,362
<b>Total income</b>	<b>83,539</b>	<b>90,060</b>	<b>1,170,288</b>	<b>1,016,158</b>	<b>1,253,827</b>	<b>1,106,218</b>
<b>Expenditure</b>						
Salaries, NI & Pension	41,132	72,998	824,152	692,065	865,284	765,061
Other staff costs	5,449	353	36,708	5,309	42,157	5,662
Recruitment	2,957	214	5,803	1,424	8,760	1,638
Travel, training and refreshments	1,353	1,130	4,970	30,648	6,323	31,778
Computer expenses	214	557	13,284	26,788	13,498	27,345
Insurance	817	877	10,603	6,384	11,420	7,261
Office equipment expense	86	357	2,126	7,753	2,212	8,110
Postage, printing and stationery	451	1,125	6,229	8,373	6,680	9,498
Publicity and promotion	-	4	-	141	-	145
Subscriptions and reference materials	322	1,139	14,808	10,699	15,130	11,838
Telephone & Communications	1,355	953	20,594	15,318	21,949	18,271
Finance management	354	502	4,345	3,654	4,899	4,156
Interpretative and translation services	46	-	460	-	506	-
Cleaning, repairs & maintenance	277	765	4,402	7,559	4,679	8,324
Heat & light	431	933	6,089	6,756	6,520	7,689
Rent, service charges and water	3,443	6,348	48,605	54,732	52,048	61,080
Room hire	-	-	228	-	228	-
Bank charges	31	5	38	55	69	60
Accountancy and audit fees	310	533	4,550	4,415	4,860	4,948
Legal and HR consultancy fees	633	453	9,270	3,755	9,903	4,208
Trustee expenses	-	146	-	1,207	-	1,353
Other costs	-	12	982	41	982	53
<b>Total expenditure</b>	<b>59,661</b>	<b>89,402</b>	<b>1,018,246</b>	<b>887,076</b>	<b>1,077,907</b>	<b>976,478</b>
<b>Net income / (expenditure)</b>	<b>23,878</b>	<b>658</b>	<b>152,042</b>	<b>129,082</b>	<b>175,920</b>	<b>129,740</b>
<b>Net movement in funds</b>	<b>23,878</b>	<b>658</b>	<b>152,042</b>	<b>129,082</b>	<b>175,920</b>	<b>129,740</b>
<b>Fund balances brought forward</b>	<b>370,614</b>	<b>369,956</b>	<b>139,475</b>	<b>10,393</b>	<b>510,089</b>	<b>380,349</b>
<b>Fund balances carried forward</b>	<b>394,492</b>	<b>370,614</b>	<b>291,517</b>	<b>139,475</b>	<b>686,009</b>	<b>510,089</b>

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## Glossary of Acronyms used

- DWP** - Department of Work and Pensions
- PIP** - Personal Independence Payment.
- SOFA** - Statement of Financial Activities.
- SORP** - Statement of Recommended Practice.
- WG** - Welsh Government.