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citizens  
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CITIZENS ADVICE SWANSEA NEATH PORT TALBOT LIMITED

# ANNUAL REPORT

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



Charity Number: 518825

A company limited by guarantee number 01702827

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

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# Chair's Statement



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

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

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

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

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

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

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

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

**SONYA DOUGHERTY**

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

# Introduction

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

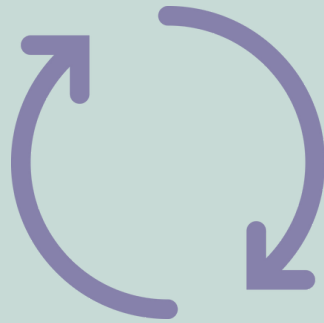
Our continued ambition is to always provide a quality advice service for communities across Swansea, Neath, Port Talbot, providing accessible, high-quality advice, advocacy and information services, which meet the changing needs of our geographically dispersed communities. To support this we operate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



# Our values

## We're Inventive.

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

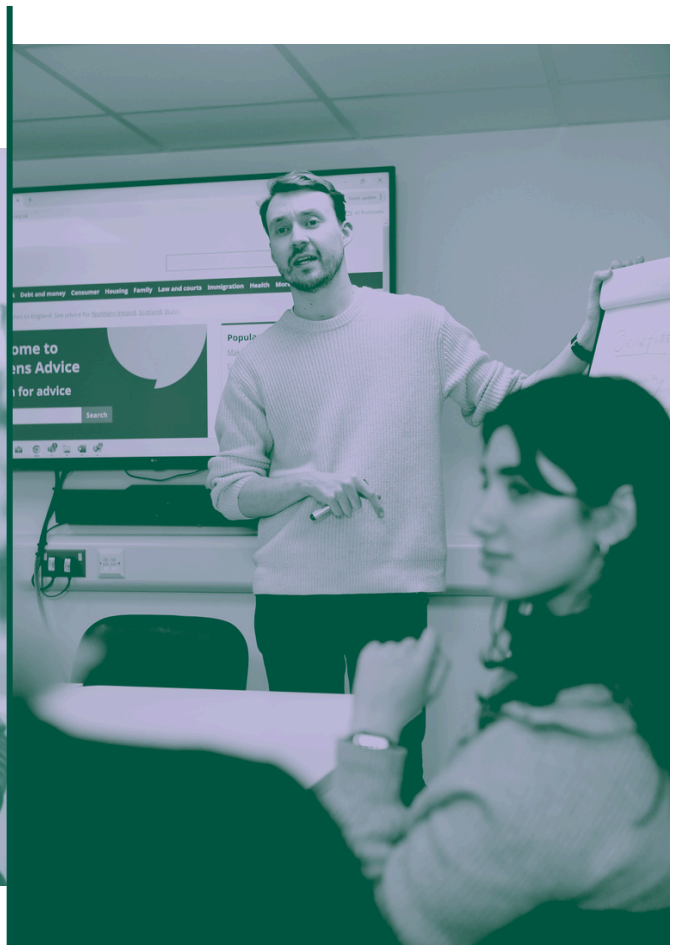


## We're Responsible.

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

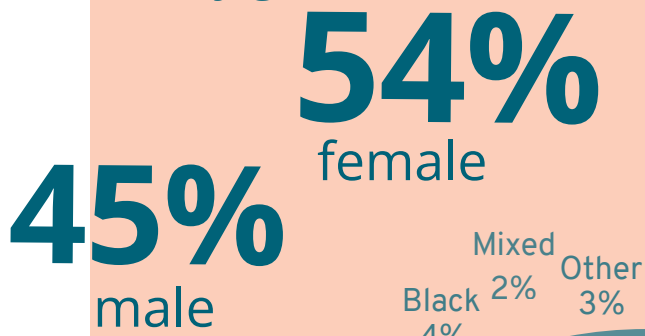
## We're Generous.

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



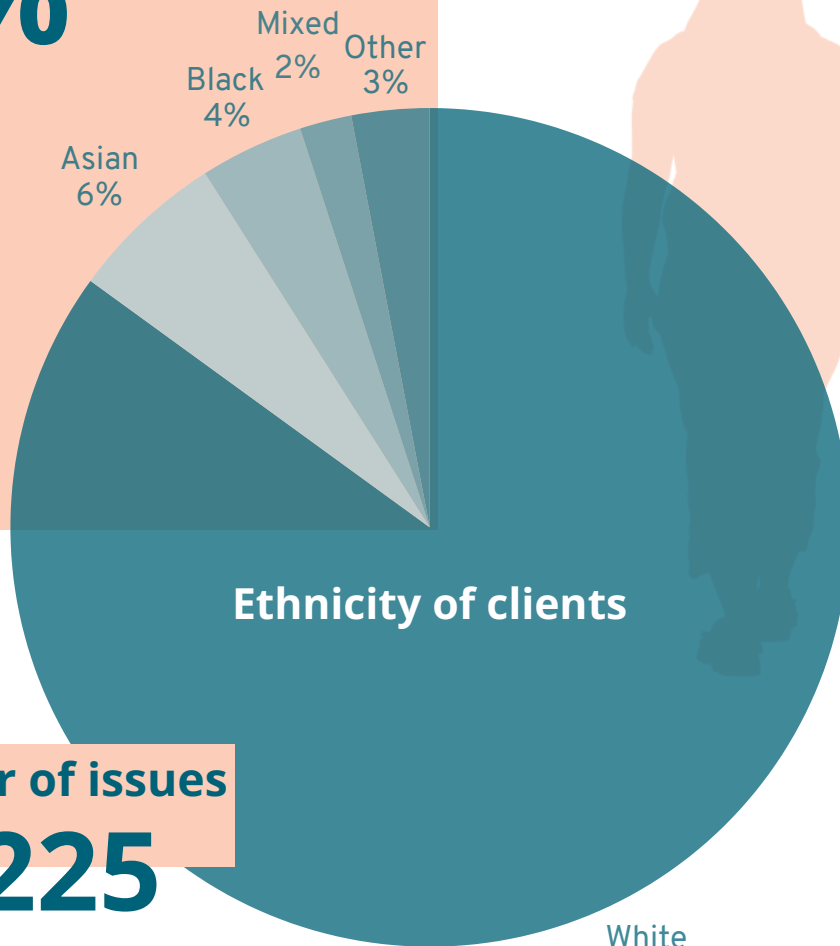
# Impact Report

Clients by gender



Number of clients we've seen

4,551

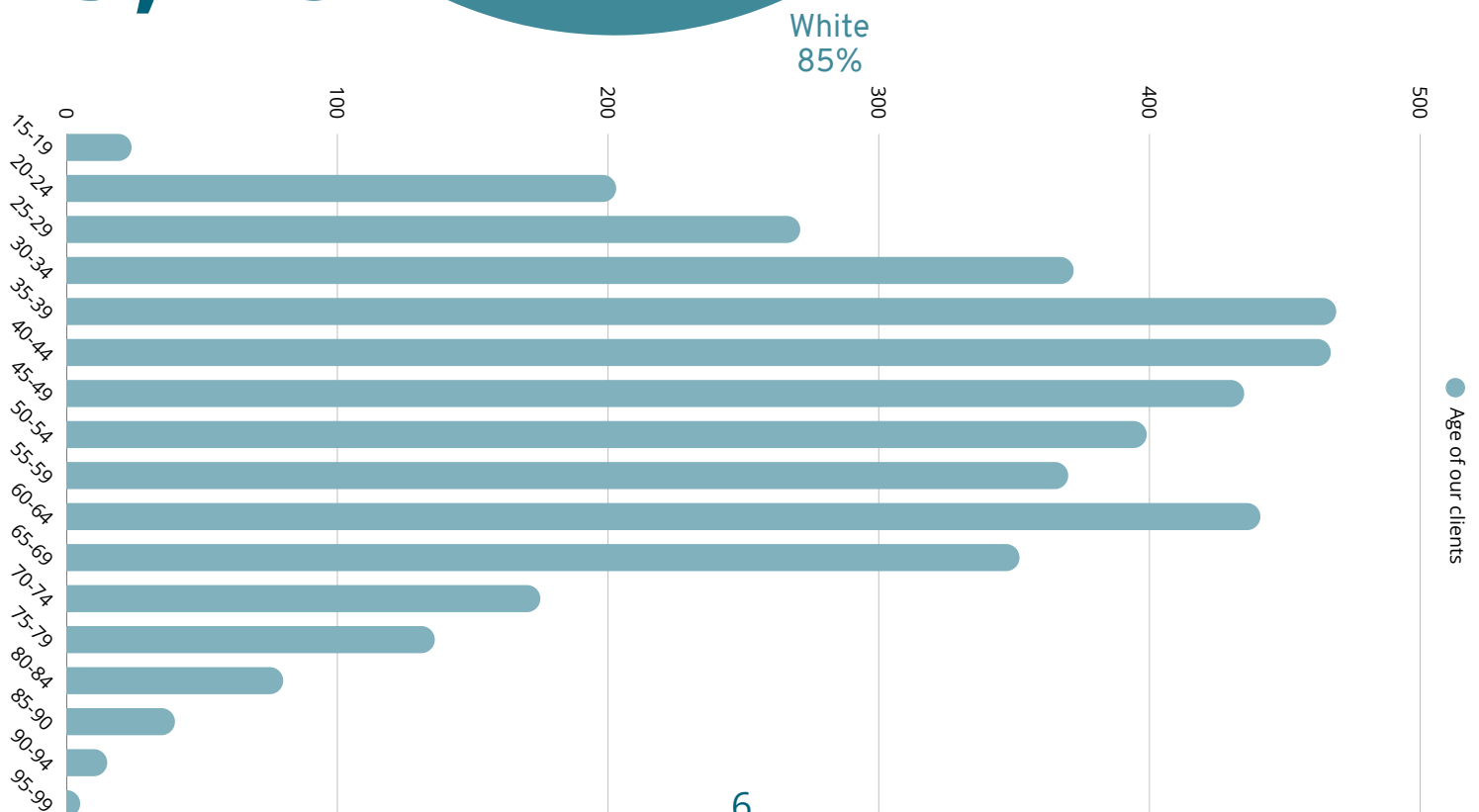


Number of cases

5,510

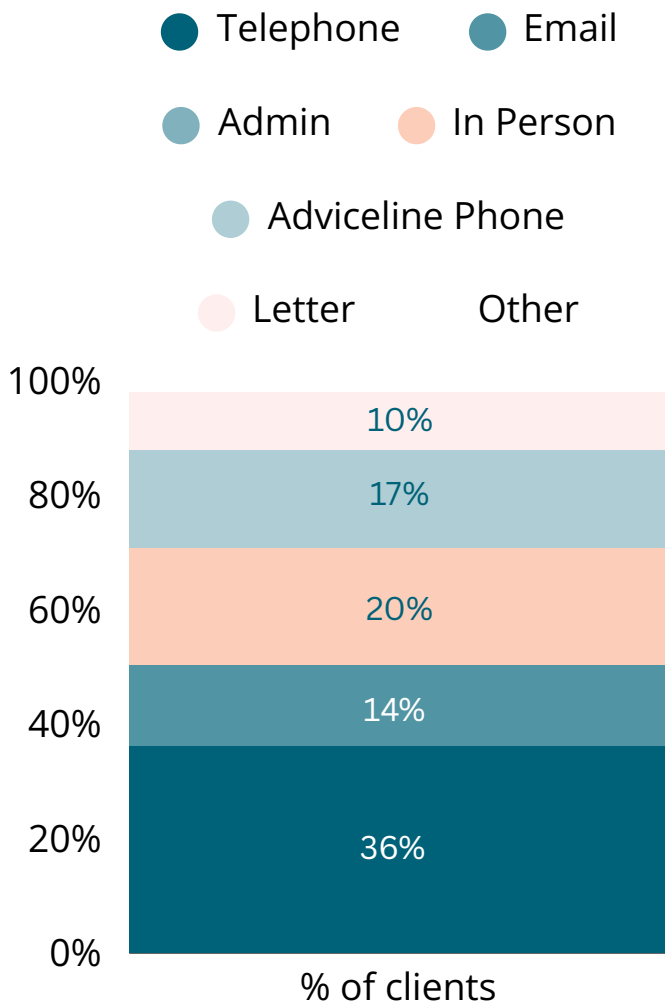
Number of issues

19,225



## Channel used to communicate with clients:

Between 1st April 2024 and 31st March 2025



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

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

**459**

Referrals on  
Refernet were  
accepted

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

**2,541**

Fixed  
appointments  
were checked in

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

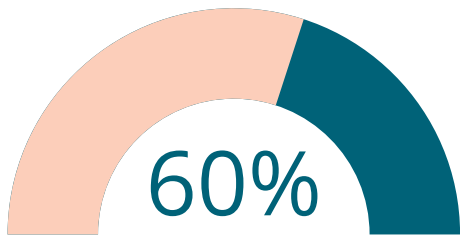
**218**

Quick contacts  
were made  
where  
information was  
provided

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

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

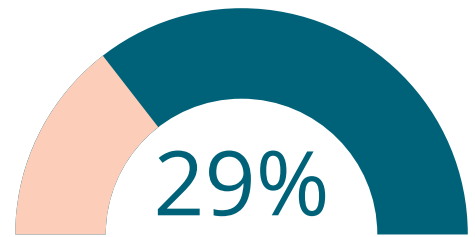
## Health of our clients



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



10%  
of our clients are  
disabled



29%  
of our clients have  
no health problems

## Most common reasons for contacting us

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

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

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## Client Outcomes

Income gained:



**£4,028,350**

Debts written off:



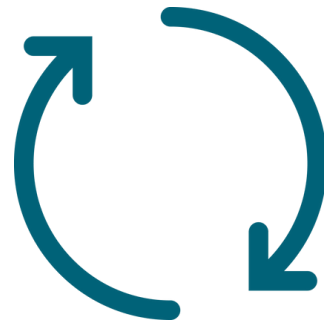
**£550,659**

Re-imbursments,  
services, loans:

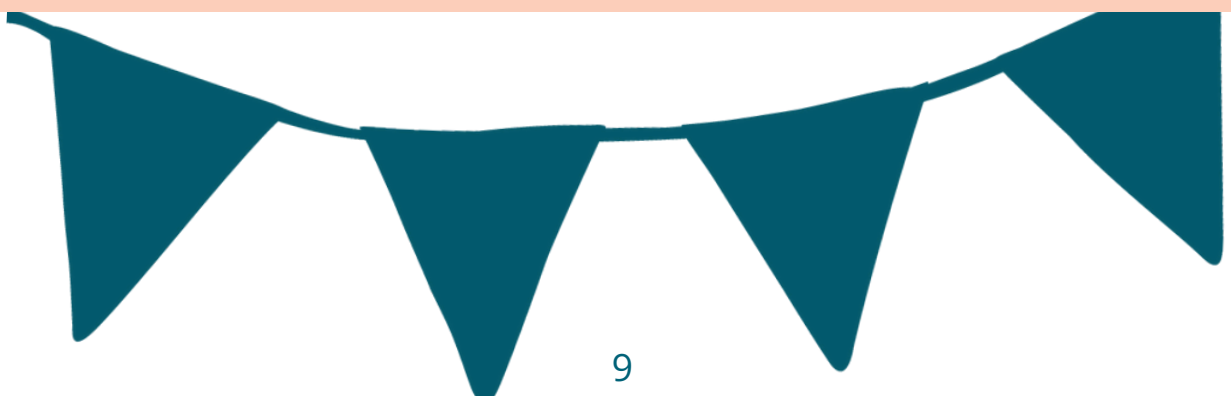


**£200**

Other:



**£21,283**



## What our clients say

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

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



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

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



# Staff feedback



## Here are some results from our People Survey:

Research and Campaigns

87%

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

Recommend work/volunteer

92%

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

Understand contribution

88%

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

Skills & knowledge

97%

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

# Funding

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

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

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



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



**Partneriaeth**  
Ranbarthol  
Gorllewin  
Morgannwg

West  
Glamorgan  
Regional  
**Partnership**



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

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board



**Independent**  
**Age**



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

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

## Fiscal value

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

**£14,215,817\***

**£1,978,358\***

## Public value

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

## Value to the people we help

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

**£12,023,821\***

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

**£1.48  
in Fiscal  
Value**

**£10.65  
in Public  
Value**

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

# Specific Values\*

Savings to Local Authorities £238,172



Council Tax Arrears – payments rescheduled £27,751

Reducing use of Health Services £285,403

Department of Work and Pensions £705,232



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



# Research & Campaigns

## Key achievements:



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

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

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



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



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



# Volunteering

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

## Engaging with volunteers:

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

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

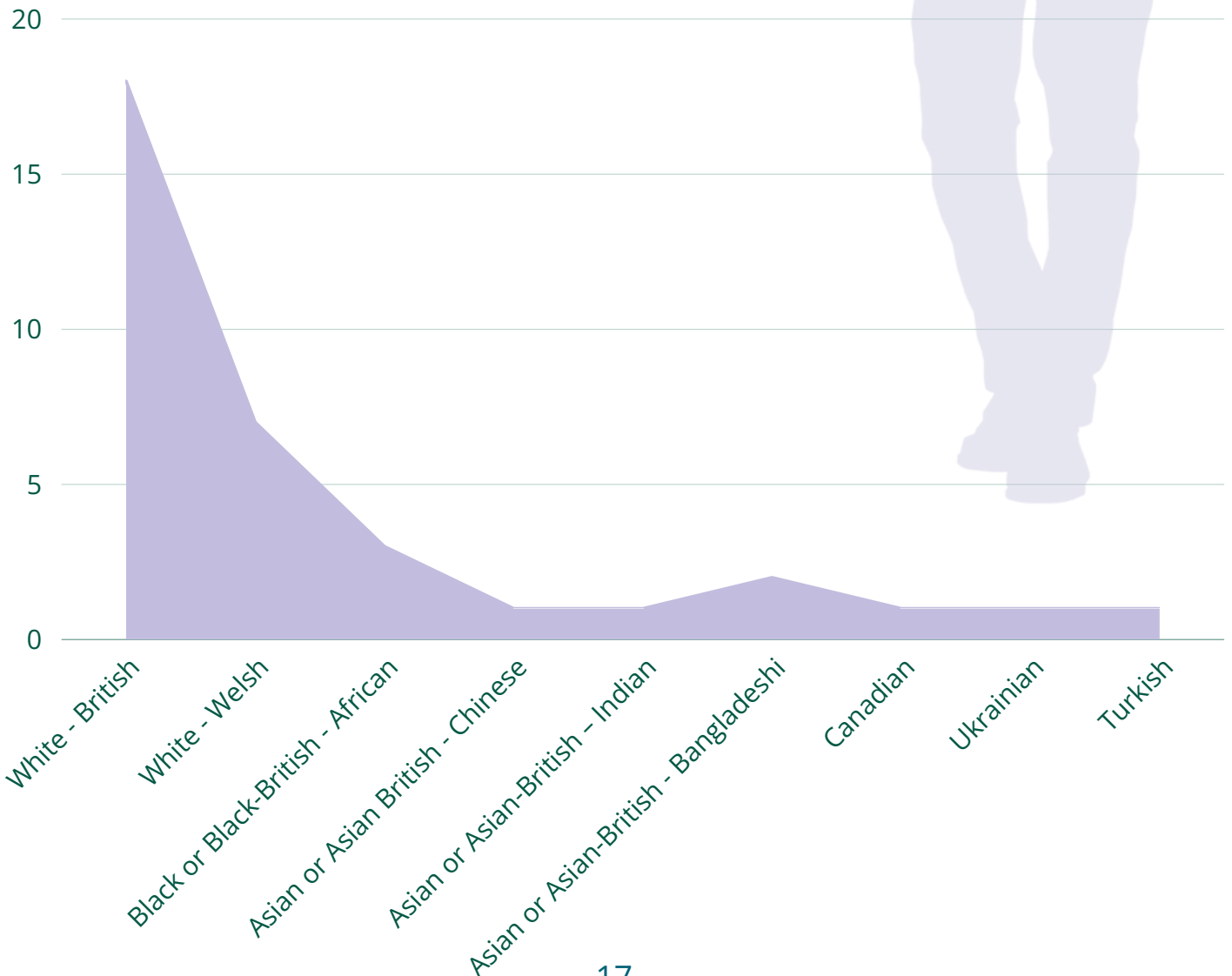


# Key volunteer statistics 2024-2025

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



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



# Staff

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

## What we've done in 2024/25

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

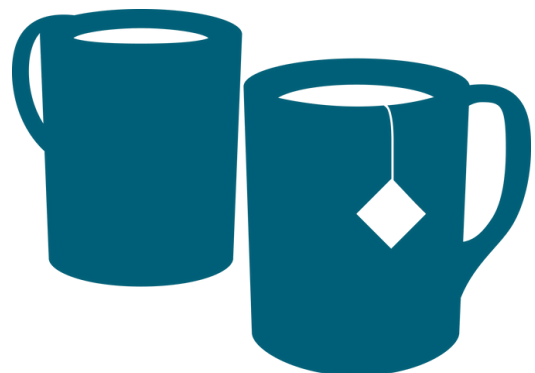
Ensured all roles are paid at least the **Real Living Wage**

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

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

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

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



# Partnerships

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

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

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



Me, Myself & I




# Future Plans

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



## We aim to:


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

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

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

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


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

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

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

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

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

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

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

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

# Trustees' report for the year ended 31 March 2025

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

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

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

**Chief Executive Officer** Caroline Newman

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

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

### Registered and principal address

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

### Statutory Auditors

Bevan Buckland LLP

### Bankers

CAF Bank

Charities Official Investment Fund (COIF)

### Structure, governance and management

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

#### *Organisational Structure*

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

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

### *Organisational Structure (continued)*

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

### *Recruitment and Appointment of Trustees*

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

### *Induction of Trustees*

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

### *Related Parties*

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

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

### *Risk management*

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

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

## Objectives and activities

### The charity's objectives

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

### The charity's main activities

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

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

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

### Public benefit statement

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

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

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

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

## Financial Review

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

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

## Reserves Policy

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

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

## Statement of trustees' responsibilities

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

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

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

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

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

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

Signed by:  
  
803CF5419214426...

Name: Sonya Dougherty (Chair)

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

## Opinion

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

In our opinion the financial statements:

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

## Basis for Opinion

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

## Conclusions relating to Going Concern

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

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

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

## Other information

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

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

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

## **Other information (continued)**

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

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

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

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

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

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

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

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

## **Responsibilities of trustees**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## Audit response to risks identified (continued)

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

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

## Use of our report

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

DocuSigned by:  
*Michael Jones*  
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Michael Jones (Senior Statutory Auditor)

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

4/9/2025  
Date.....

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

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

All incoming resources and resources expended derive from continuing activities.

# Balance sheet as at 31 March 2025

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


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

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

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

Sonya Dougherty (Chair)

24/11/2025

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

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

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

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

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

## 1 Accounting policies

### (a) Basis of accounting

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) and with the Charities Act 2011.

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

### (b) Going concern

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

### (c) Incoming resources

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

#### *Grants receivable*

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

#### *Bank interest*

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

#### *Other income*

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

#### *Gifts and intangible income*

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

#### *Deferred income*

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

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

## 1 Accounting policies (continued)

### (d) Expenditure and liabilities

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

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

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

### (e) Taxation

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

### (f) Tangible fixed assets

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

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

Computer equipment: over 3 years

Website: over 3 years

### (g) Pensions

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

### (h) Fund accounting

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

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

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

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

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

## 1 Accounting policies (continued)

### (i) Leases

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

### (j) Debtors

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

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

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

### (l) Creditors and provisions

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

### (m) Financial instruments

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## 13 Related party transactions

### Trustee expenses

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

### Trustee remuneration and benefits

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

### Remuneration and benefits received by key management personnel

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

### Other related party transactions

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

## 14 Operating leases

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

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

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

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