

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.

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

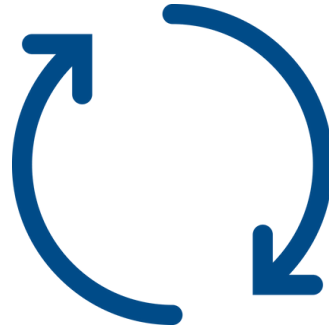
As a member of the wider national Citizens Advice service we adhere to a common Performance and Quality Framework and our local services have consistently met Citizens Advice quality standards throughout the year. In all of our work, the broader aims of Citizens Advice at a national level are at the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

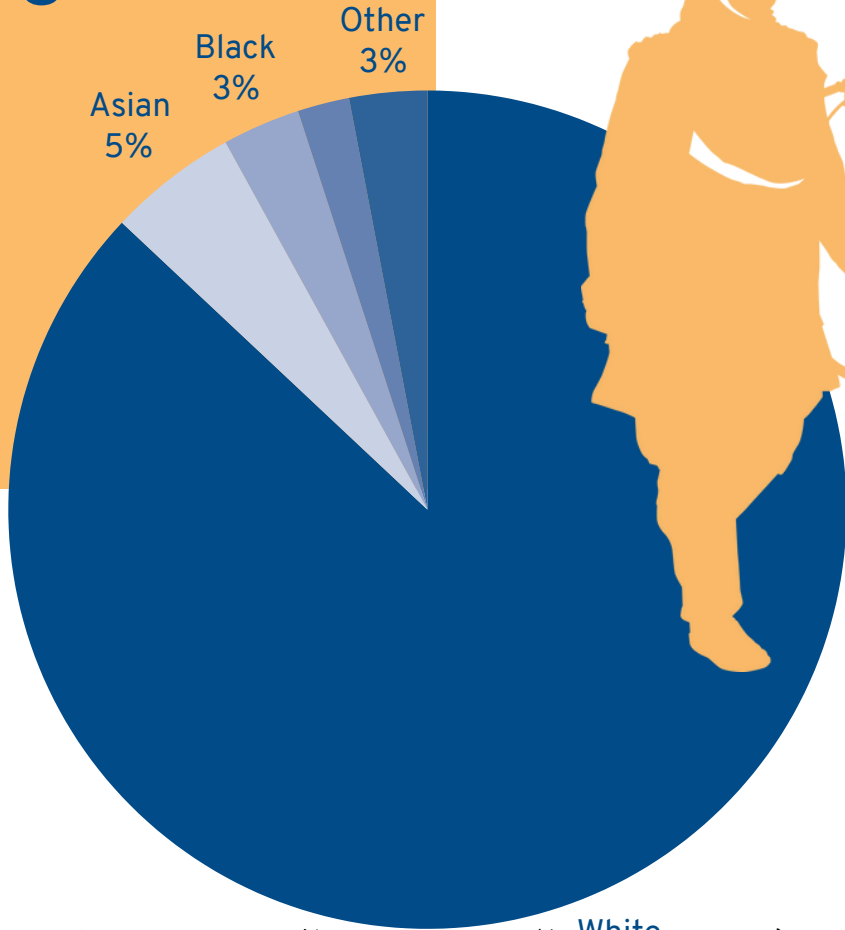
We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.



Impact Report

Clients by gender

55% female
45% male



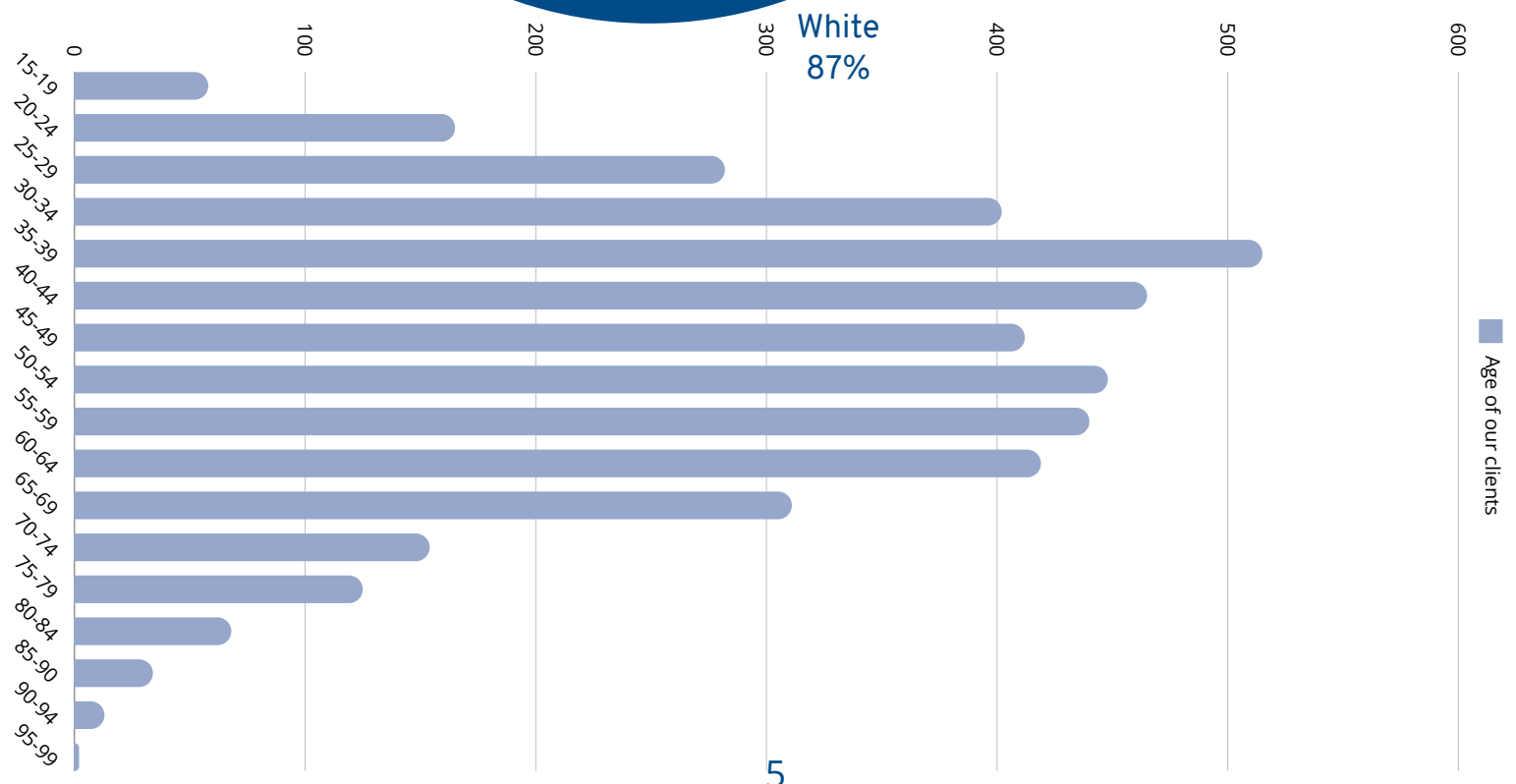
Number of clients we've seen

4,704



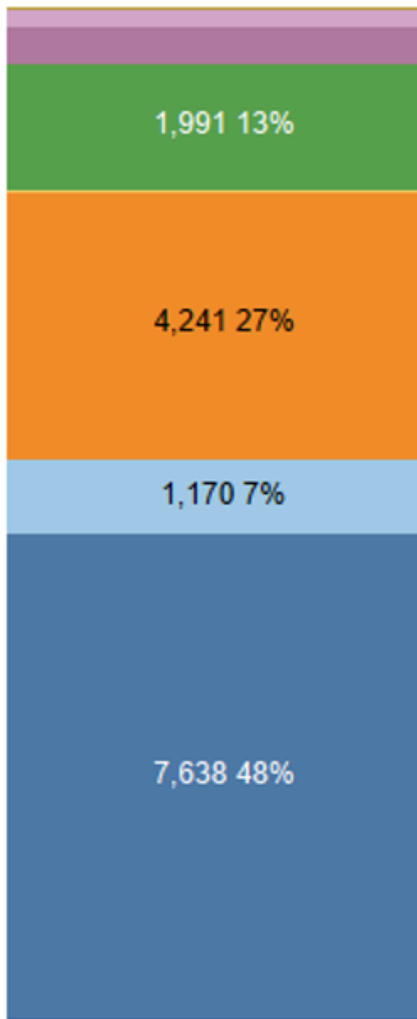
Number of issues

16,904



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

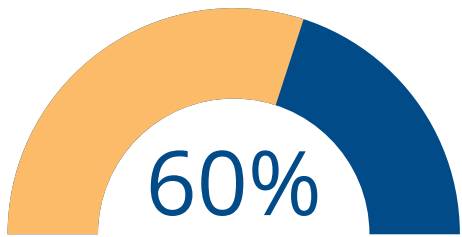
2088
Fixed appointments were checked in

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

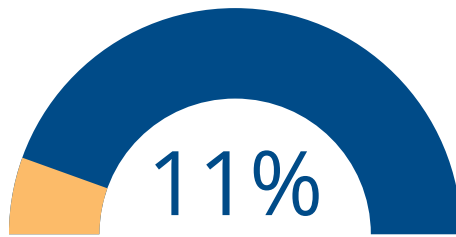
218
Quick contacts were made where information was provided

That's down from 469 in 22/23

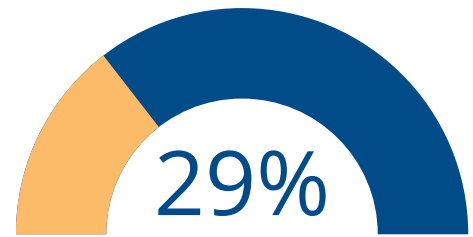
Health of our clients



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



11%
of our clients are disabled



29%
of our clients have no health problems

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:



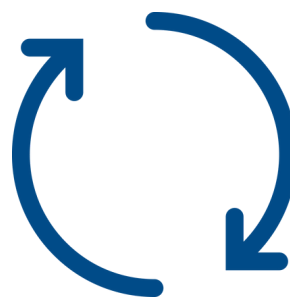
£494,167

Repayments
rescheduled:

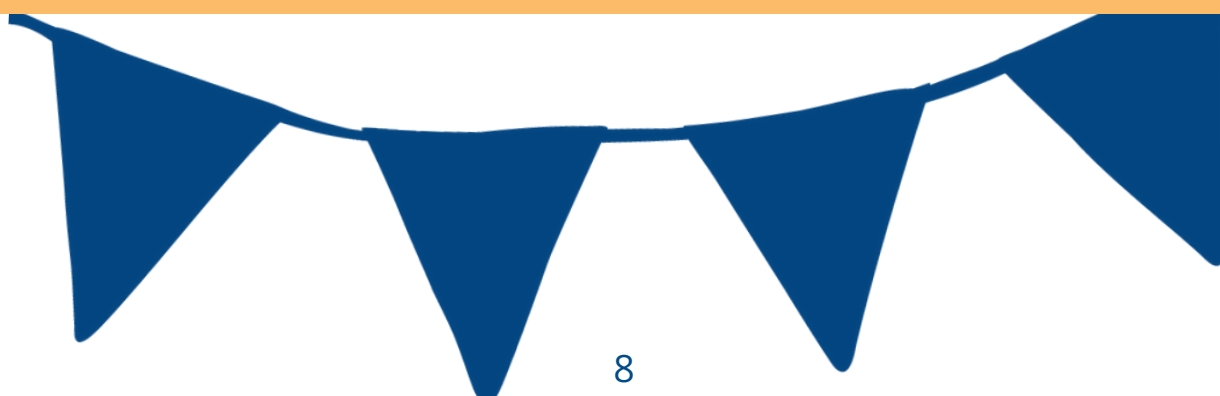


£21,378

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
Gorrlewin
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.

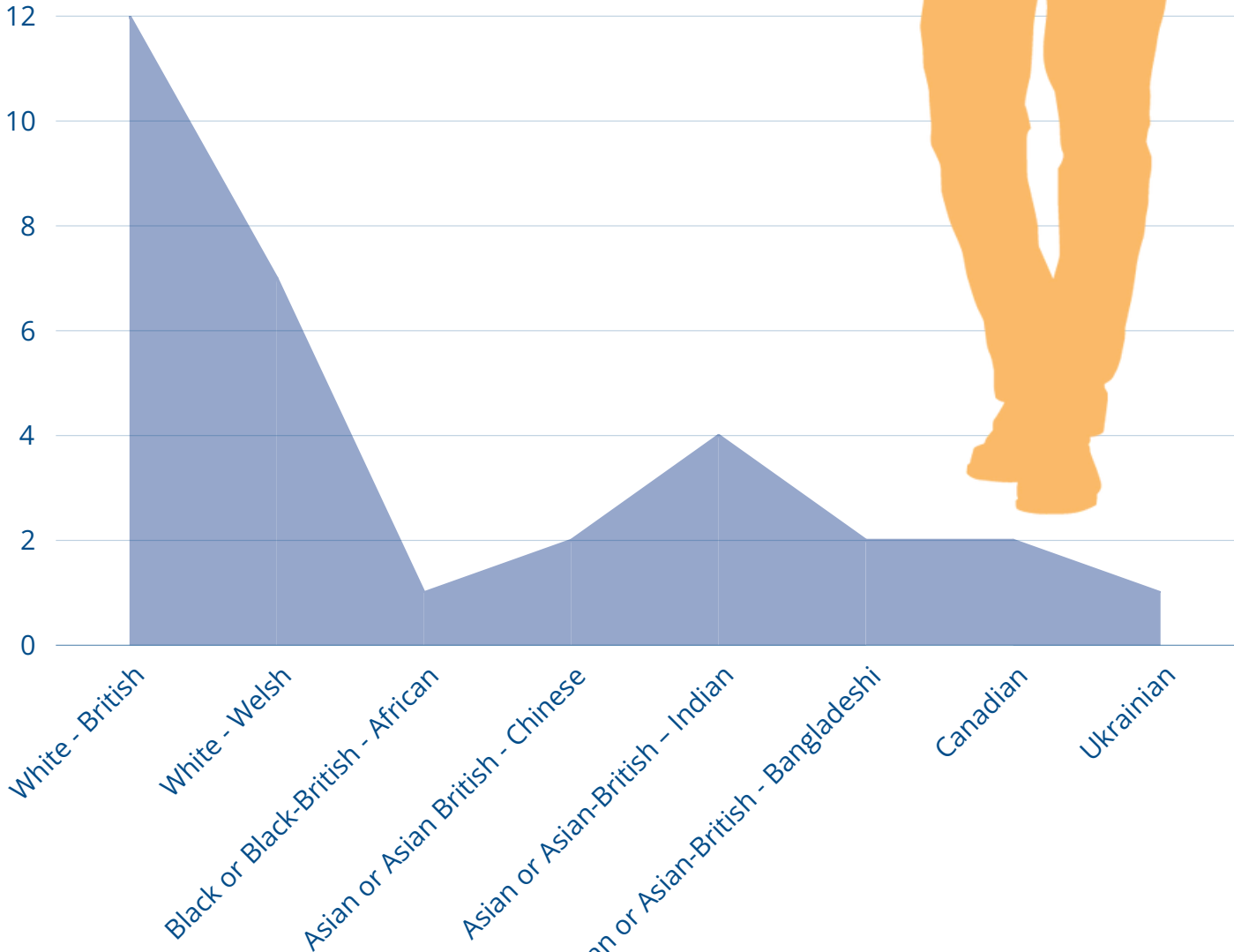


Key volunteer statistics 2023-2024

- 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**

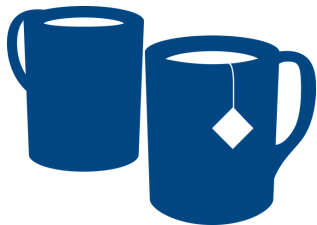


Ethnic origin of our volunteers



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:



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:



·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
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 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.

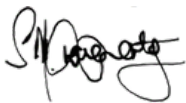
The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial accounts comply with the Companies Act 2006. They are also responsible for safeguarding 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. 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 Total funds £
		Unrestricted funds £	Restricted funds £	Total funds £	Unrestricted funds £	Restricted funds £	
Income from:							
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
Total income		153,891	1,288,753	1,442,644	93,978	1,184,035	1,278,013
Expenditure on:							
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
Total expenditure		131,505	1,235,363	1,366,868	58,301	1,245,613	1,303,914
Net income / (expenditure)		22,386	53,390	75,776	35,677	(61,578)	(25,901)
Transfers between funds		210,557	(210,557)	-	24,664	(24,664)	-
Net movement in funds		232,943	(157,167)	75,776	60,341	(86,242)	(25,901)
Fund balances brought forward		505,262	283,583	788,845	444,921	369,825	814,746
Fund balances carried forward	(8)	738,205	126,416	864,621	505,262	283,583	788,845

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 £
Fixed assets				
Tangible assets (9)	2,638	-	2,638	5,972
Total fixed assets	<u>2,638</u>	<u>-</u>	<u>2,638</u>	<u>5,972</u>
Current assets				
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
Total current assets	<u>785,161</u>	<u>137,773</u>	<u>922,934</u>	<u>834,713</u>
Current liabilities: amounts falling due within one year				
Creditors and accruals (12)	49,594	11,357	60,951	51,840
Total current liabilities	<u>49,594</u>	<u>11,357</u>	<u>60,951</u>	<u>51,840</u>
Net current assets / (liabilities)	<u>735,567</u>	<u>126,416</u>	<u>861,983</u>	<u>782,873</u>
Net assets	<u>738,205</u>	<u>126,416</u>	<u>864,621</u>	<u>788,845</u>
Funds				
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
Total funds	<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
	£	£
Cash flows from operating activities:	<u>77,018</u>	<u>(3,562)</u>
Net cash provided by (used in) operating activities	<u>77,018</u>	<u>(3,562)</u>
Cash flows from investing activities:		
Dividends and interest	17,130	5,807
Purchase of tangible fixed assets	-	-
Net cash provided by (used in) investing activities	<u>17,130</u>	<u>5,807</u>
Cash flows from financing activities:		
Repayments on borrowing	-	-
Cash inflows from new borrowing	-	-
Net cash provided by (used in) financing activities	<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>
Cash and cash equivalents at end of the reporting period	<u>911,798</u>	<u>817,650</u>
Reconciliation of net movement in funds to net cash flow from	2024	2023
	£	£
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)
Net cash provided by (used in) operating activities	<u>77,018</u>	<u>(3,562)</u>
Analysis of cash and cash equivalents	2024	2023
	£	£
Cash at bank and in hand	911,798	817,650
Notice deposits (less than 30 days)	-	-
Total cash and cash equivalents	<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

5 Staff costs and numbers	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>

Defined contribution pension scheme	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
Total Restricted Funds	369,825	1,184,035	1,111,234	(134,379)	(24,664)	283,583
Unrestricted Funds	444,921	93,978	58,301	-	24,664	505,262
Total Funds	814,746	1,278,013	1,169,535	(134,379)	-	788,845

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

8b Fund name	Purpose of restriction (continued)
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

9 Tangible assets	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>
10 Debtors and prepayments				2024	2023
				£	£
Prepayments				11,136	17,063
				<u>11,136</u>	<u>17,063</u>
11 Cash at bank and in hand				2024	2023
				£	£
Cash at bank				911,634	817,446
Cash in hand				164	204
				<u>911,798</u>	<u>817,650</u>
12 Creditors and accruals				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 £
Income						
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
Total income	153,891	93,978	1,288,753	1,184,035	1,442,644	1,278,013
Expenditure						
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, subscrptns	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
Total expenditure	131,505	58,301	1,235,363	1,245,613	1,366,868	1,303,914
Net income / (expenditure)	22,386	35,677	53,390	(61,578)	75,776	(25,901)
Transfers between funds	210,557	24,664	(210,557)	(24,664)	-	-
Net movement in funds	232,943	60,341	(157,167)	(86,242)	75,776	(25,901)
Fund balances brought forward	505,262	444,921	283,583	369,825	788,845	814,746
Fund balances carried forward	738,205	505,262	126,416	283,583	864,621	788,845