CITIZENS ADVICE SWANSEA NEATH PORT TALBOT LIMITED

ANNUAL REPORT

ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2026



Charity Number: 518825
A company limited by guarantee number 01702827
Registered Address: Y Storfa, 277-278 Oxford St, Swansea, SA1 3EL

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Index

Chair's Statement	2
Trustees' Report	3-26
Introduction	3-5
What we Deliver	6
Quality Standards	7
Our values	8
Impact report	9-14
Funding	15-17
Research and Campaigns	18
Volunteering	19-20
Wellbeing	21
Partnerships	22
Future plans	23
Reference and Administrative details	24-25
Objectives and Activities	26
Financial Review and Reserves policy	27
Statement of trustees' responsibilities	28
Statutory auditor's report	29-32
Statement of financial activities	33
Balance sheet	34
Statement of cash flows	35
Notes to the accounts	36-47

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Chair's Statement



In my third annual review as Chair of the Board of Trustees, I am proud to introduce our Annual Report for 2025/26 and reflect on another year of challenge, change and achievement for Citizens Advice Swansea Neath Port Talbot. This year's report shows that the cost of living crisis continues to affect our clients in complex and distressing ways. We have also seen the disproportionate impact on disabled people, including high levels of need around Personal Independence Payment. These challenges underline why free, confidential, independent and impartial advice remains so vital. Despite this difficult context, our dedicated staff and volunteers have continued to deliver an outstanding service, supporting 4,720 clients with more than 22,300 issues, and securing them over £4.5 million in income. On behalf of the Board, I extend my heartfelt thanks to everyone who makes this possible.

Our research and campaigning work continues to be a source of pride. We contributed to the Welsh Government's Basic Income Pilot evaluation, supported research into Council Tax debt and civic enforcement, and published "When crisis becomes normal: an everyday story of struggle and hardship down your street", the final instalment in our long-term study of the impact of the cost of living crisis on our clients. This work is central to our purpose; supporting people today, whilst also influencing the policies and practices that shape people's lives.

To all of our partners and funders, including local authorities, Welsh Government, grant funders, health partners and community organisations, thank you. Your support is crucial to everything we do.

As a trustee board, we welcomed four new trustees: Reginald Roberts, Charlotte Davies, Jonathon Hayes and Kimberley Mamhende. We are grateful to Nita Sparkes for her service as Vice Chair and delighted that she continues as a trustee, and we warmly welcome Steve Jenkins as our new Vice Chair. We also bid a warm and well-deserved retirement to Chris Mann who served as a trustee from 2013 to 2025, including as Chair from 2015 to 2021. Thank you Chris, for your leadership and dedication.

In December 2025, we moved into our new premises at Y Storfa, Swansea, to provide much improved facilities and access for our clients.

Together as trustees, staff and volunteers, we share a commitment to our values: we are responsive, generous and innovative. We are proud to be Citizens Advice Swansea Neath Port Talbot. Thank you to everyone who continues to support us.

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

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Introduction

CASNPT has been supporting local people since 1939, helping individuals navigate challenges that can often feel complex, overwhelming, or difficult to tackle alone.

We believe that everyone should have access to high-quality, independent advice when they need it most. As a client-focused organisation, we provide free and confidential support online, over the phone, and in person.

When we say we are here for everyone, we truly mean it. People trust us because we are independent, impartial, and committed to putting their needs first.

People trust us to speak up on the issues that matter most to them. By combining the experiences of those we help with robust research and evidence, we drive positive change and make a real difference in our communities.

Why We're Needed

Life can be complicated, and many people face challenges that feel overwhelming or difficult to resolve on their own. Whether it's financial pressures, housing issues, employment concerns, or personal circumstances, problems can quickly impact everyday life and wellbeing.

Our service exists to help people find a way forward. We provide the information, advice, and support people need to understand their options, make informed decisions, and overcome the challenges they face.

Around 75% of the people we helped to resolve their problem told us they would not have been able to sort it out without our support.

For many of the people who come to us, their problems arise following a significant life change. These challenges often affect more than one area of their lives, causing stress, anxiety, financial hardship, and uncertainty about the future.

People tell us that their issues make everyday tasks more difficult and can have a lasting impact on their wellbeing. By providing free, independent, and confidential advice, we help people regain confidence, reduce the burden of their problems, and take positive steps towards a better future.

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Knowing what action to take and where to turn for help is not always straightforward. Many of the people we support tell us they struggle to understand how systems work, who to contact, or what steps they need to take to resolve their problem.

This guidance is especially important for those facing urgent situations. Around 15% of the people who come to us need immediate support and are experiencing a crisis. At these critical moments, access to clear, independent advice can make all the difference, helping people take informed action and find a way forward.

Successfully resolving problems often requires more than information alone, it also depends on having the confidence and skills to take action. Many of the people we support lack confidence in dealing with their issue and tell us they need help navigating online services, completing forms, and accessing digital tools.

When problems remain unresolved, the impact extends beyond the individual. Families, communities, and local services can all be affected. By helping people find solutions, we not only improve individual outcomes but also create significant social and economic value for our communities.

Everything we do is guided by our commitment to achieving the best possible outcome for our clients. Their interests are at the heart of our work, shaping the advice we provide and the options we recommend. As an independent and impartial service, we ensure that every person receives support that is tailored to their circumstances and focused on helping them move forward with confidence.



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Was This the Year Things Would Get Better?

With Inflation continuing to fall and a number of government policy measures beginning to take effect, we entered 2025/26 hopeful that the cost of living crisis was finally starting to ease for those most affected. However, while inflation had fallen from its double-digit peak, many households continued to face price increases that outpaced inflation.

Housing costs remained a major pressure. Average private rents in Wales rose by 4.8% in the 12 months to February 2026, while social housing rents increased by an average of 3%.
People want to work, support their families, and make ends meet. Yet for many, doing so has never been more difficult. The cost of everyday essentials continued to rise throughout the year, while incomes, particularly welfare benefits, failed to keep pace.

Many of the people who come to us for advice are living with a negative budget, unable to cover their essential costs regardless of how carefully they manage their finances or how many hours they work. Others are cutting back on spending wherever possible simply to stay afloat. Our advisers work tirelessly to help people maximise their income and make their money go further, but for too many households, there is little left to cut back.

Cost of living pressures remain one of the most significant issues facing our clients. From energy bills and housing costs to everyday household expenses, many people are struggling to meet their financial commitments. Debt continues to be a major concern, and every day we hear from people whose income is simply insufficient to cover their essential bills.

We also continue to support a high number of clients with issues relating to Personal Independence Payment (PIP), highlighting the disproportionate impact that rising costs and financial pressures are having on disabled people.

Our staff and volunteers have worked tirelessly to meet growing demand, and we are deeply grateful for their dedication and commitment. Our volunteer programme not only provides valuable opportunities for skills development and personal growth but also serves as a pathway to employment. In fact, 16 members of our current paid staff team began their career with us as volunteers.



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What we Deliver

Our services are primarily delivered from our main office in Swansea city centre, with additional remote provision ensuring accessibility for residents across Neath Port Talbot and Swansea. In addition to generalist advice, we provide the following specialist advisory services:

- 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;
- Specialist advice for those with dementia and their carers in collaboration with partners;
- Dedicated advice for those over 65 funded by Independent Age;
- Support for care leavers through the Basic Income Pilot;
- Targeted Support for Ukrainian Refugees funded by Swansea Council;
- Development of financial capability skills, funded by National Lottery;
- Supported funded by the Moondance Foundation contributing to the reduction of child poverty;
- Advice for users of Trussell Foodbanks in Neath Port Talbot.

We have delivered on all contractual commitments during the year while continuing to build strong partnerships that add value to our services and improve outcomes for clients. Through a collaborative, client-focused approach, we have expanded access to specialist support, ensuring clients receive the help they need when they need it.

By operating flexibly and consistently exceeding expectations, we have secured a range of notable outcomes for those we serve. These successes underpin the achievements and impact set out in this report.



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Quality Standards

As part of the Citizens Advice membership scheme, all members are required to complete an annual Leadership Self-Assessment (LSA), which measures performance and development across the following eight key areas:

1. Governance
2. Strategy & Planning
3. Risk Management & Compliance
4. Financial Governance
5. People Management
6. Operational Performance
7. Research & Campaigning
8. Equity, Diversity and Inclusion

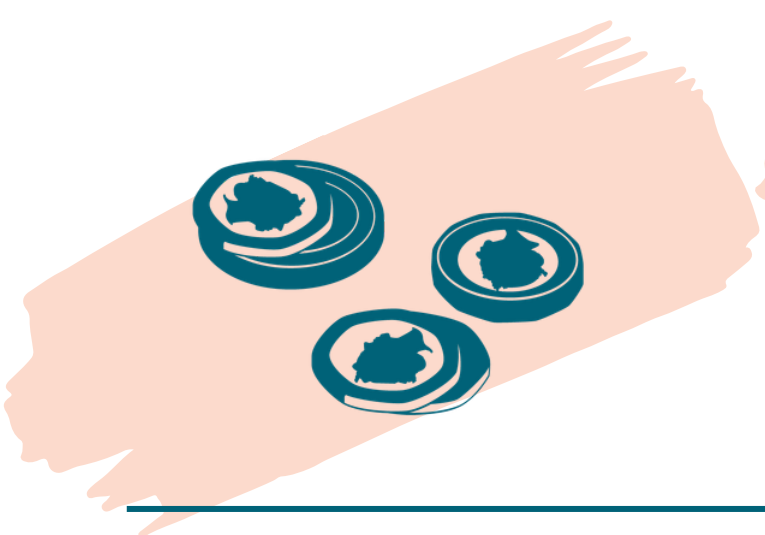


The findings of the self-assessment are independently validated and approved by the national Citizens Advice service, with any identified development priorities agreed collaboratively with our organisation.

The Leadership Self-Assessment aligns with recognised external standards and provides assurance of compliance with the minimum requirements of the Advice Quality Standard (AQS), the Money and Pensions Service (MaPS) Debt Advice Quality Framework, and the Information and Advice Quality Framework for Wales (IAQFW).

In 2025–26, CASNPT achieved a “green” rating across all eight assessment areas, demonstrating strong leadership, robust governance, and comprehensive compliance with the required standards.
Our ambition remains to provide accessible, high-quality advice, advocacy, and information services to communities across Swansea and Neath Port Talbot. As the needs of our geographically dispersed communities continue to evolve, we are committed to adapting our services to ensure they remain relevant, responsive, and effective.

This commitment is underpinned by our core values, which shape how we work, support our clients, and contribute to stronger, more resilient communities.





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Our values

We're Inventive.

We're willing to try new things, learn from mistakes, and challenge ideas to make them better. When something isn't working, we adapt and move forward.

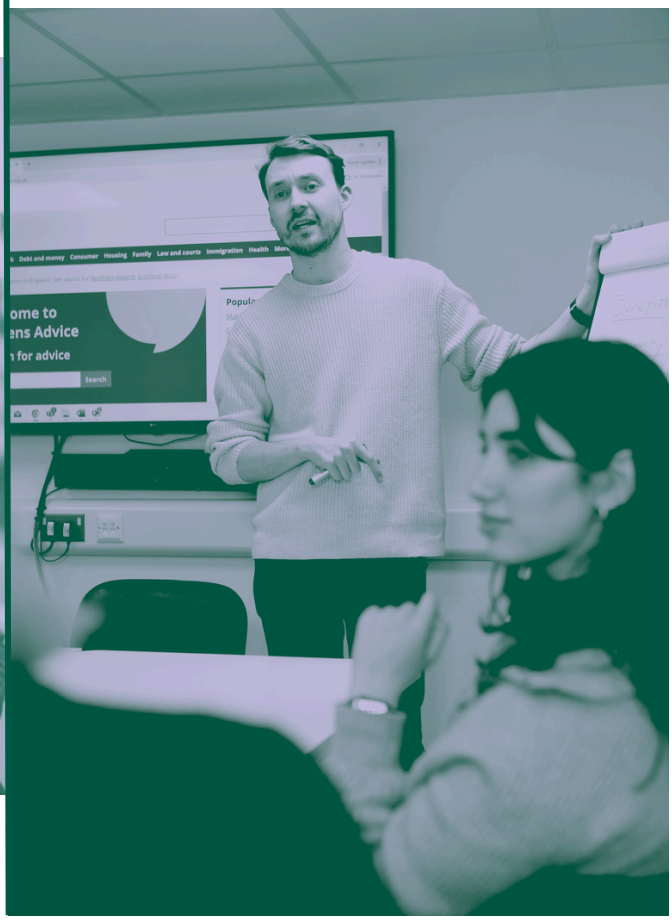
We're Responsible.

We earn trust by keeping our promises and being accountable for our actions. We recognise the importance of every resource entrusted to us and use them responsibly to achieve the greatest benefit.

We're Generous.

We collaborate openly, sharing our knowledge and experience to overcome challenges. We communicate honestly, value different perspectives, and treat everyone with respect.





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Impact Report

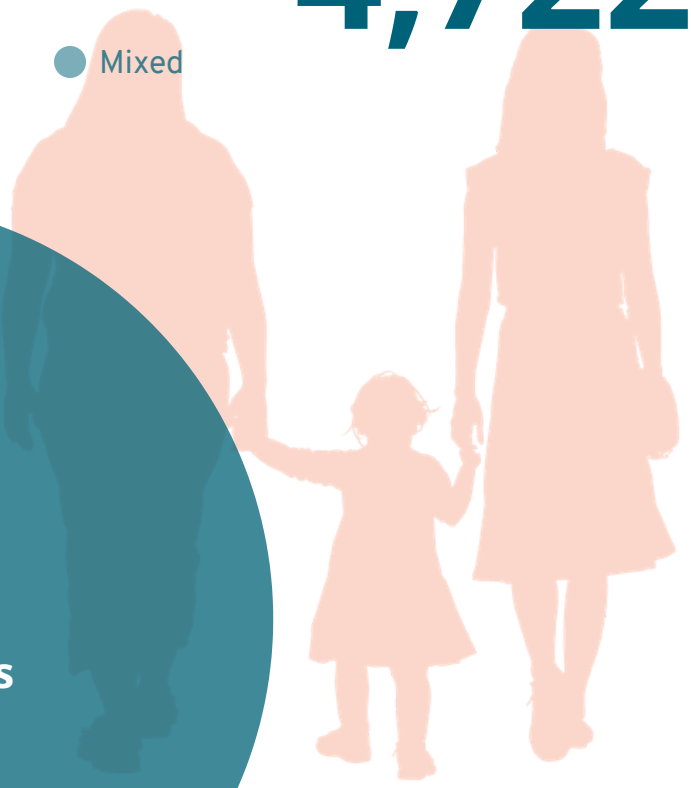
Clients by gender

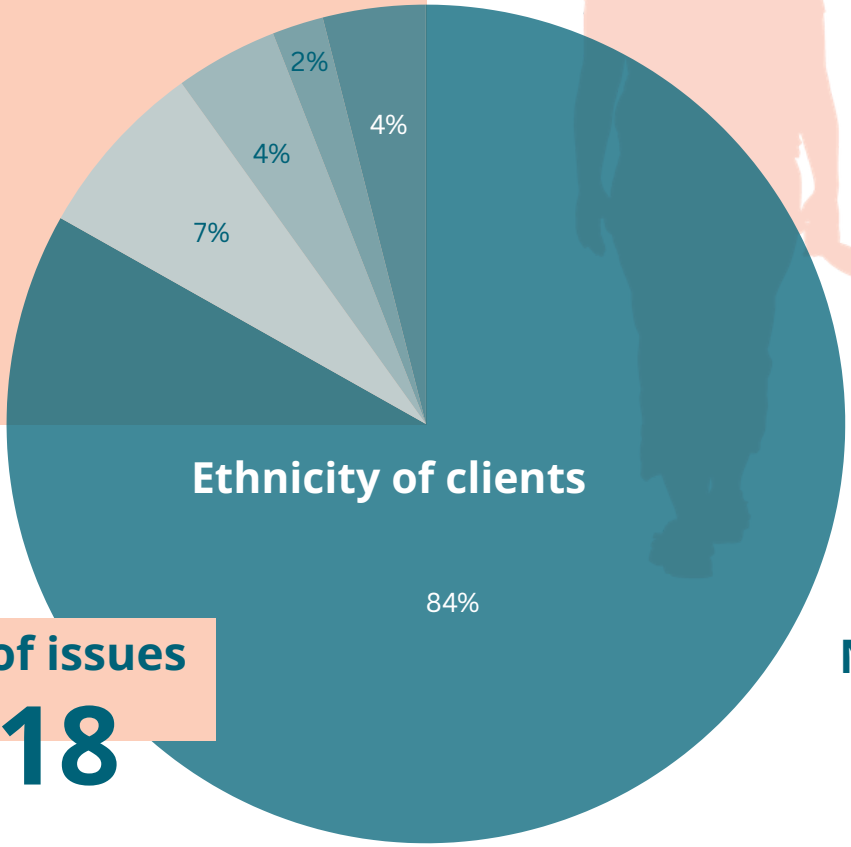
53% female

47% male

Number of clients we've seen

4,722





Ethnicity of clients

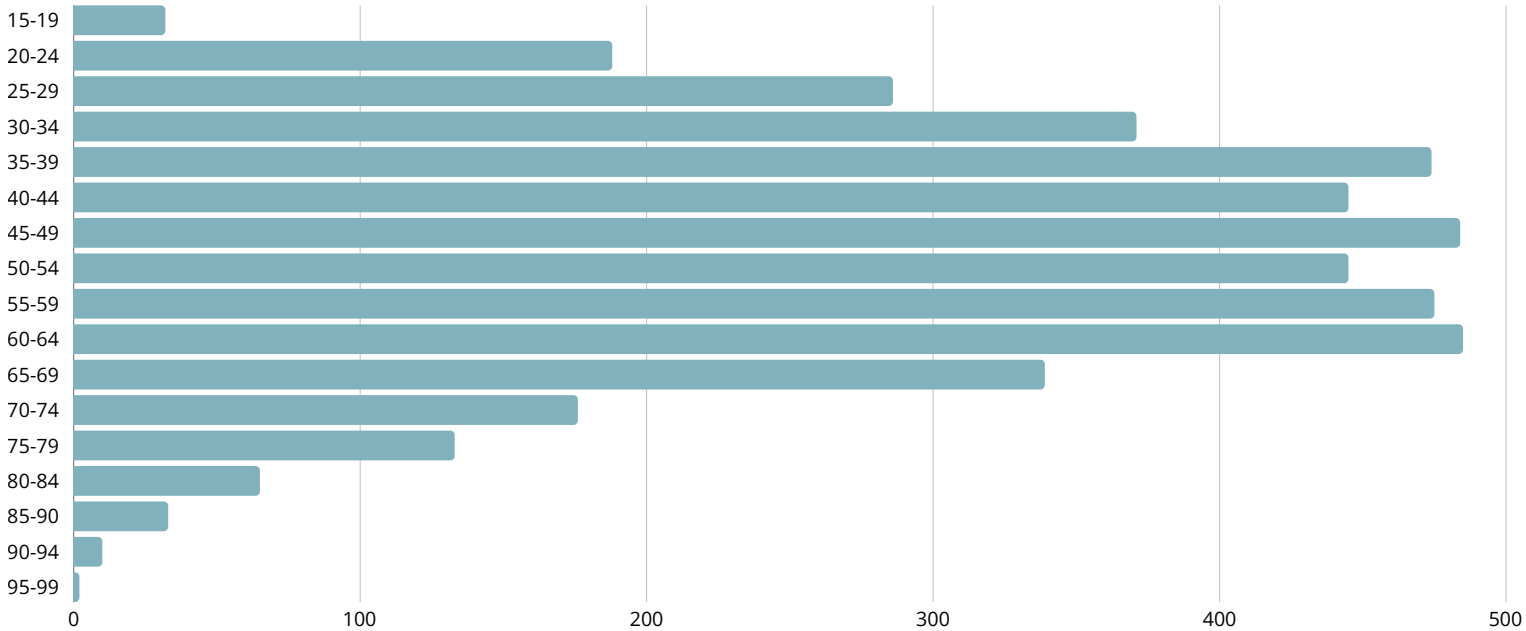
Number of issues

22,318

Number of cases

6,301

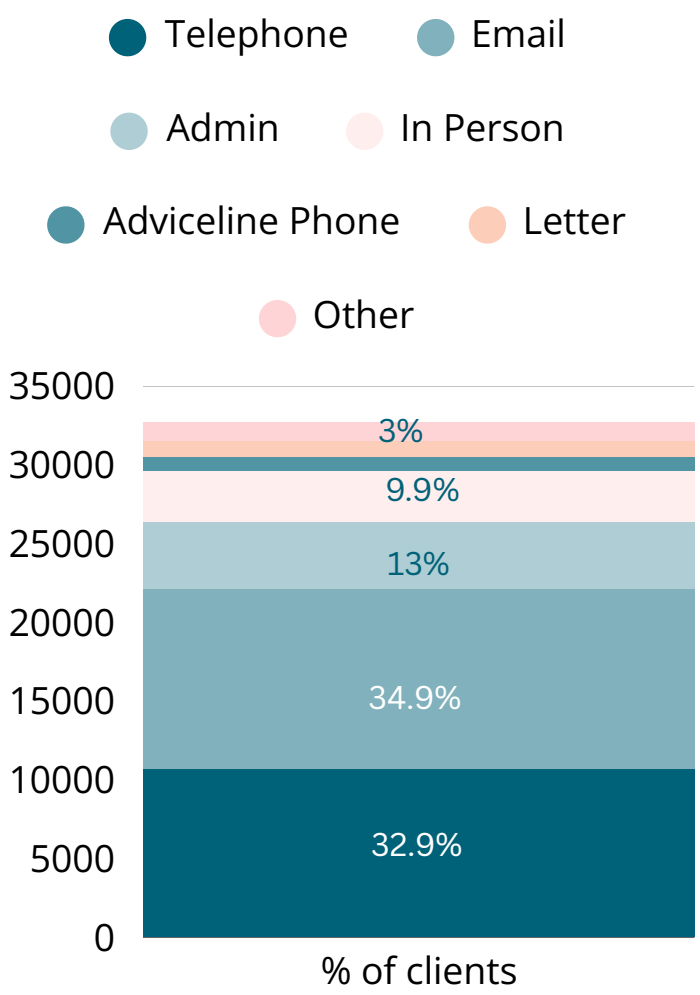
Age of clients



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Channel used to communicate with clients:

Between 1st April 2025 and 31st March 2026



From 1st of April we shifted to our own phone line **03030 033 577**

2,362 *Calls were taken through the new phone line*

572 Referrals in total were accepted

*That's up from **459** in 24/25*

851 Clients were seen at reception between **Nov 25 - Mar 26**

*That's up from **699** between **Apr 25 - Oct 25***

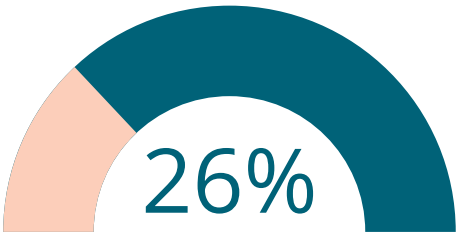
1,181 Contact forms through emails were received

*That's up from **965** in 24/25*

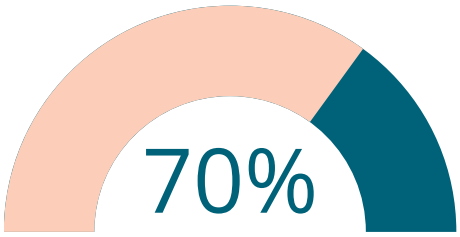
In total 1550 clients were seen at reception, which means per week 29 clients were seen at reception

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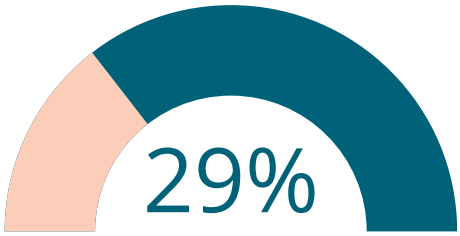
Health of our clients



of our clients require **Support Needs**



of our clients have a **Disability** or **long-term health condition**



of our clients have **no health problems**

Most common reasons for contacting us

	Issues	Clients
Benefits & tax credits	8,007	2,354
Debt	5,062	1,119
Universal Credit	2,672	1,040
Housing	1,175	616
Utilities & communications	688	402
Charitable support & food banks	510	384

Over **295**
Food vouchers issued
Over **79**
Fuel vouchers issued

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Client Outcomes

Income gained:



£4,745,140

Debts written off:



£1,860,921

Re-imbursements, services, loans:

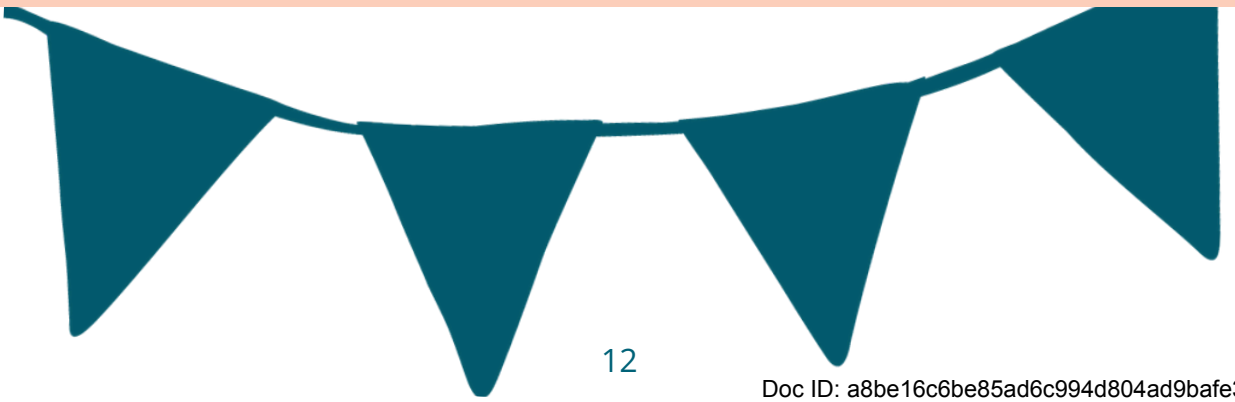


£7,129

Other:



£327,025



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What our clients say

"During my most difficult time someone recommended the Citizens Advice Bureau to me It was truly a wonderful place and the staff's warm and responsible attitude made me feel at ease They were very responsive in following up on my case helping me resolve my difficulties and providing excellent advice and practical support They were incredibly patient I want to tell anyone in need how excellent and willing they are to help people overcome their challenges"

The two people of Citizens Advice a lady and a gentleman who dealt with the cases were extremely helpful I would like to extend my thanks to them



"Very helpful my case is still ongoing but feeling confident with their help."

My message was dealt with swiftly and had an appointment in a short space of time Everything was explained to me and I received incredible help with form filling to a level that I couldnt have a guy on my own Extremely understanding helpful and patient A huge thank you

"Very good experience overall, I am very grateful to great people working in Swansea office for what they are doing especially knowing that many are volunteers. They managed to help me with finding where to start with sorting out my problem and gave me confidence with knowing that I am on the right path"

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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

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Funding

Our Annual Report highlights the positive differences we have made to communities across Swansea Neath Port Talbot during the year 1st April 2025 to 31st March 2026.
We work closely with partners across the public and voluntary sectors to create positive change in people's lives. Through collaboration, we contribute to Wales-wide and national campaigns, undertake research into issues affecting people in our region, and advocate for improvements that benefit local communities.
We engage with a wide range of organisations and actively participate in local, regional, and national networks. By sharing knowledge, influencing policy, and working collectively, we strive to make a meaningful difference for the residents of Swansea and Neath Port Talbot who need our support.
None of this would be possible without the commitment and generosity of our funders and partners. We are intensely grateful for their continued support, which enables us to deliver our services and strengthen the impact of our work.

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

Fiscal value

Delivering financial savings to local, Welsh, and UK governments by reducing reliance on out-of-work benefits, preventing costly evictions and rehousing, and easing pressure on NHS services.

£4,712,362*

Public value

£31,562,666*

Delivering social, economic, and environmental benefit created for individuals, communities, and society through the effective use of resources. It goes beyond financial savings and focuses on the positive outcomes that improve people's lives, such as better health, stronger communities, greater wellbeing, increased opportunities, and reduced inequality.

Value to the people we help

Supporting individuals to improve their financial situation by securing backdated benefits, resolving debt issues, and recovering money through successful consumer claims and refunds.

£12,260,514*

For every £1 of funding received we returned:

£2.26 in Fiscal Value

£15.16 in Public Value

£5.89 in Value to the people we help

*Overall value 2025-2026

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Specific Impact To:

Local authority- by preventing homelessness and housing evictions & mental health services

Savings to Local Authorities £9,964,128

Council Tax Arrears– payments rescheduled £27,010



Reducing use of mental health and GP services, and keeping people in work

Reducing use of Health Services £2,320,260

Keeping people in work £60,526

Other Government Departments



Department of Work and Pensions £681,242

Criminal Justice System (preventing homelessness & evictions) £33,385







*Overall value 2025-2026

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Research & Campaigns

Key achievements:

- We contributed to the ongoing evaluation of the Welsh Government's Basic Income Pilot
- We contributed to a Cambridge-Cardiff University Research project into Council Tax debt and civic enforcement
- We took part in filming for a local documentary exploring the effects of poverty in Swansea
- We published *Challenging Harmful Cuts*: Our Response to the UK Government's 'Pathways to Work' Proposals.
- We published *Cutting Support, Deepening Inequality*, which looked at changes such as cuts in the health element and the four point minimum.
- We responded to UK Parliament's Justice Committee's Access to Justice Inquiry.
- We attended: Tackling Gambling Harm in Wales event; NEA Wales Fuel Poverty Conference; and Creating an Anti-Racist Wales Conference.
- We published *When crisis becomes normal: an everyday story of struggle and hardship down your street* the final instalment in our long term study of the impact of the cost of living crisis on our clients.



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Volunteering

The recruitment and engagement of volunteers continues to provide significant benefits to the organisation. Volunteers play a vital role in supporting the delivery of our services, and we are deeply grateful for their ongoing commitment, time, and dedication.

Working with volunteers enables us to:

- extend our reach and support a greater number of clients;
- increase the diversity of our workforce, helping us better reflect and understand the communities we serve;
- provide meaningful opportunities for individuals to connect with others, develop new skills, build confidence, and gain valuable experience;
- bring fresh perspectives, ideas, and approaches that enhance our work; and
- improve the social value and positive impact of our activities within the community.

We currently have 37 volunteers who conduct a range of roles, the longest serving having been with us for over 17 years.
Roles undertaken include Admin support, Reception, Initial Check, Research & Campaigns support.



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Key volunteer statistics 2025-2026

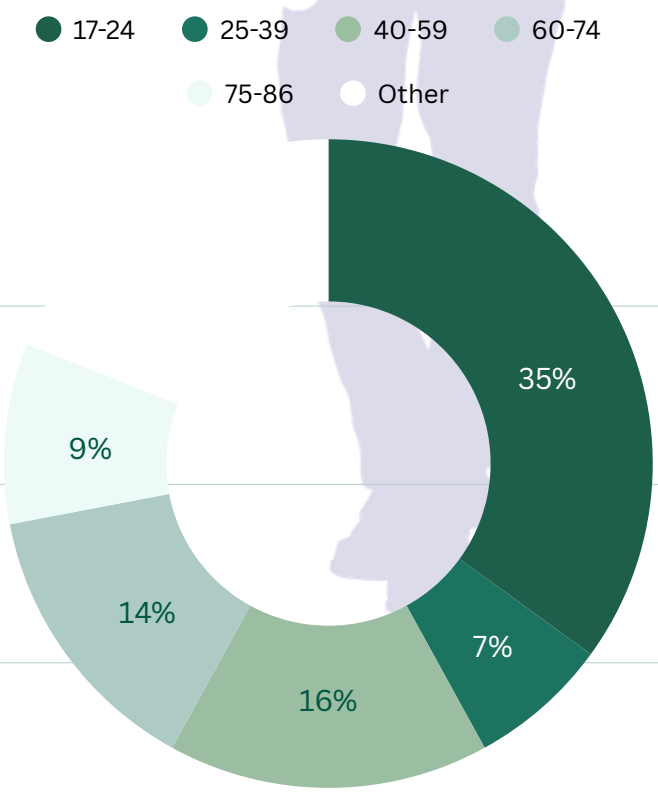
- our volunteers contributed **6,491 hours** to supporting service delivery
- undertook a total of **6,904 hours of training**
- Between them our volunteers **supported 2163 clients**
- The main reason, **50%** volunteers leave is due to **gaining employment, some with us.**



Volunteers by Gender



Age range of our Volunteers



Nationality of our volunteers

Wellbeing

At CASNPT, the mental, physical, emotional, and financial wellbeing of our employees is a top priority. We are committed to supporting our team in every way we can, recognizing that investing in our people enables them to thrive. By fostering a healthy, supported workforce, we strengthen our ability to deliver the highest quality service to our clients.

What we've done in 2025/26

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**

Developed a **Management Development Programme** to support staff wanting to progress at CASNPT.

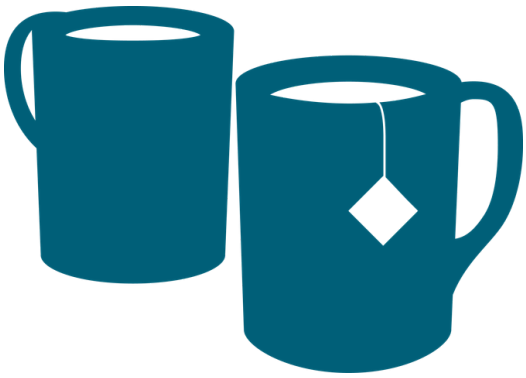
Subscribed to an Employee Assistance programme providing 24/7, 365-day access to compassionate support whatever challenges are faced.

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**





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Partnerships

Working in partnership with organisations across the public, private and voluntary sectors enables us to reach far more people than we could alone. These collaborations allow us and our partners to draw on each other's expertise, reputation and networks, strengthening the support available to our communities. Most importantly, partnership working helps us achieve better outcomes for a greater number of clients.

Our partnerships enable us to refer clients to specialist services that can provide support with complex issues such as mental health, domestic abuse and housing adaptations to help people live safely and independently at home. Access to this tailored support can improve resilience, wellbeing and confidence, helping people manage challenges more effectively in the future.

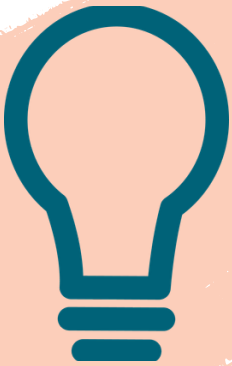
Alongside referral pathways, we deliver a range of targeted projects designed to address specific needs or support particular groups within our communities.

During the year, this included distributing essential goods through the Multibank initiative and providing dedicated advice services for people living with dementia and their carers. These projects ensure that people facing particular challenges can access timely and appropriate support when they need it most.

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Future Plans

Looking ahead, it is essential that we focus on funding and long-term sustainability. Strengthening collaboration, developing strategic partnerships, investing in our people, and enhancing our infrastructure will all be key to supporting CASNPT's ambition to continue to serve local clients while maintaining the high quality of services for which we are known.



We have identified 4 Strategic Themes with associated Priorities that we want to achieve locally for 2026 – 2029 and each is underpinned by a delivery action plan that focuses on 'how' we will achieve them and 'how' we will measure our success; ensuring that these are shared and reviewed on a quarterly basis.

Strategic Themes and Priorities - 2026-2029

Theme	Priorities
Accessible Advice:	• Expand access to advice services through multiple channels and outreach. • Ensure that our services are inclusive, accessible, and effective for people at higher risk of disadvantage or harm, delivering positive client experiences and outcomes. • Maintain good service quality whilst working to increase service capacity. • Ensure that processes and support mechanisms for service delivery are in place, up to date and relevant.
People:	• Investing in our staff and volunteers to enhance service quality and sustainability. • Support the professional development and wellbeing of our people. • Re-model and develop our volunteering programme. • Leverage technology to improve efficiency and service delivery. • Champion Equity, Diversity and Inclusion and actively increase diversity within our teams.
Partnership & Influence	• Strengthen collaborations to amplify our impact and advocate for systemic change. • Celebrate and build on our existing partnerships, recognising that working together provides the best opportunity to navigate funding challenges and enhance long-term stability. • Work with regional advice providers to create a people-focused approach and meet local needs
Sustainability	• Ensure financial and operational resilience to support long-term service delivery. • Maintain robust financial management and sound financial procedures. • Increase unrestricted income and embrace cost neutralising partnering and collaboration activities. • Cultivate a broad funding base, to establish long-term financial sustainability through diversified income streams.

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Trustees' report for the year ended 31 March 2026

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	
Geoffrey Lee		
Nita Sparkes		
Stephen Jenkins		
Victoria Holland		
Gemma Monk		
Kimberley Mamhende		Appointed 1st October 2025
Reginald Roberts	Treasurer	Appointed 1st October 2025
Charlotte Davies		Appointed 1st October 2025
Jonathon Hayes		Appointed 1st October 2025
Chris Mann		Resigned 1st October 2025

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	Y Storfa, 277-278 Oxford Street, Swansea SA1 3EL
Statutory Auditors	Bevan Buckland Audit Ltd
Bankers	CAF Bank

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 2026 the company had 20 individual members (2025: 16).

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.

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.

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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.

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Objectives and activities

The charity's objectives

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

The charity's main activities

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

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

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

Public benefit 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.

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Financial Review
The net surplus for the year was £166,461, including a net surplus of £133,355 on unrestricted funds and a net surplus of £33,106 on restricted funds after transfers.

Income in the year increased from £1,381,184 to £2,112,937, whilst expenditure increased from £1,383,187 to £1,946,476.

Reserves Policy
The charity's total reserves were £1,029,079, of which £84,808 relates to restricted funds;this leaves a balance of £944,271 free reserves.

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 £944,271 (2024/25: £810,916). Trustees had previously resolved to designate £40,000 towards the future relocation of its Swansea premises, which has been repurposed towards the costs of any dilapidations arising on the expired lease,. At 31 March 2026 therefore, free unrestricted reserves amounted to £904,271. This amounts to around 5.6 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.

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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.

Statement as to disclosure of information to auditors

So far as each of the trustees is aware at the date of approving this report, there is no relevant audit information (as defined by Section 418 of the Companies Act 2006) of which the charity's auditor is unaware. Each trustee has taken all the steps that he or she ought to have taken as a trustee in order to make himself or herself aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The auditor, Bevan Buckland, previously traded through the legal entity Bevan Buckland LLP. Following a restructure and regulatory changes, Bevan Buckland LLP ceased to hold an audit registration with the engagement transitioning to Bevan Buckland Audit Ltd.

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.

Approved by the board of trustees on 08 / 27 / 2026

Signed:  (Trustee)

Name: Sonya Dougherty

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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 2026 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 2026 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for Opinion

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

Conclusions relating to Going Concern

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

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

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

Other information

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

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

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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.

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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 2024 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 noncompliance 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.

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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 Audit Ltd
Chartered Accountants and Statutory Auditors
Ground Floor
Cardigan House
Castle Court
Swansea Enterprise Park
Swansea
SA7 9LA

Date 09 / 01 / 2026 .....

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Citizens Advice Swansea Neath Port Talbot Limited

Statement of Financial Activities

(including summary income and expenditure account)

for the year ended 31 March 2026

	Notes	2026 Unrestricted funds £	2026 Restricted funds £	2026 Total funds £	2025 Unrestricted funds £	2025 Restricted funds £	2025 Total funds £
Income from:							
Donations and legacies	(2)	157	-	157	65	-	65
Grants - Charitable activities	(3)	102,674	1,980,033	2,082,707	94,879	1,262,646	1,357,525
Investment income	(4)	29,786	-	29,786	23,594	-	23,594
Other income		287	-	287	-	-	-
Total income		132,904	1,980,033	2,112,937	118,538	1,262,646	1,381,184
Expenditure on:							
Charitable activities		89,527	1,856,949	1,946,476	105,546	1,227,811	1,333,357
Repayment of grants		-	-	-	-	49,830	49,830
Total expenditure		89,527	1,856,949	1,946,476	105,546	1,277,641	1,383,187
Net income / (expenditure)		43,377	123,084	166,461	12,992	(14,995)	(2,003)
Transfers between funds		89,978	(89,978)	-	59,719	(59,719)	-
Net movement in funds		133,355	33,106	166,461	72,711	(74,714)	(2,003)
Fund balances brought forward		810,916	51,702	862,618	738,205	126,416	864,621
Fund balances carried forward	(7)	944,271	84,808	1,029,079	810,916	51,702	862,618

All incoming resources and resources expended derive from continuing activities.

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Citizens Advice Swansea Neath Port Talbot Limited

Balance sheet

as at 31 March 2026

		2026 Unrestricted £	2026 Restricted £	2026 Total £	2025 Total £
Fixed assets					
Tangible assets	(8)	-	-	-	-
Total fixed assets		-	-	-	-
Current assets					
Debtors and prepayments	(9)	44,168	11,250	55,418	44,733
Current asset investments	(10)	41,766	-	41,766	125,217
Cash at bank and in hand	(11)	901,511	100,556	1,002,067	789,709
Total current assets		987,445	111,806	1,099,251	959,659
Current liabilities: amounts falling due within one year					
Creditors and accruals	(12)	43,174	26,998	70,172	97,041
Total current liabilities		43,174	26,998	70,172	97,041
Net current assets / (liabilities)		944,271	84,808	1,029,079	862,618
Net assets		944,271	84,808	1,029,079	862,618
Funds					
Unrestricted funds					
General unrestricted funds		904,271	-	904,271	770,916
Designated funds	(6)	40,000	-	40,000	40,000
Unrestricted funds		944,271	-	944,271	810,916
Restricted funds		-	84,808	84,808	51,702
Total funds		944,271	84,808	1,029,079	862,618

The financial statements were approved by the board of trustees and authorised for issue on 26 August 2026, and were signed on its behalf by:

Sonya Dougherty (Chair)



Signed:..... on 26 August 2026

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Statement of cash flows for the year ended 31 March 2026

	2026	2025
	£	£
Cash flows from operating activities:		
Net cash provided by (used in) operating activities	182,572	(145,683)
Cash flows from investing activities:		
Bank interest	29,786	23,594
Purchase of tangible fixed assets (excluding donated assets)	-	-
Net cash provided by (used in) investing activities	29,786	23,594
Cash flows from financing activities:		
Repayments on borrowing	-	-
Cash inflows from new borrowing	-	-
Net cash provided by (used in) financing activities	-	-
Change in cash and cash equivalents in the reporting period	212,358	(122,089)
Cash and cash equivalents at the beginning of the reporting period	789,709	911,798
Cash and cash equivalents at the end of the reporting period	1,002,067	789,709

Reconciliation of net movement in funds to net cash flow from operating activities	2026	2025
	£	£
Net movement in funds for the reporting period (as per the statement of financial activities)	166,461	(2,003)
Adjustments for:		
Depreciation charges	-	2,638
Bank interest	(29,786)	(23,594)
(Increase) / decrease in current asset investments	83,451	(125,217)
(Increase) / decrease in debtors	(10,685)	(33,597)
Increase / (decrease) in creditors	(26,869)	36,090
Net cash provided by (used in) operating activities	182,572	(145,683)

Analysis of cash and cash equivalents	2026	2025
	£	£
Cash in hand	164	223,513
Notice deposits (less than 30 days)	1,001,903	566,196
Total cash and cash equivalents	1,002,067	789,709

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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 as a going concern.

(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.

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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.

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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) Current asset investments
Current asset investments include accounts with a maturity exceeding three months from the date of acquisition or opening of the account. Such accounts are held through an investment platform linked to the charity's principal bank account.

(m) 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.

(n) 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.

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2 Donations and legacies

	2026 Unrestricted funds £	2026 Restricted funds £	2026 Total funds £	2025 Total funds £
General donations	157	-	157	65
	157	-	157	65

3 Grants for charitable activities

	2026 Unrestricted funds £	2026 Restricted funds £	2026 Total funds £	2025 Total funds £
City & County of Swansea:				
- Core funding	-	173,598	173,598	168,611
- Refugee Resettlement	-	24,040	24,040	17,261
- Fuel Poverty	-	-	-	1,363
Neath Port Talbot Borough Council - core	98,674	-	98,674	94,879
Welsh Government:	-			
- Advicelink - Debt & other specialist advice	-	-	-	316,067
- Advicelink - Community Focus	-	-	-	418,112
- Basic Income pilot	-	10,985	10,985	76,892
- Claim What's Yours	-	-	-	37,800
- Partnership Work	-	-	-	21,000
- Single Advice Fund	-	1,507,945	1,507,945	-
Swansea Bay Health Board	4,000	30,155	34,155	29,630
Swansea University - child poverty	-	-	-	7,692
Independent Age	-	53,218	53,218	27,698
Age Cymru dementia project	-	36,270	36,270	36,270
Age Cymru partnership	-	-	-	28,283
Moondance Foundation	-	102,572	102,572	-
The Trussell Trust	-	41,250	41,250	-
Warm Wales	-	-	-	62,219
WCVA	-	-	-	13,748
	102,674	1,980,033	2,082,707	1,357,525

4 Investment income

	2026 Unrestricted funds £	2026 Restricted funds £	2026 Total funds £	2025 Total funds £
Interest receivable	29,786	-	29,786	23,594
	29,786	-	29,786	23,594

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5 Charitable activities expenditure

5a Support costs

Support cost type	Charitable activity £	Governance activity £	2026 Total cost £	2025 Total cost £
Management and admin salaries	20,957	-	20,957	20,384
Finance support	5,664	-	5,664	5,244
Legal and professional fees	21,344	-	21,344	713
Bank charges	-	95	95	176
Audit	-	7,620	7,620	7,860
Trustee expenses	-	-	-	121
Payroll and accounting software	-	1,307	1,307	470
	47,965	9,022	56,987	34,968

5b Charitable activities expenditure detail

		2026 Unrestricted funds £	2026 Restricted funds £	2026 Total cost £	2025 Total cost £
Salaries, NI & Pension	(5c)	66,371	1,148,665	1,215,036	1,059,041
Other staff costs		51	58	109	-
Staff - Training		1,101	9,132	10,233	10,358
Staff - Travel & subsistence		3,697	5,610	9,307	6,654
Volunteer - Expenses		871	1,112	1,983	1,362
Trustee expenses		56	(56)	-	121
Insurance - General		992	7,007	7,999	7,368
IT Equipment		7	8,867	8,874	12,646
IT Support		1,998	122,393	124,391	10,101
Office equipment expense		204	14,564	14,768	2,340
Other expenses		157	483	640	140
Payroll/Acctg/Consultancy fees		703	14,389	15,092	7,626
Postage, printing & stationery		989	10,870	11,859	5,943
Reference materials, subscriptions		2,137	17,950	20,087	16,424
Telephone & Comms		1,900	13,417	15,317	13,869
Service Charge		2,791	46,754	49,545	60,972
Cleaning, repairs & maint'ce		316	11,967	12,283	9,158
Heat & light		941	15,756	16,697	17,715
Insurance - Property		258	4,319	4,577	6,104
Water		79	1,329	1,408	1,062
Rent		2,802	46,940	49,742	39,000
Audit fees		412	7,208	7,620	7,860
Legal & professional fees		171	22,910	23,081	713
Translation costs		-	13,957	13,957	-
Bank charges		81	14	95	176
Depreciation		-	-	-	2,638
Payments to partners		425	310,860	311,285	33,712
Room hire		17	474	491	-
Publicity & Promotion		-	-	-	254
		89,527	1,856,949	1,946,476	1,333,357

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5c Staff costs and numbers

	2026	2025
	£	£
Gross salaries	1,038,019	930,522
Social security costs	126,213	81,685
Employment allowance	(10,500)	(5,000)
Pensions	61,304	51,834
	1,215,036	1,059,041

The average number of employees during the year was 43 (2025: 39).

There were no employees with emoluments above £60,000 (2025: no employees).

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

	2026	2025
	£	£
Advisers	32	29
Managers	4	4
Support and administration	7	6
	43	39

Defined contribution pension scheme

	2026	2025
	£	£
Costs of the scheme to the charity for the year	61,304	51,834
Amount of any contributions outstanding at the year end	8,312	7,009

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 dilapidations	40,000	-	-	-	40,000
	40,000	-	-	-	40,000

Fund name	Reason for designation
Office dilapidations	The trustees had previously designated £40,000 towards the costs of relocation on expiry of the lease at Wind Street, Swansea. The costs of relocation were ultimately met from general unrestricted funds, and the trustees agreed to maintain the £40,000 as a designated fund towards the costs of any agreed dilapidations arising on that lease.

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7 Restricted funds

	Balance b/f	Incoming	Outgoing	Repayable	Transfers	Balance c/f
	£	£	£	£	£	£
Swansea - general advice	-	173,598	83,620	-	(89,978)	-
Swansea - Refugee resettlement	4,781	24,040	24,065	-	-	4,756
Swansea - fuel poverty	1,363	-	1,363	-	-	-
Welsh Govt.:						
- Advicelink - Community Focus	253	-	253	-	-	-
- Advicelink - Claim What's Yours	6	-	6	-	-	-
- Basic Income Pilot	-	10,985	10,985	-	-	-
- Partnership Work	2,435	-	2,435	-	-	-
- redundancy reserve	17,898	-	-	-	-	17,898
- SAF - general		616,956	616,166	-	-	790
- SAF - debt		457,777	457,777	-	-	-
- SAF - Age Cymru At Home		41,345	41,345	-	-	-
- SAF - Age Cymru Income Maximisation		41,340	41,340	-	-	-
- SAF - Care & Repair		82,685	82,685	-	-	-
- SAF - Newport CitA		27,296	27,296	-	-	-
- SAF - Shelter Cymru		54,592	54,592	-	-	-
- SAF - SNAP		27,296	27,296	-	-	-
- SAF - Welfare Reform		158,658	158,658	-	-	-
Swansea Bay HB - health outreach	2,059	30,155	30,311	-	-	1,903
Age Cymru partnership	7,071	-	7,071	-	-	-
Age Cymru - Dementia project	-	36,270	36,435	-	-	(165)
Moondance Foundation	4,258	102,572	58,199	-	-	48,631
National Lottery Community Fund	11,880	-	11,880	-	-	-
Independent Age	(302)	53,218	53,273	-	-	(357)
Trussell	-	41,250	29,898	-	-	11,352
	51,702	1,980,033	1,856,949	-	(89,978)	84,808
Unrestricted Funds	810,916	132,904	89,527	-	89,978	944,271
Total Funds	862,618	2,112,937	1,946,476	-	-	1,029,079

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

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7a Restricted funds (previous year)	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	-	-	-
	126,416	1,262,646	1,227,811	(49,830)	(59,719)	51,702
Unrestricted Funds	738,205	118,538	105,546	-	59,719	810,916
Total Funds	864,621	1,381,184	1,333,357	(49,830)	-	862,618

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

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7b

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 - 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.
- SAF - general	to provide free to client access to social welfare rights-based information and advice.
- SAF - debt	to provide free to client access to specialist advice and support related to debt.
- SAF - Age Cymru At Home	to provide free to client, in-home access to social welfare rights-based information and advice for those over the age of 55.
- SAF - Age Cymru Income Maximisation	to provide free to client access to social welfare rights-based information and advice for those over the age of 55.
- SAF - Care & Repair	to provide free to client, in-home access to social welfare rights-based information and advice for those over the age of 55.
- SAF - Newport CitA	to provide free to client access to specialist advice and support related to employment and discrimination.
- SAF - Shelter Cymru	to provide free to client access to specialist advice and support related to housing.
- SAF - SNAP	to provide free to client access to specialist advice and support related to education.
- SAF - Welfare Reform	to provide innovative routes to increasing client access to social welfare rights-based information and advice.
Swansea Bay HB - health outreach	provided by Swansea Bay University Health Board to deliver advice services in local health centres.
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.
National Lottery Community Fund	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.
The Trussell Trust	helping clients to understand both their rights and respocibilities, ensuring that they are able to make informed choices about the problems they face.

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8 Tangible assets

	Website	Leasehold property	Fixtures, fittings and	Computer equipment	Total
Cost	£	£	£	£	£
At 1 April 2025	4,980	43,563	52,004	80,108	180,655
Additions	-	-	-	-	-
Disposals	-	(43,563)	(52,004)	(80,108)	(175,675)
At 31 March 2026	4,980	-	-	-	4,980
Depreciation					
At 1 April 2025	4,980	43,563	52,004	80,108	180,655
Depn reversed re. disposals	-	(43,563)	(52,004)	(80,108)	(175,675)
Charge for year	-	-	-	-	-
At 31 March 2026	4,980	-	-	-	4,980
Net book value					
At 31 March 2026	-	-	-	-	-
At 31 March 2025	-	-	-	-	-

9 Debtors and prepayments

	2026	2025
	£	£
Prepayments	23,674	38,387
Other debtors	20,494	-
Accrued income	11,250	6,346
	55,418	44,733

10 Current asset investments

	2026	2025
	£	£
Cash equivalents on deposit	41,766	125,217
	41,766	125,217

Current asset investments comprised two bank deposit accounts:
(i) a fixed term of one year, which matured at the end of July 2025, at an interest rate of 4.92%.
(ii) a 120 days notice account, at an interest rate of 2.74%.

11 Cash at bank and in hand

	2026	2025
	£	£
Cash at bank	1,001,903	789,545
Cash in hand	164	164
	1,002,067	789,709

12 Creditors and accruals

	2026	2025
	£	£
Creditors	-	47,237
Accruals	37,237	24,849
Deferred income	2,500	-
Taxation and social security	22,123	17,946
Other creditors	8,312	7,009
	70,172	97,041

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13 Related party transactions

Trustee expenses
During the year no trustees were paid travel expenses (previous year: 1 trustee - £121).

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 received by key management personnel were £61,957 (previous year: £60,441).

Other related party transactions
There were transactions amounting to £11,698 (2025: £11,536) 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:	2026	2025
	£	£
Within one year	38,280	-
In the second to fifth years inclusive	147,029	-
Over five years from the balance sheet date	-	-
	185,309	-

15 Contingent liability

The charity's lease of its office premises at City Gates, Wind Street, Swansea was terminated on 18 February 2026. Under the terms of the lease, the charity is required to reinstate the premises to their original condition at the end of the lease

At the reporting date, there were ongoing negotiations with the charity's former landlord and agents, and at this stage no provision has been recognised in respect of these potential dilapidation costs.

Based upon an extensive report by agents retained by the charity, a counter offer of £5,840 has been made in response to an initial demand on behalf of the former landlords of around £212,000. It is likely that negotiations will continue for some time but the charity is advised that its current counter offer is reasonable, based upon an expensive professional valuation. A final settlement at or around this amount would most likely be agreed by the trustees and met out of designated funds, which would also be utilised towards the charity's professional costs.

16 Post balance sheet events

There have been no material post balance sheet events requiring separate disclosure in these financial statements other than the matter disclosed in Note 15 (Contingent liability)

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Statement of Financial Activities including comparatives for all funds (including summary income and expenditure account) for the year ended 31 March 2026

	2026 Unrestricted funds £	2025 Unrestricted funds £	2026 Restricted funds £	2025 Restricted funds £	2026 Total funds £	2025 Total funds £
Income						
Donations and legacies	157	65	-	-	157	65
Grants - Charitable activities	102,674	94,879	1,980,033	1,262,646	2,082,707	1,357,525
Investment income	29,786	23,594	-	-	29,786	23,594
Other income	287	-	-	-	287	-
Total income	132,904	118,538	1,980,033	1,262,646	2,112,937	1,381,184
Expenditure						
Salaries, NI & Pension	66,371	73,296	1,148,665	985,745	1,215,036	1,059,041
Other staff costs	51	-	58	-	109	-
Staff - Training	1,101	1,267	9,132	9,091	10,233	10,358
Staff - Travel & subsistence	3,697	1,230	5,610	5,424	9,307	6,654
Volunteer - Expenses	871	364	1,112	998	1,983	1,362
Trustee expenses	56	9	- 56	112	-	121
Insurance - General	992	1,847	7,007	5,521	7,999	7,368
IT Equipment	7	3,158	8,867	9,488	8,874	12,646
IT Support	1,998	1,000	122,393	9,101	124,391	10,101
Office equipment expense	204	574	14,564	1,766	14,768	2,340
Other expenses	157	35	483	105	640	140
Payroll/Acctg/Consultancy fees	703	1,371	14,389	6,255	15,092	7,626
Postage, printing & stationery	989	1,475	10,870	4,468	11,859	5,943
Reference materials, subscriptions	2,137	3,578	17,950	12,846	20,087	16,424
Telephone & Comms	1,900	3,442	13,417	10,427	15,317	13,869
Service Charge	2,791	5,689	46,754	55,283	49,545	60,972
Cleaning, repairs & maint'ce	316	648	11,967	8,510	12,283	9,158
Heat & light	941	1,471	15,756	16,244	16,697	17,715
Insurance - Property	258	507	4,319	5,597	4,577	6,104
Water	79	88	1,329	974	1,408	1,062
Rent	2,802	3,238	46,940	35,762	49,742	39,000
Audit fees	412	582	7,208	7,278	7,620	7,860
Legal & professional fees	171	11	22,910	702	23,081	713
Translation costs	-	-	13,957	-	13,957	-
Bank charges	81	5	14	171	95	176
Depreciation	-	661	-	1,977	-	2,638
Payments to partners	425	-	310,860	33,712	311,285	33,712
Room hire	17	-	474	-	491	-
Publicity & Promotion	-	-	-	254	-	254
Repayment of grants	-	-	-	49,830	-	49,830
Total expenditure	89,527	105,546	1,856,949	1,277,641	1,946,476	1,383,187
Net income / (expenditure)	43,377	12,992	123,084	(14,995)	166,461	(2,003)
Transfers between funds	89,978	59,719	(89,978)	(59,719)	-	-
Net movement in funds	133,355	72,711	33,106	(74,714)	166,461	(2,003)
Fund balances brought forward	810,916	738,205	51,702	126,416	862,618	864,621
Fund balances carried forward	944,271	810,916	84,808	51,702	1,029,079	862,618

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