

# 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

# Index

Contents	Page
Chair's Statement	2
Introduction	3
Our Values	4
Impact report	4-5
Our Funding	6
Research and Campaigns	6
Volunteering	7
Wellbeing	8
Partnerships	9
Statement of Financial Activities	10
Future Plans	13
Financial Review	13
Reserves Policy	13
Statement of Trustees Responsibilities	14
Statutory Auditor's Report	15
Summary income and expenditure account	19
Balance Sheet	20
Statement of Cash Flows	21
Notes to the Accounts	22
Statement of Financial Activities including comparatives for all funds	32

## 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.



a

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

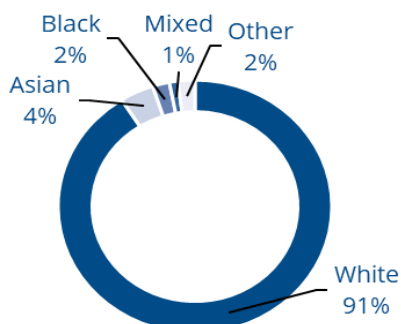
282 were 15-24  
 1,455 were 25-39  
 1,490 were 40-54  
 1,321 were 55-69  
 433 were 70-89  
 & 10 were 90+

### 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.

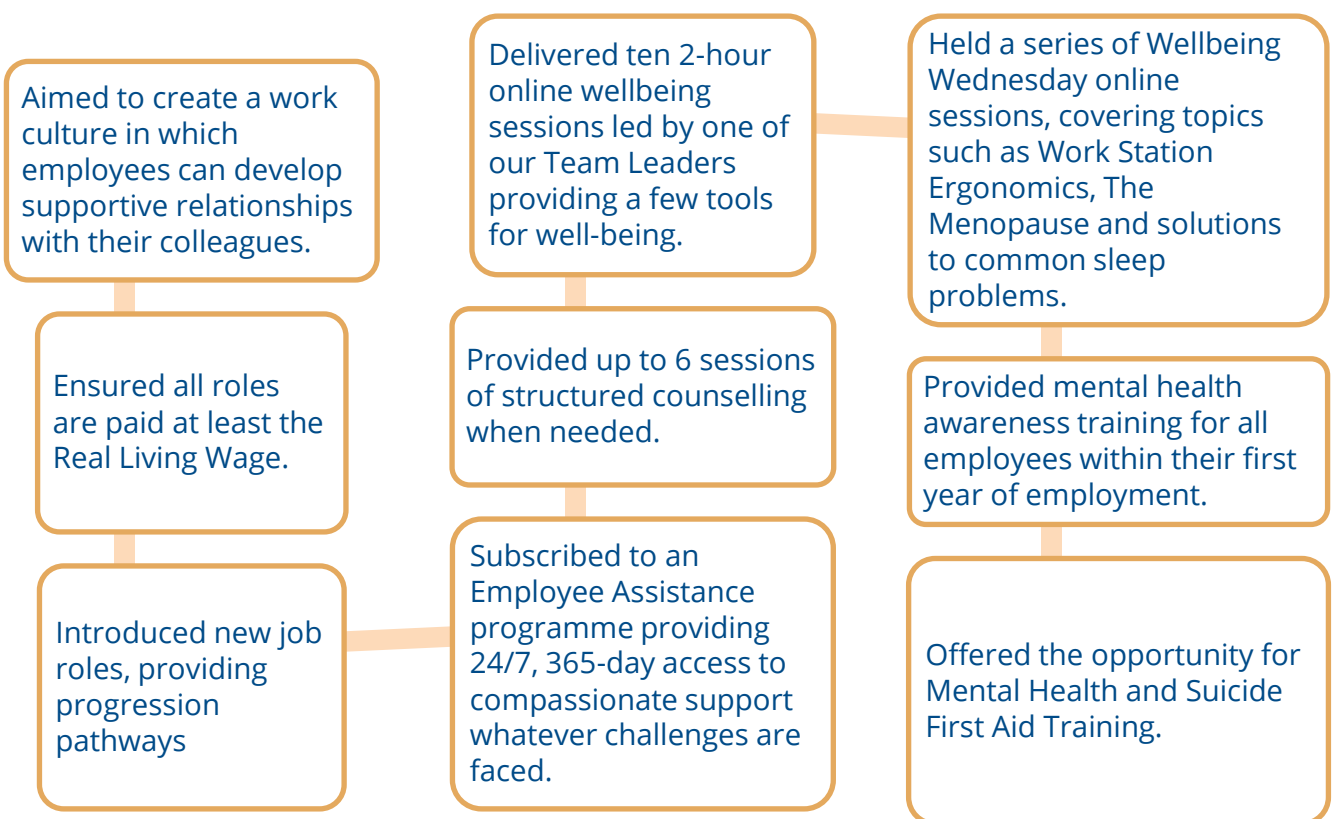


In 2022-2023 We Had

- 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:



## 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.

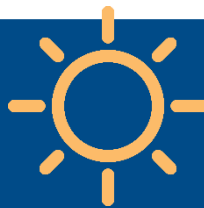
The principal activity of CASNPT remains the provision of free, confidential, independent and impartial advice and information for members of the public. This is provided through one central office location in Swansea city centre and through remote delivery across the counties of Neath Port Talbot and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

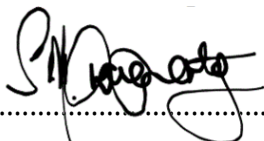
- select suitable accounting policies and apply them consistently; observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed 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

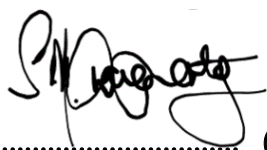
	Notes	2023 Unrestricted £	2023 Restricted £	2023 Total £	2022 Total £
<b>Fixed assets</b>					
Tangible assets	(9)	5,972	-	5,972	9,306
<b>Total fixed assets</b>		<u>5,972</u>	<u>-</u>	<u>5,972</u>	<u>9,306</u>
<b>Current assets</b>					
Debtors and prepayments	(10)	17,063	-	17,063	44,584
Cash at bank 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>	<b>2023</b>	<b>2022</b>
	£	£
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>	<b>2023</b>	<b>2022</b>
	£	£
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.

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

### 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>
	<u>100</u>	<u>-</u>	<u>100</u>	<u>400</u>

### 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>
	<u>5,807</u>	<u>-</u>	<u>5,807</u>	<u>119</u>

**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**

<b>Cost</b>	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>
<b>Depreciation</b>					
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>
<b>Net book value</b>					
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*

Within one year

In the second to fifth years inclusive

	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>