

Citizens Advice Swansea Neath Port Talbot

Report of the Trustees

and

Unaudited Financial Statements

For the year ended 31 March 2016



Citizens Advice Swansea Neath Port Talbot

Financial Statements For the year ended 31 March 2016

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Citizens Advice Swansea Neath Port Talbot

Report of the Directors and Trustees

The Trustees (who are also the Directors for the purpose of Company Law) have pleasure in presenting their annual report and the financial statements for the year ended 31 March 2016. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities.

1. REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name: Swansea Neath Port Talbot Citizens Advice Bureau, also known as Citizens Advice Swansea Neath Port Talbot

Charity Registration: 518825

Company Registration: 1702827

Registered Office: Llys Glas, Pleasant Street, Swansea, SA1 5DS

Chief Executive and
Company Secretary: Jackie Preston

Bank: Charities Aid Foundation (CAF)

Independent Examiners: Bevan and Buckland

Website: www.citizensadvicesnpt.org.uk

Authorised and regulated by the Financial Conduct Authority No. 617762



Citizens Advice Swansea Neath Port Talbot

Report of the Directors and Trustees continued ...

The following people were directors/trustees of the charity on the date of approval of the report:

DIRECTORS/ TRUSTEES	ROLE	ELECTED BY	DATE ELECTED	DATE RESIGNED
Stuart Rice	Chair	AGM	10/13	8/15
Ali Bond	Trustee	Trustee Board	11/14	5/15
Chris Mann	Chair	AGM	10/13	
Tim Blanch	Vice Chair	AGM	3/12	
Dr Philip Ebdon	Trustee	AGM	3/10	
Margaret Lane	Trustee	AGM	1/07	
	(Treasurer	Trustee Board	8/15	12/15
Greg Thomas*	Trustee & Treasurer	Trustee Board	4/12	8/15
		Trustee Board	7/12	8/15
	Trustee & Treasurer	Trustee Board	1/16	
Ian Guy	Trustee	AGM	9/94	
Clive Owen	Trustee	AGM	3/12	
Howard Davies	Trustee	Trustee Board	11/15	
Bethan Hopkins	Trustee	Trustee Board	1/14	
Pat Dunmore	Trustee	AGM	12/11	
Chris Graham	Trustee	AGM	3/12	

*Member of Trustee Board who was in paid employment in the local Citizens Advice between August and December 2015, stepping down from the Board for the duration

Report of the Directors and Trustees continued ...

2. STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Swansea Neath Port Talbot Citizens Advice Bureau is a registered charity and a company limited by guarantee. Swansea Neath Port Talbot Citizens Advice Bureau is also known and referred to as Citizens Advice Swansea Neath Port Talbot. The maximum liability of each member is limited to £1. At 31 March 2016 the company had 53 members (2015 – 54). Citizens Advice Swansea Neath Port Talbot is governed by its Memorandum and Articles of Association as amended on 31 March 2012.

Recruitment, Appointment of Trustees

Trustees, who are also Directors of the Company, 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, made up of Trustee(s), the Company Secretary and chaired by the Chair is established to undertake the interviewing of all potential new Board members. A separate process agreed by the Trustee Board is followed for the election of the Chair which may include co-options from outside of the Board itself. Each panel will then report its recommendations for co-option or election at the following Trustee Board/Annual General meeting for their approval. No other persons or bodies external to the charity are entitled to appoint persons to the Trustee Board.

Induction of Trustees

Newly appointed Trustees are provided with an induction to Citizens Advice Swansea Neath Port Talbot through the provision of meetings with CASNPT staff and Chair and mentoring by established trustees. Trustees will have access to Citizens Advice electronic information and be encouraged to attend national Citizens Advice meetings, conferences and training.

Organisational Structure

Citizens Advice Swansea Neath Port Talbot is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Citizens Advice Swansea Neath Port Talbot and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of Board members' interests is maintained at the registered office, and is available to the public.

Report of the Directors and Trustees continued ...

Related Parties

Citizens Advice Swansea Neath Port Talbot 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 Citizens Advice Swansea Neath Port Talbot 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 social services 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.

Major risks

Citizen Advice Swansea Neath Port Talbot has worked on a Corporate Risk Management exercise. A risk management strategy and risk register have been agreed by the Trustee Board. The Trustees recognise that any major risks to which to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end Citizens Advice Swansea Neath Port Talbot is continually monitoring and managing its risk, reviewing the corporate risk register and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources or appropriate restructuring and redundancies. The charity continues to seek to diversify its funding sources. 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.

Report of the Directors and Trustees continued ...

3. OBJECTIVES AND ACTIVITIES

Objects

The charity's objects are to promote any charitable purpose for the benefit of the immediate communities of the City and County of Swansea and Neath Port Talbot County Borough but generally throughout Wales, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Objectives, Strategies and Activities for the Year

Citizens Advice Swansea Neath Port Talbot 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
- 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.

During the year the Citizens Advice Swansea Neath Port Talbot were involved in a pilot project with the Local Health Board to provide an advice resource for the newly established GP Community Networks. Relationships were renewed with health centres formerly in partnership with us and set up with new ones. The services was available to 13 practices serving the Swansea locality by the end of March with the project scheduled to end on 30 April 2016 with changes to the Local Health Board funding arrangements.

Public Benefit Required

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 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 Citizens Advice Swansea Neath Port Talbot remained 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 centre and through multiple outreach locations hosted by partner organisations. In addition to generalist advice the following specialist advisory services were provided:

Citizens Advice Swansea Neath Port Talbot

Report of the Directors and Trustees continued ...

- 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 Citizens Advice Swansea Neath Port Talbot
- iii) Outreach services funded by the Local Health Board and Welsh Government

Advisory services were provided through face-to-face consultations, telephone advice lines and various outreach services at community centres throughout the area of benefit.

Contribution of Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity.

43 volunteers (including trustees) contributed approximately 12,100 hours of work to the local Citizens Advice during the year. We estimate the value of this help at £186,132 in respect of the current year. (2015/2016 - £209,609)

4. ACHIEVEMENTS AND PERFORMANCE

Charitable Activities

Citizens Advice Swansea Neath Port Talbot had a total of 20,512 client contacts with 8,725 enquiries in 2015/2016 (2014/2015 15,977 client contacts with 9,082 enquiries). The number of welfare benefits enquiries has increased as a proportion of all enquiries. This is due to the welfare reform changes and in particular the introduction for Personal Independence Payment replacing Disability Living Allowance for existing recipients. The local Citizens Advice assisted in the recovery of welfare entitlements for a number of clients. Confirmed gains for the year stood at £2,459,543. (2015/2016 1,572,719)

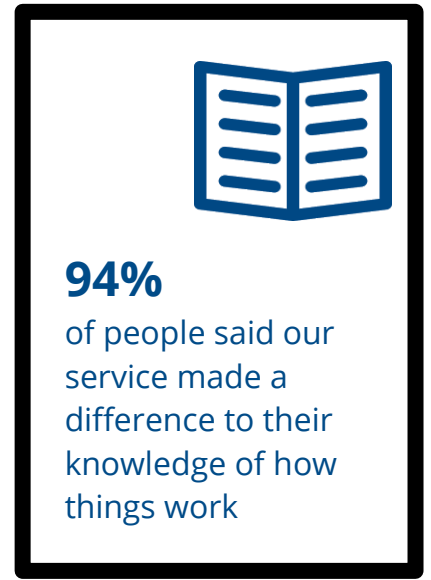
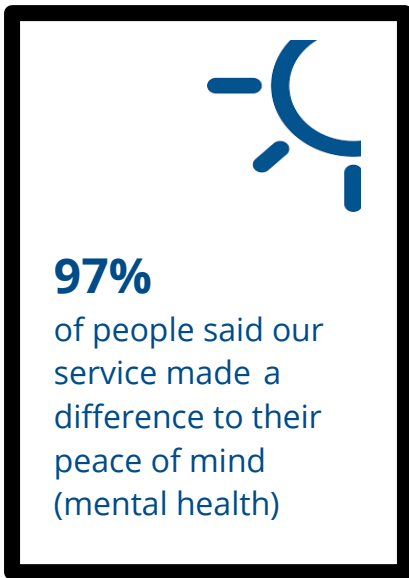
The key achievements in the year were:

- the successful outcome of funding negotiations with the Local Health Board to deliver more advice services from health centres.
- improving provision of advice by telephone with the two staff members (1.6 FTE) delivering the Frontline All Wales Specialist Benefits services raised £1,023,843 in confirmed gains alone demonstrating what can be achieved through this medium.

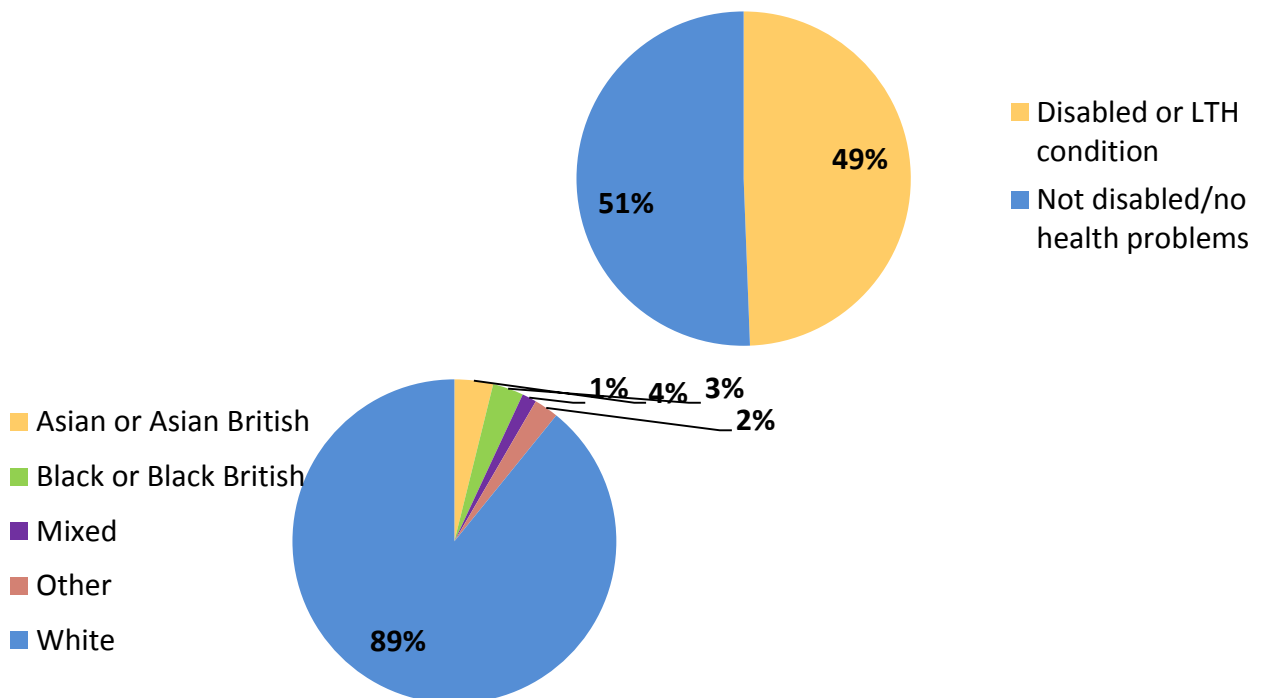
Citizens Advice Swansea Neath Port Talbot

Report of the Directors and Trustees continued ...

- over 100 clients benefitted through peace of mind by Approved Intermediaries submitting Debt Relief Orders on their behalf.
- Swansea Neath Port Talbot (the longest named local Citizens Advice) was one of the first to adopt the new brand and operating name of Citizens Advice Swansea Neath Port Talbot.



- We are confident we are meeting the needs of the diverse communities within the City and County of Swansea and Neath Port Talbot County Borough Council as the following pie charts demonstrate:



Report of the Directors and Trustees continued ...



98% of people said they were happy or very happy with our service



100% of people said they would recommend us to other people

During the year five complaints were dealt with at the informal stage and 13 formal complaints were received. One complaint went to Citizens Advice for review and resulted in some remedial action being taken at organisational level. We did not have any complaints in respect to our regulated Debt work and reported appropriately to the Financial Conduct Authority as part of our annual return.

Fundraising Activities

Unrestricted income raised during the year amounted to **£25,954**. A significant element of this was income to coincide with the introduction of the Pension Wise service and referrals that the local office was expected to make to the service. We hosted the Powys Citizens Advice Pension Wise adviser and received a room hire for this. Ongoing room hire income was also a significant part of the unrestricted income raised during the year.

Investment Activities

The charity does not currently hold material investments.

Factors Affecting the Achievement of Objectives

The charity is only too well aware of the financial pressures experienced by its major funders, and in view of this has taken active measures to seek additional sources of funding for its services, ensure ongoing funds are in place to maintain posts when vacancies arise and identify the best value services and products to support its services. There were periods of time throughout the year without an Operational Services Manager due to the existing post-holder leaving for Citizens Advice employment and the initial appointee resigning after four months in post and sickness absence by the Chief Executive. During the year the incumbent Treasurer stepped down to assist with the Operational Services management of the organisation. An Acting Treasurer was then in place for the period (August to December 2015). The members agreed to co-opt the Treasurer back onto the Board when the paid activity ceased in January 2016 and new permanent Manager in post. The practice allowed smooth continuity of the Treasurer support function and to stabilise management during the interregnum.

Report of the Directors and Trustees continued ...

5. FINANCIAL REVIEW

Financial Position

Incoming resources in the year were **£886,689** (2014/2015 £711,025) Of this £778,281 (2014/2015 £615,166) related to project restricted activities.

A surplus of **£44,374** was made in the year. (2014/2015 £16,965) At 31 March 2016 total reserves were £257,530 of which £5,089 represented restricted funds. (2014/2015 £213,156 totals with £24,486)

Reserves Policy

Citizens Advice Swansea Neath Port Talbot is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The local Citizens Advice will maintain a projection of income for at least 3 months' ahead and will ensure that this continues to be derived from as wide a variety of sources possible. They will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred the Trustees have determined that 'free' reserves of £208,970 should be maintained which is equal to 3 months normal operating expenditure. The reasons for holding particular reserves are outlined in notes 13 and 14.

Principal Funding Sources

The Directors extend their gratitude to the City and County of Swansea and Neath Port Talbot County Borough Councils who continued to support the core operating capacity of the charity. Additionally project-specific funding was received from the Welsh Government and the Money Advice Service.

The charity did not have any borrowings from either providers of funding or other sources at the balance sheet date.

Funds in Deficit

No funds were in deficit at the balance sheet date.

Investment Policy

As required in its Memorandum paragraph 3.19, in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or

Report of the Directors and Trustees continued ...

property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

6. FUTURE PLANS

Citizens Advice Swansea Neath Port Talbot aims to continually improve access to its service, and intends to extend its service through increased provision of telephone advice and additional outreach locations retaining face to face advice access for the most disadvantaged and vulnerable members of the community.

The following strategic priorities have been agreed by the Trustee Board for the 5 years to 2020:

- ⇔ To deliver high quality advice and provide flexible and appropriate support
- ⇔ To effect lasting and positive change through our work, or through working with partners
- ⇔ To complement and enhance the work of our partners and to ensure we make best use of resources
- To empower and encourage clients to take greater control over the everyday issues that affect their lives

Report of the Directors and Trustees continued ...

7. STATEMENT OF TRUSTEES RESPONSIBILITIES

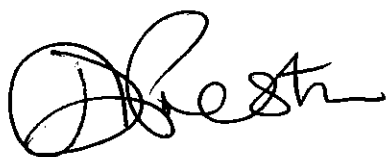
The trustees (who are also the directors of Swansea Neath Port Talbot Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

Approved by order of the board of trustees on 21 September 2016 and signed on its behalf by:



Jackie Preston – Company Secretary

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SWANSEA NEATH PORT
TALBOT CITIZENS ADVICE BUREAU**

I report on the accounts for the year ended 31 March 2016 set out on pages seven to nineteen.

Respective responsibilities of trustees and examiner

The charity's trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year (under Section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is required. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of ACA.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under Section 145 of the 2011 Act
- to follow the procedures laid down in the General Directions given by the Charity Commission (under Section 145(5)(b) of the 2011 Act); and
- to state whether particular matters have come to my attention.

Basis of the independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statements below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that, in any material respect, the requirements
- to keep accounting records in accordance with Section 386 and 387 of the Companies Act 2006; and

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SWANSEA NEATH PORT
TALBOT CITIZENS ADVICE BUREAU continued...**

to prepare accounts which accord with the accounting records, comply with the accounting requirements of Sections 394 and 395 of the Companies Act 2006 and with the methods and principles of the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)

have not been met; or

- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Henry Lloyd Davies
ACA
Bevan & Buckland
Langdon House
Langdon Road
SA1 Swansea Waterfront
Swansea
SA1 8QY

Date:

19th October 2016

Citizens Advice Swansea Neath Port Talbot

Statement of financial activities for the year ended 31 March 2016 Incorporating the Income and Expenditure Account

	Note	Unrestricted funds £	Restricted funds £	Total funds 2016 £	Total funds 2015 £
Income from:	2b				
Donations and legacies	3	77	0	77	7,023
Charitable activities	4				
General Advice and Information		107,045	398,050	505,095	369,075
Specialist Advice		0	153,771	153,771	154,851
Outreach		0	212,675	212,675	168,291
Sundry Projects		0	13,785	13,785	9,846
Other activities	5	701	0	701	1,617
Investment Income	5	585	0	585	322
Total		<u>108,408</u>	<u>778,281</u>	<u>886,689</u>	<u>711,025</u>
Expenditure on:					
Charitable activities					
General Advice and Information		75,518	284,645	360,163	365,621
Specialist Advice		0	273,739	273,739	141,613
Outreach		0	207,983	207,983	164,657
Sundry Projects		430	0	430	22,169
Total Expenditure		<u>75,948</u>	<u>766,367</u>	<u>842,315</u>	<u>694,060</u>
Net income/(expenditure) before transfers	6	32,460	11,914	44,374	16,965
Transfers		31,211	(31,211)	0	0
RECONCILIATION OF FUNDS					
Total funds brought forward 2015	13	<u>188,770</u>	<u>24,386</u>	<u>213,156</u>	<u>196,191</u>
Balances carried forward 2016	13	<u>252,441</u>	<u>5,089</u>	<u>257,530</u>	<u>213,156</u>

There are no recognised gains or losses in the year, other than those included in the statement of financial activities.

All activities derive from continuing operations.

Citizens Advice Swansea Neath Port Talbot

Statement of Financial Position as at 31 March 2016

	Note	Unrestrict- ed funds £	Restricted funds £	2016 Total funds £	2015 Total funds £
CURRENT ASSETS					
Debtors	10	1,373	76,269	77,642	51,974
Cash at bank and in hand		<u>290,229</u>	<u>(71,180)</u>	<u>219,049</u>	<u>210,301</u>
		291,602	5,089	296,691	262,275
CREDITORS					
Amounts falling due within one year	11	(39,161)	0	(39,161)	(49,119)
		<u>252,441</u>	<u>5,089</u>	<u>257,530</u>	<u>213,156</u>
NET CURRENT ASSETS					
		<u>252,441</u>	<u>5,089</u>	<u>257,530</u>	<u>213,156</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>252,441</u>	<u>5,089</u>	<u>257,530</u>	<u>213,156</u>
NET ASSETS					
		<u>252,441</u>	<u>5,089</u>	<u>257,530</u>	<u>213,156</u>
FUNDS					
Unrestricted funds				252,441	188,770
Restricted funds				<u>5,089</u>	<u>24,386</u>
TOTAL FUNDS					
				<u>257,530</u>	<u>213,156</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2016.

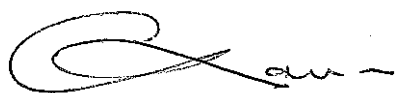
The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2016 in accordance with Section 476 of the Companies Act 2006.

Statement of Financial Position as at 31 March 2016 continued...

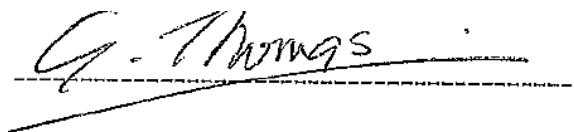
The trustees acknowledge their responsibilities for

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

The financial statements were approved by the Board on 21 September 2016 and signed on their behalf by:



Chair, Chris Mann



Treasurer, Greg Thomas

Citizens Advice Swansea Neath Port Talbot

Statement of Cash Flows for the Year Ended 31 March 2016

	Notes	2016 £	2015 £
Cash flows from operating activities:			
Cash generated from operations	1	<u>8,163</u>	<u>80,465</u>
Net cash provided by (used in) operating activities		<u>8,163</u>	<u>80,465</u>
Cash flows from investing activities:			
Interest received		<u>585</u>	<u>322</u>
Net cash provided by (used in) investing activities		<u>585</u>	<u>322</u>
Change in cash and cash equivalents in the reporting period		8,748	80,787
Cash and cash equivalents at the beginning of the reporting period		<u>210,301</u>	<u>129,514</u>
Cash and cash equivalents at the end of the reporting period		<u><u>219,049</u></u>	<u><u>210,301</u></u>

Notes to the financial statements for the year ended 31 March 2016

1 Reconciliation of net income to net cash flow from Operating Activities

	2016	2015
	£	£
Net income for the reporting period (as per the statement of financial activities)	44,374	16,965
Adjustments for:		
Depreciation charges	0	269
Interest received	(585)	(322)
(Increase)/decrease in debtors	(25,668)	41,913
(Decrease)/increase in creditors	<u>(9,958)</u>	<u>21,640</u>
 Net cash provided by (used in) operating activities	 <u>8,163</u>	 <u>80,465</u>

2 Accounting policies

a) Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

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

The trustees consider that there are no material uncertainties about the Trust's ability to continue as a going concern.

b) Reconciliation with previous Generally Accepted Accounting Practice

In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS 102 and the Charities SORP FRS 102 a restatement of comparative items was needed. Note 17 details the restatements required and in accordance with the requirements of FRS 102 a reconciliation of opening balances and net income/(expenditure) for the year is provided.

Notes to the financial statements continued...

c) Incoming resources

i) Grants receivable

Grants made to finance the activities of the local Citizens Advice are credited to the income and expenditure account in the period to which they relate.

ii) Bank interest

Bank interest is included in the income and expenditure account on receipt.

iii) Other income

Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included as they were received.

iv) Gifts and Intangible income

In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public. This help and support is not included in the financial statements. However, its value to the Charity has been estimated and disclosed in the directors' report.

v) Deferred income

Grants received in advance of the period in which the funder requires the expenditure to be applied will be reflected in deferred income within the balance sheet.

d) Resources expended

All expenditure is accounted for on an accruals basis. All expenditure directly related to the provision of advice services is included within charitable expenditure. Other costs incurred have been allocated between fundraising and publicity and management and administration as appropriate. Where such costs relate to more than one functional cost category they have been split on a proportion of staff time, as appropriate.

e) Fixed assets and depreciation

Fixed assets are included at cost. Items are capitalised if their value is over £2,000. Assets purchased from Restricted Funds are depreciated at the rate of 100% in the first year of purchase, excluding Property, Land and Buildings assuming a £NIL residual value. Assets purchased from Unrestricted Funds are depreciated at the rate of 1/3 straight line from the first year of purchase, excluding Property, Land and Buildings assuming a £NIL residual value.

Notes to the financial statements continued...

The depreciation policy has been reviewed in accordance with FRS 15 and no change has been made from the previous year.

f) Taxation

This charity is exempt from corporation tax on its charitable activities. The charity is only required to file a return on Her Majesty's Revenue and Customs request.

g) Restricted funds

Income received for the restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

h) Designated funds

Designated funds are allocated out of unrestricted funds by the trustees for specific purposes. The use of such funds is at the trustees' discretion.

i) Pension

The charity offers its employees access to a Stakeholder pension scheme. Payments are charged to the income and expenditure account in the period in which they are incurred.

j) Leases

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases.

k) Irrecoverable VAT

The local Citizens Advice is not able to recover VAT.

3 Donations and Legacies

	Unrestricted £	Restricted £	2016 Total £	2015 Total £
Voluntary income				
Donations	77	0	77	7,023
	77	0	77	7,023

Citizens Advice Swansea Neath Port Talbot

Notes to the financial statements continued...

4 Income from Charitable Activities

	Unrestricted £	Restricted £	2016 Total £	2015 Total £
Neath Port Talbot CBC	82,680	0	82,680	82,680
City and County of Swansea		153,702	153,702	178,017
Citizens Advice:				
MASDAP		153,771	153,771	154,851
WG-BABL		149,145	149,145	140,896
WG-Communities First		120,000	120,000	30,000
WG Front Line Advice		68,298	68,298	50,411
Energy Best Deal Extra		8,550	8,550	0
Other	18,200		18,200	0
Carmarthen Citizens Advice:				
WG - Frontline Advice		47,500	47,500	23,750
ABMU Health Board		63,530	63,530	27,395
Lloyds Foundation		13,785	13,785	9,846
Other Income	6,165		6,165	4,217
	<u>107,045</u>	<u>778,282</u>	<u>885,327</u>	<u>702,063</u>

5 Other Income

	Unrestricted £	Restricted £	2016 Total £	2015 Total £
Activities for generating funds				
Fundraising events	701	0	701	1,617
	<u>701</u>	<u>0</u>	<u>701</u>	<u>1,617</u>
Investment income				
Bank Interest received	585	0	585	322
Total Other Income	<u>1,286</u>	<u>0</u>	<u>1,286</u>	<u>1,939</u>

Citizens Advice Swansea Neath Port Talbot

Notes to the financial statements continued...

6 Net Income/(Expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	2016	2015
	£	£
Depreciation - owned assets	0	269
Other operating leases	0	10,000
Independent Examiner's Fees	<u>3,240</u>	<u>3,276</u>

7 Information regarding Trustees, Directors and Employees

	£	£
Wages and salaries	610,536	453,703
Social security costs	47,553	36,418
Pension costs	33,736	30,846
Temporary Staff	9,125	0
	<u>700,950</u>	<u>520,967</u>

The average number of employees, analysed by function was:

	2016	2015
	Total	Total
General Advice	5	5
Debt Advice	5	7
Outreach Services	10	6
Specialist Benefits Advice	5	6
Other Projects	1	1
	<u>26</u>	<u>24</u>

No employee received remuneration of more than £60,000

There were no trustees' remuneration or other benefits for the year ended 31 March 2016 nor for the period year ended 31 March 2015. (See elsewhere for the resignation and re-appointment of Treasurer).

Trustee expenses paid for the year amounted to £1,775 (2015 - £716). All payments related to travel or training. Trustee indemnity insurance was purchased.

Citizens Advice Swansea Neath Port Talbot

Notes to the financial statements continued...

8 Comparatives for the Statement of Financial Activities

	Unrestrict ed funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	7,023	0	7,023
Charitable activities			
General Advice	86,897	282,178	369,075
Debt and Financial Literacy	0	154,851	154,851
Training Services	0	9,846	9,846
Outreach Services	0	168,291	168,291
Other trading activities	1,617	0	1,617
Investment income	<u>322</u>	<u>0</u>	<u>322</u>
Total	95,859	615,166	711,025
EXPENDITURE ON			
Charitable activities			
General Advice	106,271	259,350	365,621
Debt and Financial Literacy	0	141,613	141,613
Training Services	0	12,169	12,169
Outreach Services	0	164,657	164,657
Other	<u>10,000</u>	<u>0</u>	<u>10,000</u>
Total	<u>116,271</u>	<u>577,789</u>	<u>694,060</u>
NET INCOME	(20,412)	37,377	16,965
Transfers between funds	<u>20,585</u>	<u>(20,585)</u>	<u>0</u>
Net movement in funds	173	16,792	16,965
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>188,597</u>	<u>7,594</u>	<u>196,191</u>
TOTAL FUNDS CARRIED FORWARD	188,770	24,386	213,156

Citizens Advice Swansea Neath Port Talbot

Notes to the financial statements continued...

9 Tangible Fixed Assets

	Improvements to property £	Fixtures and fittings £	Totals £
COST			
At 1 April 2015 and 31 March 2016	<u>43,563</u>	<u>69,157</u>	<u>112,720</u>
 DEPRECIATION			
At 1 April 2015 and 31 March 2016	<u>43,563</u>	<u>69,157</u>	<u>112,720</u>
 NET BOOK VALUE			
At 31 March 2016	<u>0</u>	<u>0</u>	<u>0</u>
At 31 March 2015	<u>0</u>	<u>0</u>	<u>0</u>

10 Debtors

	2016 £	2015 £
Trade debtors (inc Accrued income)	76,850	51,370
Other debtors	279	-
Prepayments	<u>513</u>	<u>604</u>
	<u>77,642</u>	<u>51,974</u>

11 Creditors: Amounts falling due within one year

	2016 £	2015 £
Social security and other taxes	12,104	12,110
Other creditors	12,218	8,920
Accruals and deferred income	<u>14,839</u>	<u>28,089</u>
	<u>39,161</u>	<u>49,119</u>

Citizens Advice Swansea Neath Port Talbot

Notes to the financial statements continued...

12 Analysis of net assets between funds

	General Funds	Designated Funds	Restricted Funds	Total Funds
	£	£	£	£
Tangible Fixed Assets	0		0	0
Current Assets	291,602	0	5,089	296,691
Current Liabilities	(39,161)	0	0	(39,161)
Net Assets	<u>252,441</u>	<u>0</u>	<u>5,089</u>	<u>257,530</u>

13 Movement in funds

	At 1 April 2015	Income	Expenditure	Transfers	At 31 March 2016
	£	£	£	£	£
Restricted Funds					
WG Better Advice, Better Lives	3,829	149,145	(148,658)	0	4,316
WG Communities First	0	120,000	(124,891)	4,891	0
WG Frontline Advice	9,914	115,798	(133,687)	7,975	0
Money Advice Service	10,643	153,771	(139,517)	(24,897)	0
Lloyds Foundation	0	13,785	(13,012)	0	773
Swansea General Advice	0	153,702	(135,967)	(17,735)	0
Health Outreach	0	63,530	(59,324)	(4,206)	0
Energy BDx	0	8,550	(11,311)	2,761	0
Total Restricted Funds	<u>24,386</u>	<u>778,281</u>	<u>(766,367)</u>	<u>(31,211)</u>	<u>5,089</u>
Unrestricted Funds					
General Fund	173,770	108,408	(75,948)	31,211	252,441
Swansea Premises Fund	15,000	0	0	(15,000)	0
Total Unrestricted funds	<u>188,770</u>	<u>108,408</u>	<u>(75,948)</u>	<u>31,211</u>	<u>252,441</u>
TOTAL FUNDS	<u>213,156</u>	<u>886,689</u>	<u>(842,315)</u>	<u>0</u>	<u>257,530</u>

During the year a new Health Project operating in Swansea started later than expected and needed to be subsidised by the Swansea General Advice fund. Similarly due to the restricted formula for Communities First funding and costs of delivery in Swansea a

Citizens Advice Swansea Neath Port Talbot

transfer was similarly needed from Swansea General Advice fund to the WG Communities First fund. While both Money Advice Services and Energy Best Deal Extra funding are restricted for activity purposes as activities continued necessitating less expenditure than anticipated with confirmation of no claw back it was decided to transfer these funds to the

Notes to the financial statements continued...

General Fund. It was necessary for a transfer from the general fund to meet the additional expenditure for delivery within Neath Port Talbot for Frontline due to a shortfall in income compared with expenditure.

14 Operating Lease Commitments

	Land and buildings		Other operating leases	
	2016	2015	2016	2015
	£	£	£	£
Expiring:				
Within one year	31,236	31,236	1,600	1,600
Between one and five years	<u>0</u>	<u>31,236</u>	<u>1,600</u>	<u>1,600</u>
	<u>31,236</u>	<u>62,472</u>	<u>1,600</u>	<u>3,200</u>

15 Purposes of restricted funds

- Swansea General Advice*** - A restricted fund provided by the City and County of Swansea to support the local Citizens Advice delivery within the County.
- Welsh Government: Better Advice, Better Lives*** - A restricted fund jointly financed by Welsh Government for the purpose of providing advice in health centres and to ensure the take up of Council Tax Support, Housing Benefit and Disability Living Allowance for Children.
- Communities First*** - A restricted fund financed by Welsh Government to fund the advice work delivered in Communities clusters throughout the City and County of Swansea and the Sandfields cluster in Port Talbot.
- Frontline Advice*** - A restricted fund financed by Welsh Government to fund specialist welfare benefits advice through the medium of telephone throughout Wales and for face to face specialist benefits and debt advice in Neath Port Talbot.

Citizens Advice Swansea Neath Port Talbot

- Money Advice Service** - A restricted fund provided by the Money Advice Service to fund our debt advice services.

Notes to the financial statements continued...

15 Purposes of restricted funds continued...

- Lloyds Foundation** - A restricted fund provided by the Lloyds Foundation to support additional advice services for those facing homelessness or domestic violence.

- Health Outreach** - A restricted fund provided by the ABMU Local Health Board to deliver advice services in local health centres.

- Energy Best Deal Extra** - A restricted fund provided to fund the provision of advice for people facing or vulnerable to fuel poverty.

16 Designated funds

Citizens Advice Swansea Neath Port Talbot no longer operates any designated reserves.

17 Related party transactions

There were transactions between Citizens Advice Swansea Neath Port Talbot and Citizens Advice in relation to insurance and information services.

18 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

19 Pension costs

The company contributes up to 6% of pensionable earnings to a Stakeholder pension scheme on behalf of employees. The Standard Life scheme is open to all employees at any time. The pension cost shown in the accounts for the year represents contributions payable by the company and amounted to £36,511 (2015 £23,210). There were no contributions payable or outstanding at the year end. The local Citizens Advice does not have a final salary scheme. In 2016/17 the Citizens Advice Swansea Neath Port Talbot will move to an auto-enrolment compliant scheme.

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Reconciliation of the Income and Expenditure for the year ended 31 March 2016

	Notes	UK GAAP £	Effect of transition to FRS 102 £	FRS 102 £
Income and Endowments from				
Donations and legacies		7,023	0	7,023
Charitable activities		702,063	0	702,063
Other trading activities		1,617	0	1,617
Investment income		<u>322</u>	<u>0</u>	<u>322</u>
Total		711,025	0	711,025
Expenditure on				
Charitable activities		677,694	6,366	684,060
OBSOLETE Governance costs		6,366	(6,366)	0
Other		<u>10,000</u>	<u>0</u>	<u>10,000</u>
Total		694,060	0	694,060
NET INCOME		<u>16,965</u>	<u>0</u>	<u>16,965</u>

Citizens Advice Swansea Neath Port Talbot

Reconciliation of Funds at 1 April 2014 (date of transition to FRS 102)

	Notes	UK GAAP £	Effect of transition to FRS 102 £	FRS 102 £
FIXED ASSETS				
Tangible assets		<u>269</u>	<u>0</u>	<u>269</u>
		269	0	269
CURRENT ASSETS				
Debtors		79,677	0	79,677
Prepayments and accrued income		14,210	0	14,210
Cash at bank and in hand		<u>129,514</u>	<u>0</u>	<u>129,514</u>
		223,401	0	223,401
CREDITORS				
Amounts falling due within one year		(25,989)	(1,490)	(27,479)
		<u>197,412</u>	<u>(1,490)</u>	<u>195,922</u>
NET CURRENT ASSETS				
		197,681	(1,490)	196,191
TOTAL ASSETS LESS CURRENT LIABILITIES				
		<u>197,681</u>	<u>(1,490)</u>	<u>196,191</u>
FUNDS				
Unrestricted funds		190,087	(1,490)	188,597
Restricted funds		<u>7,594</u>	<u>0</u>	<u>7,594</u>
TOTAL FUNDS		<u>197,681</u>	<u>(1,490)</u>	<u>196,191</u>

Citizens Advice Swansea Neath Port Talbot

Reconciliation of funds at 31 March 2015

	Notes	UK GAAP £	Effect of transition to FRS 102 £	FRS 102 £
CURRENT ASSETS				
Debtors		51,974	0	51,974
Cash at bank and in hand		<u>210,301</u>	<u>0</u>	<u>210,301</u>
		262,275	-	262,275
CREDITORS				
Amounts falling due within one year		(47,629)	(1,490)	(49,119)
		<u>214,646</u>	<u>(1,490)</u>	<u>213,156</u>
NET CURRENT ASSETS				
		214,646	(1,490)	213,156
TOTAL ASSETS LESS CURRENT LIABILITIES				
		<u>214,646</u>	<u>(1,490)</u>	<u>213,156</u>
NET ASSETS				
		<u>214,646</u>	<u>(1,490)</u>	<u>213,156</u>
FUNDS				
Unrestricted funds		190,260	(1,490)	188,770
Restricted funds		<u>24,386</u>	<u>0</u>	<u>24,386</u>
TOTAL FUNDS				
		<u>214,646</u>	<u>(1,490)</u>	<u>213,156</u>

Note to the reconciliation of funds

Under FRS 102 the charity is required to recognise a liability for the cost of all benefits to which employees are entitled at the reporting date that have yet to be paid. As a result on transition a liability for paid annual leave has been recognised.

Citizens Advice Swansea Neath Port Talbot

Detailed Statement of Financial Activities for the Year Ended 31 March 2016

	2016	2015
	£	£
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	77	7,023
Other trading activities		
Fundraising events	701	1,617
Investment income		
Deposit account interest	585	322
Charitable activities		
Incoming resources charitable	<u>885,326</u>	<u>702,063</u>
Total incoming resources	886,689	711,025
EXPENDITURE		
Charitable activities		
Wages	507,268	292,802
Social security	50,545	36,418
Pensions	37,246	30,846
Insurance	42	3,120
Computer expenses	8,717	24,369
Travel, training & refreshments	30,976	29,479
Repairs & renewals	0	606
Office equipment expense	4,440	4,042
Subscriptions	3,191	10,491
Consultancy fees	5,759	5,908
Telephone & communications	15,182	12,443
Postage, printing & stationery	10,356	7,752
Other	<u>0</u>	<u>(26)</u>
	673,722	458,250
Other		
Other operating leases	0	10,000

Citizens Advice Swansea Neath Port Talbot

Detailed Statement of Financial Activities for the Year Ended 31 March 2016

	2016	2015
	£	£
Support costs		
Management		
Wages	106,424	160,901
Depreciation of tangible assets	<u>-</u>	<u>516</u>
	106,424	161,417
Information technology		
Rent	32,041	40,289
Light & heat	2,776	6,919
Cleaning, repairs & maintenance	7,327	6,586
Insurance	<u>3,878</u>	<u>4,112</u>
	46,022	57,906
Other		
Bank charges	0	121
Governance costs		
Accountancy fees	3,240	3,275
Legal fees	11,058	417
AGM & Trustee Meetings	<u>1,849</u>	<u>2,674</u>
	<u>16,147</u>	<u>6,366</u>
Total resources expended	842,315	694,060
Net income	<u><u>44,374</u></u>	<u><u>16,965</u></u>

Free, confidential advice. Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

www.citizensadviceSNPT.org.uk

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Citizens Advice Swansea Neath Port Talbot is the operating name for Swansea Neath Port Talbot Citizens Advice Bureau.

Registered charity number 518825.

Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux.

Registered charity number 279057.