

Charity number 518825

A company limited by guarantee number 01702827

**Annual Report and Financial Statements**  
**for the year ended 31 March 2022**



# **Citizens Advice Swansea Neath Port Talbot Limited**

## **Annual Report and Financial Statements for the year ended 31 March 2022**

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# **Citizens Advice Swansea Neath Port Talbot Trustees' report for the year ended 31 March 2022**

## **Chair's Welcome**

Once again I must start with a huge thanks to our staff and volunteers for going that extra mile to support our clients in an ever changing and challenging working environment. The pandemic continued to dominate discussions again for a large part of the year, but our team once again rose to the challenge. It quickly became obvious as the year progressed that the cost of living would be a huge discussion point and we've seen a large increase in the number of clients getting in touch because of concerns and a real panic around how they will afford the basics. At the time of writing this the UK Government have put very little in place to support the most vulnerable in our society and there is a concern that nothing substantial will be done to support people in need. I fear the next few years may be some of the most challenging in our history but we'll continue to work for our community and do whatever is needed to be the support they need.

I would like to also say thank you to our previous Chair of Trustees, Chris Mann who stood down in October 2021 after six years as our Chair. Chris steered our organisation through a very difficult period and his tireless dedication and passion for Citizen's Advice ensured that he was able to hand over with the organisation in a much stronger and secure position.

We continue to ensure that our governance structures are robust and fit for purpose and our Trustee Board continues to work efficiently, providing both robust challenge and support where needed. The Trustee Board has a fantastic mix of experience and talent and we'll continue to ensure we fill any vacancies and look at how we can continue to develop. Our new Chief Executive Caroline Newman has brought a new perspective to the organisation and has ensured a number of policies, procedures and processes are up to date and in line with modern working practices.

The last two years have seen a complete shift in working practices and arrangements and it became very clear that our current office space wasn't fit for purpose and a decision was taken to end our current lease and look for a better and more accessible space in the centre of Swansea, with increased access across both Neath Port Talbot and Swansea through drop in facilities.

As a service and charity we are reliant on grant funding and I'd like to thank both Swansea and Neath Port Talbot Local Authorities for their continued confidence in our service and giving us the scope and space to support the most vulnerable in our communities. Thanks also to the Welsh Government and our other grant funders for their confidence and support. I truly believe that we are best positioned to provide advice and guidance to our communities.

This Annual Report demonstrates our continued commitment to the communities of Swansea and Neath Port Talbot, provides evidence of value for money and the real savings that we deliver and indicates our passion to develop and adapt our services in the years ahead.

Dylan Williams



Chair of Trustees

# **Citizens Advice Swansea Neath Port Talbot Trustees' report for the year ended 31 March 2022**

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

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

<b>Name</b>	<b>Position</b>	<b>Dates</b>
Dylan Williams	Chair from October 2021	
Dr. Richard Baylis	Treasurer	appointed April 2021
Sandra Beveridge		
Sonya Dougherty		appointed April 2021
David Jones		appointed April 2021
Alexander Latham-Gambi		resigned July 2022
Geoffrey Lee		
Nicola Matthews		
Chris Mann	Chair to October 2021	
Nita Sparkes		
Guy Wendon		appointed April 2021
<b>Chief Executive Officer</b>	Caroline Newman	
<b>Charity number</b>	518825	Registered in England and Wales
<b>Company number</b>	01702827	Registered in England and Wales

## **Registered and principal address**

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

## **Statutory Auditors**

Bevan Buckland LLP

## **Bankers**

CAF Bank

Charities Official Investment Fund (COIF)

## **Structure, governance and management**

The charity is a company limited by guarantee and was formed on 25 February 1983. It is governed by its memorandum and articles of association, as amended on 6 September 2017. It was registered as a charity on 30 June 1987. The liability of the members in the event of the company being wound up is limited to a sum not exceeding £1. At 31 March 2022 the company had 24 individual members and 1 organisational member (2021 - 33 and 3).

## **Organisational Structure**

Citizens Advice Swansea Neath Port Talbot (CASNPT) is governed by its trustee board which is responsible for setting the strategic direction of the organisation and for monitoring and scrutinising its progress and performance against agreed objectives. The trustees carry the ultimate responsibility for the conduct of CASNPT and for ensuring that the charity satisfies its legal and

## **Citizens Advice Swansea Neath Port Talbot Trustees' report for the year ended 31 March 2022**

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.

### ***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.

# **Citizens Advice Swansea Neath Port Talbot Trustees' report for the year ended 31 March 2022**

## **Objectives and activities**

### ***The charity's objects***

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

### ***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***

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

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

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

Advisory services are provided through telephone consultations, video calls and email throughout the area of benefit. Face-to-face consultations have been re-introduced gradually since June 2022.

## **Achievements and performance**

In 2021/2022 CASNPT dealt with a total of 18,614 different client issues, from 5,575 clients (2020/21: 20,606 client issues with 5,658 clients).

Over the course of the year through our work we assisted in providing confirmed income gains for our clients totalling £4,986,318 (2020/21 £5,678,573) and we were also successful in writing off debts to the value of

## **Citizens Advice Swansea Neath Port Talbot Trustees' report for the year ended 31 March 2022**

£3,067,552, in rescheduling debts amounting to £70,808, and securing £1,446 in reimbursements.

60% of our clients engaged with us via telephone and 31% email; it is anticipated this will change as we emerge from the pandemic. Over the course of the year:

- 554 referrals on Refernet were accepted
- 26,669 attempts were made to call us by freephone
- 4,903 appointments were checked in
- Over 4000 email contacts were made
- 321 Foodbank vouchers were fulfilled
- 580 Fuel vouchers were issued

The main issues that clients required assistance with were Benefits (47%) and Debt and Finance (31%) with the remainder being related to housing, employment and family. Issues relating to cost of living with food and fuel poverty are becoming more relevant.

We continued to provide support to a range of clients.

- 95% of clients were of working age i.e. between 15 and 69
- Over 60% identified as female
- 9% were from a racially minoritised background
- Nearly half of our clients said they had a disability
- Over 50% were not earning an income from employment or self-employment

Our research and campaigns team undertook a piece of work commissioned by the Welsh Government, to provide a comprehensive picture of the current level of knowledge and awareness of the meaning of Public Funds and No Recourse to Public Funds, and developed clear and robust guidance to support people with NRPF. <https://gov.wales/no-recourse-public-funds-nrpf-guidance>.

### **Financial review**

The net income for the year was £128,737, including net income of £50,429 on unrestricted funds and net income of £78,308 on restricted funds, after transfers.

At 31 March 2022, total reserves were £814,746, of which £369,825 represented balances on restricted funds, (2020/21:£686,009 total with £291,517 restricted).

### **Reserves policy**

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

The charity's free reserves, excluding fixed assets, at the year end totalled £435,615 of which trustees had previously resolved to designate £40,000 towards possible future relocation of its Swansea premises. At 31 March 2022 therefore, general unrestricted reserves amounted to £395,615. This amounts to 4 months' budgeted expenditure, and further funding opportunities will be sought to increase general free reserves to above the lower threshold of the reserves policy.

### **Principal Funding Sources**

The trustees extend their gratitude to the City and County of Swansea and to Neath Port Talbot

## **Citizens Advice Swansea Neath Port Talbot Trustees' report for the year ended 31 March 2022**

County Borough Council, who continue to support the core operating capacity of the charity. Additionally, project- specific funding was received, in particular from the Welsh Government, via national Citizens Advice, and Swansea Bay University Health Board (SBUHB).

### ***Investment Policy***

As required in its Articles (clause 3.19) in furtherance of its objects and for no other purposes, the charity has the power to invest the monies of the charity not immediately required for its purpose in or upon such investments, securities or 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. At the balance sheet date, the charity had a long term deposit account with Charities Official Investment Fund (COIF), but trustees have resolved to divest further funds currently held entirely in CAF Bank in order both to spread the risk of holding excess amounts in one institution and to seek an improved return on deposits held.

### **Future Plans**

CASNPT aims continually to improve access to our services through extending and increasing the provision on offer with a particular focus on supporting the most disadvantaged and vulnerable members of the communities in which we work.

In the year ahead CASNPT will be introducing a Hybrid Working Model allowing staff to continue to work from home for 60% of their time whilst planning for a return to face to face delivery in a manner that is safe for staff and clients alike. Part of this process will look to reinvigoration of our community based (outreach) provision to continue to improve accessibility to clients.

Preparations are also being made to relocate services to new premises from October 2023.

Our Business Plan for 2022-2025 identifies our 5 Strategic Priorities as a key organisation working across the counties of Neath Port Talbot and Swansea:

- i Being recognised as the leading organisation for advice, guidance and support in order to improve peoples' lives
- ii Developing stronger partnerships as opportunities arise
- iii Collecting user experience, collating data and evidence of impact
- iv Achieving long term sustainability as an organisation
- v Championing Equality

Each priority 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 with internal and external stakeholders on a quarterly and an annual basis.

In our service delivery we plan to diversify our funding sources and develop opportunities for collaboration with complementary partners to reduce reliance on core funding sources. Existing funding will be used to support further key partners with registration to use Refernet and raise awareness of benefits available to their clients.

As schools open their doors to visitors we will re-start our Making Sense of Money sessions working with groups of young people to develop their financial literacy.

We are members of a steering group with representatives from the third sector, public sector and private sector, and will work collaboratively towards making Mid and West Wales a real Living Wage region.



## **Citizens Advice Swansea Neath Port Talbot Trustees' report for the year ended 31 March 2022**

The Research & Campaigns team have started on a long-term study into the impact of the cost of living crisis on our clients, which is likely to continue into 2023-24.

Our contract with Swansea Council has been subject to recommissioning since the year-end, and a further contract has now been awarded to 31 March 2025, with the option for this to be extended for up to an additional twelve months. This year will also be used to prepare for SAF (Single Advice Fund) and Neath Port Talbot Council re-commissioning. At the same time to ensure we are eligible to bid for funding with SBUHB we will undertake the due diligence process necessary to be registered on their recently introduced Dynamic Purchasing System.

### **Statement of trustees' responsibilities**

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

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

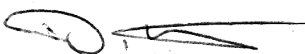
- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed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

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

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

Signed on behalf of the board of trustees on 24 August 2022

Signed:



Signed:



Name: Dylan Williams (Chair)

Name: Dr. Richard Baylis (Treasurer)

## How our Clients Rated the Service They Received



**92%**

**Would  
recommend  
our service  
to others**



**81%**

**Reported  
their  
problem  
was now  
solved**



**90%**

**Said we  
helped  
them find a  
way  
forward**

## What our Clients Said

"Very supportive and a great help. Top class service. Very understanding"

"I cannot speak highly enough about this wonderful organisation."

"The Adviser was very helpful and guided us through every step we can't thank them enough"

"From start to finish everyone I spoke was helpful. The adviser was been absolutely fantastic, reassured me, understood my anxieties, helped me every step of the way. Honestly would not of known where to begin without you"

# **Citizens Advice Swansea Neath Port Talbot**

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

### **Opinion**

We have audited the financial statements of Citizens Advice Swansea Neath Port Talbot Limited (the 'charitable company') for the year ended 31 March 2022 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 2022 and of its incoming resources and application of resources, for the year then ended; have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and have been prepared in accordance with the requirements of the Companies Act 2006,

### **Basis for Opinion**

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

### **Conclusions relating to Going Concern**

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

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

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

### **Other information**

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

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are

# **Citizens Advice Swansea Neath Port Talbot**

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

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.

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

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

respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

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

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

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

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

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

- (i) enquiring of management, including obtaining and reviewing supporting documentation, concerning the Charity's policies and procedures relating to:
  - identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non-compliance;
  - detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
  - the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;
- (ii) discussing among the engagement team how and where fraud might occur in the financial statements and any potential indicators of fraud.
- (iii) obtaining an understanding of the legal and regulatory frameworks that the Charity operates in, focusing on those laws and regulations that had a direct effect on the financial statements or that had a fundamental effect on the operations of the Charity. The key laws and regulations we considered in this context included the UK Companies Act and relevant tax legislation.

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

In addition to the above, our procedures to respond to risks identified included the following:

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

We also communicated relevant identified laws and regulations and potential fraud risks to all

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Report of the Independent Auditors to the Trustees of Citizens Advice  
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engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

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

**Use of our report**

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



.....  
Harri Lloyd-Davies (Senior Statutory Auditor)

for and on behalf of Bevan Buckland LLP Chartered Accountants and Statutory Auditors

Ground Floor

Cardigan House Castle Court

Swansea Enterprise Park Swansea

SA7 9LA

24 August 2022

Date.....

# Citizens Advice Swansea Neath Port Talbot Limited

## Statement of Financial Activities

(including summary income and expenditure account) for  
the year ended 31 March 2022

	Notes	2022	2022	2022	2021
		Unrestricted	Restricted	Total	Total
		funds	funds	funds	funds
		£	£	£	£
<b>Income and endowments from:</b>					
Donations and legacies	(2)	400	-	400	-
Grants - Charitable activities	(3)	101,023	1,169,061	1,270,084	1,252,114
Investments	(4)	119	-	119	295
Other		<u>51</u>	<u>-</u>	<u>51</u>	<u>1,418</u>
<b>Total income</b>		<u>101,593</u>	<u>1,169,061</u>	<u>1,270,654</u>	<u>1,253,827</u>
<b>Expenditure on:</b>					
Charitable activities		<u>65,668</u>	<u>1,076,249</u>	<u>1,141,917</u>	<u>1,077,907</u>
<b>Total expenditure</b>		<u>65,668</u>	<u>1,076,249</u>	<u>1,141,917</u>	<u>1,077,907</u>
<b>Net income / (expenditure)</b>		35,925	92,812	128,737	175,920
<b>Transfers between funds</b>		<u>14,504</u>	<u>(14,504)</u>	<u>-</u>	<u>-</u>
<b>Net movement in funds</b>		<u>50,429</u>	<u>78,308</u>	<u>128,737</u>	<u>175,920</u>
<b>Fund balances brought forward</b>		<u>394,492</u>	<u>291,517</u>	<u>686,009</u>	<u>510,089</u>
<b>Fund balances carried forward</b>	(8)	<u>444,921</u>	<u>369,825</u>	<u>814,746</u>	<u>686,009</u>

All incoming resources and resources expended derive from continuing activities.



# Citizens Advice Swansea Neath Port Talbot Limited

## Balance sheet as at 31 March 2022

		2022	2022	2022	2021
		Unrestricted	Restricted	Total	Total
		£	£	£	£
<b>Fixed assets</b>	(9)				-
Tangible assets		9,306	-	9,306	-
<b>Total fixed assets</b>		<u>9,306</u>	<u>-</u>	<u>9,306</u>	<u>-</u>
<b>Current assets</b>	(10)	37,735	6,849	44,584	250,964
Debtors and prepayments					
Cash at bank and in hand	(11)	<u>442,459</u>	<u>372,946</u>	<u>815,405</u>	<u>542,360</u>
<b>Total current assets</b>		<u>480,194</u>	<u>379,795</u>	<u>859,989</u>	<u>793,324</u>
<b>Current liabilities:</b>	(12)	44,579	9,970	54,549	107,315
amounts falling due within one year					
Creditors and accruals					
<b>Total current liabilities</b>		<u>44,579</u>	<u>9,970</u>	<u>54,549</u>	<u>107,315</u>
<b>Net current assets / (liabilities)</b>		<u>435,615</u>	<u>369,825</u>	<u>805,440</u>	<u>686,009</u>
<b>Total assets less current liabilities</b>		<u>444,921</u>	<u>369,825</u>	<u>814,746</u>	<u>686,009</u>
<b>Net assets</b>		<u>444,921</u>	<u>369,825</u>	<u>814,746</u>	<u>686,009</u>
<b>Funds</b>		404,921	-	404,921	354,492
General unrestricted funds					
Designated funds		40,000	-	40,000	40,000
Restricted funds		-	369,825	369,825	291,517
<b>Total funds</b>		<u>444,921</u>	<u>369,825</u>	<u>814,746</u>	<u>686,009</u>

The trustees acknowledge their responsibilities for:

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

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the board of trustees on 24 August 2022

Signed: 

Signed: 

Name: Dylan Williams (Chair)

Name: Dr. Richard Baylis (Treasurer)

# Citizens Advice Swansea Neath Port Talbot Limited

## Statement of cash flows for the year ended 31 March 2022

	2022	2021
	£	£
<b>Cash flows from operating activities:</b>	282,928.00	1,404.00
<b>Net cash provided by (used in) operating activities</b>	<u>282,928.00</u>	<u>1,404.00</u>
<b>Cash flows from investing activities:</b>		
Dividends and interest	119.00	295.00
Purchase of tangible fixed assets	(10,002.00)	-
<b>Net cash provided by (used in) investing activities</b>	<u>(9,883.00)</u>	<u>295.00</u>
<b>Cash flows from financing activities:</b>		
Repayments on borrowing	-	-
Cash inflows from new borrowing	-	-
<b>Net cash provided by (used in) financing activities</b>	<u>-</u>	<u>-</u>
Change in cash and cash equivalents in the reporting period	273,045.00	1,699.00
Cash and cash equivalents at beginning of the reporting period	542,360.00	540,661.00
<b>Cash and cash equivalents at end of the reporting period</b>	<u>815,405.00</u>	<u>542,360.00</u>
Reconciliation of net movement in funds to net cash flow from	2022	2021
	£	£
Net movement in funds for the reporting period (as per the statement of financial activities)	128,737.00	175,920.00
Adjustments for:		
Depreciation charges	696.00	-
Interest received	(119.00)	(295.00)
(Increase) / decrease in debtors	206,380.00	(229,982.00)
Increase / (decrease) in creditors	(52,766.00)	55,761.00
<b>Net cash provided by (used in) operating activities</b>	<u>282,928.00</u>	<u>1,404.00</u>
<b>Analysis of cash and cash equivalents</b>	2022	2021
	£	£
Cash at bank and in hand	815,405.00	542,360.00
Notice deposits (less than 30 days)	-	-
<b>Total cash and cash equivalents</b>	<u>815,405.00</u>	<u>542,360.00</u>

# **Citizens Advice Swansea Neath Port Talbot Limited**

## **Notes on the accounts**

### **for the year ended 31 March 2022**

#### **1 Accounting policies**

##### **(a) Basis of accounting**

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

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

There has been no change to the accounting policies since last year. No changes have been made to the accounts for previous years.

##### **(b) Going concern**

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

##### **(c) Incoming resources**

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

##### *Grants receivable*

Grants and donations are only included in the SOFA when the charity has unconditional entitlement to the resources.

Grants received for a specific purpose and subject to conditions specified by the donor are treated as restricted funds. Revenue grants are credited directly to the Statement of Financial Activities (SoFA). Capital grants are released over the life of the assets in line with the depreciation policy.

Where grants are related to performance and specific deliverables, they are accounted for as the charity earns the right to consideration by its performance.

##### *Bank interest*

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

##### *Other income*

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

##### *Gifts and intangible income*

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

##### *Deferred income*

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

# Citizens Advice Swansea Neath Port Talbot Limited

## Notes on the accounts

for the year ended 31 March 2022

### (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 other equitable usage measure.

### (e) Taxation

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

### (f) Tangible fixed assets

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

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

Computer equipment: over 3 years Website: over 3 years

### (g) Pensions

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

### (h) Fund accounting

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

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

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

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

### (i) Leases

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

### (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.

# **Citizens Advice Swansea Neath Port Talbot Limited**

## **Notes on the accounts**

### **for the year ended 31 March 2022**

#### **(l) Creditors and provisions**

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

#### **(m) Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

**Citizens Advice Swansea Neath Port Talbot Limited**  
**Notes on the accounts**  
**for the year ended 31 March 2022**

**2 Donations and legacies**

	2022	2022	2022	2021
	Unrestricted	Restricted	Total funds	Total funds
	funds	funds	£	£
	£	£	£	£
General donations	400	-	400	-
	<u>400</u>	<u>-</u>	<u>400</u>	<u>-</u>

**3 Grants for charitable activities**

	2022	2022	2022	2021
	Unrestricted	Restricted	Total funds	Total funds
	funds	funds	£	£
	£	£	£	£
City & County of Swansea:				
- core funding	-	142,935	142,935	142,935
- Third Sector Broker	-	-	-	24,516
- Refugee Resettlement	-	11,804	11,804	13,971
- Fuel Poverty	-	25,000	25,000	-
Neath Port Talbot Borough Council - core	84,185	-	84,185	80,560
Welsh Government:				
- Advicelink - Debt & other specialist advice	-	289,438	289,438	304,438
- Advicelink - Community Focus	-	382,887	382,887	385,998
- Advicelink - Test and Learn	-	60,000	60,000	59,591
- Advicelink - Pension Credit	-	30,000	30,000	29,660
- Advicelink - Employment Advice	-	10,000	10,000	-
Swansea Council for Voluntary Service				
- Integrated Care Fund	-	-	-	46,160
Swansea Bay Health Board - health outreach	-	27,395	27,395	27,395
Citizens Advice - Help to Claim	-	73,374	73,374	103,854
Community Foundation - Covid	-	-	-	15,400
BEIS - remote working fund	-	-	-	8,870
Big Lottery - Making Sense of Money	-	-	-	7,500
LIPSS partnership	-	32,650	32,650	-
NHS Charities Together	-	55,078	55,078	-
NRPF	15,775	-	15,775	-
Claim What's Yours	-	13,500	13,500	-
Partnership Work	-	15,000	15,000	-
Miscellaneous small grants	1,063	-	1,063	1,266
	<u>101,023</u>	<u>1,169,061</u>	<u>1,270,084</u>	<u>1,252,114</u>

**4 Investments**

	2022	2022	2022	2021
	Unrestricted	Restricted	Total funds	Total funds
	funds	funds	£	£
	£	£	£	£
Interest receivable	119	-	119	295
	<u>119</u>	<u>-</u>	<u>119</u>	<u>295</u>

**Citizens Advice Swansea Neath Port Talbot Limited**  
**Notes on the accounts**  
**for the year ended 31 March 2022**

<b>5 Staff costs and numbers</b>	2022	2021
	£	£
Gross salaries	820,839	765,304
Social security costs	67,585	60,802
Employment allowance	(4,000)	(4,000)
Pensions	45,824	43,178
	<u>930,248</u>	<u>865,284</u>

The average number of employees during the year was 38 (2021: 37).

There were no employees with emoluments above £60,000.

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

	2022	2021
	£	£
Advisers	28	27
Managers	4	4
Support and administration	6	6
	<u>38</u>	<u>37</u>

<b>Defined contribution pension scheme</b>	2022	2021
	£	£
Costs of the scheme to the charity for the year	45,824	43,178
Amount of any contributions outstanding at the year end	6,021	6,351

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

**6 Trustee expenses**

No trustee received any expenses during this year or the previous year.

**7 Key management personnel**

The key management personnel of the charity comprises the trustees and the Chief Executive Officer only. All trustees give their time freely and no trustee remuneration was paid in this or the previous year. The total employee benefits of the key management personnel of the charity were £53,903 (2021: £5,428, together with an additional £35,000 which was paid in consultancy fees relating to the interim CEO).

**Citizens Advice Swansea Neath Port Talbot Limited**  
**Notes on the accounts**  
**for the year ended 31 March 2022**

<b>8 Charity funds</b>	Balance b/f	Incoming	Outgoing	Transfers	Balance c/f
	£	£	£	£	£
Swansea - general advice	44,281	142,935	125,338	-	61,878
Swansea - Refugee resettlement	2,205	11,804	10,060	-	3,949
Swansea - fuel poverty	-	25,000	25,222	222	-
Welsh Government:					-
- Advicelink -Debt & other specialist advice	29,877	289,438	268,031	-	51,284
- Advicelink - Community Focus	40,167	382,887	362,081	(4,980)	55,993
- Advicelink - Test and Learn	30,706	60,000	49,375	-	41,331
- Advicelink - Pension Credit	20,919	30,000	20,147	-	30,772
- Advicelink - Employment Advice	-	10,000	7,721	-	2,279
- Advicelink - Claim What's Yours	-	13,500	11,387	-	2,113
- Better Advice, Better Lives	25,858	-	9,311	-	16,547
- Communities Focus	4,244	-	-	-	4,244
- Frontline Advice	9,568	-	-	-	9,568
- Money Advice Service	9,758	-	-	(9,758)	-
- redundancy reserve	17,898	-	-	-	17,898
Swansea Council for Voluntary Service					
- Integrated Care Fund	2,770	-	2,065	-	705
Swansea Bay Health Board - health outreach	13,510	27,395	25,095	-	15,810
Citizens Advice - Help to Claim	20,629	73,374	52,540	-	41,463
Community Foundation - Covid fund	11,269	-	10,422	-	847
BEIS - remote working fund	3,433	-	2,742	-	691
Big Lottery- Making Sense of Money	2,781	-	2,793	12	-
People's Postcode Lottery	1,643	-	-	-	1,643
LIPSS partnership	-	32,650	32,515	-	135
NHS Charities Together	-	55,078	49,404	-	5,674
Partnership Work	-	15,000	10,000	-	5,000
<b>Total Restricted Funds</b>	<b>291,517</b>	<b>1,169,061</b>	<b>1,076,249</b>	<b>(14,504)</b>	<b>369,825</b>
<b>Unrestricted Funds</b>	<b>394,492</b>	<b>101,593</b>	<b>65,669</b>	<b>14,504</b>	<b>444,920</b>
<b>Total Funds</b>	<b>686,009</b>	<b>1,270,654</b>	<b>1,141,918</b>	<b>-</b>	<b>814,745</b>



**Citizens Advice Swansea Neath Port Talbot Limited**  
**Notes on the accounts**  
**for the year ended 31 March 2022**

<b>8 Charity funds - previous year</b>	Balance b/f	Incoming	Outgoing	Transfers	Balance c/f
	£	£	£	£	£
Swansea - general advice	6,766	167,450	129,936	-	44,281
Swansea - Refugee resettlement	-	13,971	11,766	-	2,205
Welsh Government:					
- Advicelink -Debt & other specialist advice	16,370	304,439	290,931	-	29,877
- Advicelink - Community Focus	24,003	385,998	369,833	-	40,167
- Advicelink - Test and Learn	-	59,591	28,885	-	30,706
- Advicelink - Pension Credit	-	29,660	8,742	-	20,919
- Better Advice, Better Lives	25,858	-	-	-	25,858
- Communities Focus	4,244	-	-	-	4,244
- Frontline Advice	9,568	-	-	-	9,568
- Money Advice Service	9,758	-	-	-	9,758
- redundancy reserve	17,898	-	-	-	17,898
Swansea Council for Voluntary Service					
- Integrated Care Fund	4,118	46,160	47,508	-	2,770
Swansea Bay Health Board - health outreach	3,079	27,395	16,964	-	13,510
Citizens Advice - Help to Claim	14,613	103,854	97,838	-	20,629
Community Foundation - Covid fund	-	15,400	4,131	-	11,269
BEIS - remote working fund	-	8,870	5,437	-	3,433
Big Lottery- Making Sense of Money	1,557	7,500	6,276	-	2,781
People's Postcode Lottery	1,643	-	-	-	1,643
<b>Total Restricted Funds</b>	<b>139,475</b>	<b>1,170,288</b>	<b>1,018,247</b>	<b>-</b>	<b>291,517</b>
<b>Unrestricted Funds</b>	<b>370,614</b>	<b>83,539</b>	<b>59,661</b>	<b>-</b>	<b>394,492</b>
<b>Total Funds</b>	<b>510,089</b>	<b>1,253,827</b>	<b>1,077,908</b>	<b>-</b>	<b>686,009</b>

# Citizens Advice Swansea Neath Port Talbot Limited

## Notes on the accounts

### for the year ended 31 March 2022

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 the issue of emergency vouchers for those on pre-payment meters.
Welsh Government:	
Advicelink-Debt & other specialist advice	to ensure people have access to specialist advice and support in relation to services providing benefits, debt, housing, employment and discrimination rights advice.
Advicelink - Community Focus	for the delivery of social welfare information and advice up to and including generalist advice. Transfers relate to assets purchased and capitalised during the year.
Advicelink - Test and Learn	welfare benefits take-up campaign to raise awareness around income maximisation and access to information and practical support.
Advicelink - Pension Credit	supporting a Pension Credit uptake campaign with overarching reach across Local Authority and Third sector services.
Advicelink - Employment Advice	preparation and delivery of financially focussed employment advice training to young people and advisers.
Advicelink - Claim What's Yours	Welsh Government campaign to support clients with income maximisation and benefit take-up.
Better Advice, Better Lives	ceased December 2019 - to provide advice in health centres on benefits take-up.
Communities Focus	ceased December 2019 - to fund advice work delivered in former Communities First clusters.
Frontline Advice	ceased December 2019 - to fund specialist welfare benefits advice.
Money Advice Service	ceased December 2019 - to fund debt advice services. The balance has been transferred, by agreement of the funder, to unrestricted reserves.

# Citizens Advice Swansea Neath Port Talbot Limited

## Notes on the accounts

### for the year ended 31 March 2022

redundancy reserve	redundancy liability reserve following cessation of previous money advice service.
Swansea Council for Voluntary Service: Integrated Care Fund	to work in four GP cluster areas with a focus on awareness, early intervention, prevention and wellbeing
Swansea Bay Health Board - health advice outreach	provided by Swansea Bay University Health Board to deliver services in local health centres.
Citizens Advice - Help to Claim	to provide support for Universal Credit claimants up to their first payments under that benefit.
Community Foundation - Covid fund	to assist in making the charity's premises ready and safe for customers and staff to return, when appropriate to do so.
BEIS - remote working fund	to enable the purchase of new equipment and associated costs to facilitate home working.
Big Lottery - Making Sense of Money	to help children, young people and adults to understand and manage their finances better.
People's Postcode Lottery	to provide additional IT equipment and part funding of staff hours to support people affected by the roll-out of Universal Credit.
LIPSS partnership	Litigants in person support strategy, to provide crucial legal services to litigants in person. NHS Charities Together to provide and expand our health outreach advice service.
Partnership work	development of referral partners, encouraging use of ReferNet and delivery of benefit awareness raising sessions

**Citizens Advice Swansea Neath Port Talbot Limited**  
**Notes on the accounts**  
**for the year ended 31 March 2022**

**9 Tangible assets**

	Website	Leasehold property improvements	Fixtures, Fittings & Equipment	Computer equipment	Total
<b>Cost</b>	£	£	£	£	£
At 1 April 2021	-	43,563	52,004	75,086	170,653
Additions	4,980	-	-	5,022	10,002
Disposals	-	-	-	-	-
At 31 March 2022	<u>4,980</u>	<u>43,563</u>	<u>52,004</u>	<u>80,108</u>	<u>180,655</u>
Depreciation					
At 1 April 2021	-	43,563	52,004	75,086	170,653
Depn reversed re. disposals	-	-	-	-	-
Charge for year	138	-	-	558	696
At 31 March 2022	<u>138</u>	<u>43,563</u>	<u>52,004</u>	<u>75,644</u>	<u>171,349</u>
<b>Net book value</b>					
At 31 March 2022	<u>4,842</u>	<u>-</u>	<u>-</u>	<u>4,464</u>	<u>9,306</u>
At 31 March 2021	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>

**10 Debtors and prepayments 2022**

	2022	2021
	£	£
Debtors (including accrued income)	14,911	227,707
Prepayments	29,673	23,257
	<u>44,584</u>	<u>250,964</u>

**11 Cash at bank and in hand 2022**

	2022	2021
	£	£
Cash at bank	815,201	542,156
Cash in hand	204	204
	<u>815,405</u>	<u>542,360</u>

**12 Creditors and accruals 2022**

	2022	2021
	£	£
Social security and other taxes	16,290	16,999
Creditors	6,021	6,351
Accruals and deferred income	32,238	83,965
	<u>54,549</u>	<u>107,315</u>

**Citizens Advice Swansea Neath Port Talbot Limited**  
**Notes on the accounts**  
**for the year ended 31 March 2022**

**13 Related party transactions**

There were transactions between CASNPT 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 expires:

*Land and Property*

	2022	2021
	£	£
Within one year	39,000	39,000
In the second to fifth years inclusive	<u>3,526</u>	<u>42,633</u>
	<u>42,526</u>	<u>81,633</u>

*Office Equipment*

	£	£
Within one year	-	1,440
In the second to fifth years inclusive	<u>-</u>	<u>1,440</u>
	<u>-</u>	<u>2,880</u>

# Citizens Advice Swansea Neath Port Talbot Limited

## Statement of Financial Activities including comparatives for all funds (including summary income and expenditure account) for the year ended 31 March 2022

	2022 unrestricted Funds £	2021 unrestricted Funds £	2022 Restricted funds £	2021 Restricted funds £	2022 Total Funds £	2021 Total Funds £
<b>Income</b>						
Donations and legacies	400	-	-	-	400	-
Grants - Charitable activities	101,023	81,826	1,169,061	1,170,288	1,270,084	1,252,114
Other trading activities	-	-	-	-	-	-
Investments	119	295	119	-	-	295
Other	51	1,418	-	-	51	1,418
<b>Total income</b>	<b>101,593</b>	<b>83,539</b>	<b>1,169,061</b>	<b>1,170,288</b>	<b>1,270,654</b>	<b>1,253,827</b>
<b>Expenditure</b>						
Salaries, NI & Pension	54,484	41,132	875,764	824,152	930,248	865,284
Other staff volunteer costs	2	5,449	6,318	36,708	6,320	42,157
Recruitment	-	2,957	52	5,803	52	8,760
Travel, training and refreshments	870	1,353	9,206	4,970	10,076	6,323
Computer expenses	177	214	7,614	13,284	7,791	13,498
Insurance	998	817	11,884	10,603	12,882	11,420
Office equipment expense	122	86	8,680	2,126	8,802	2,212
Postage, printing and stationery	787	451	12,284	6,229	13,071	6,680
Publicity and promotion	-	-	71	-	71	-
Subscriptions and reference materials	1,345	322	21,233	14,808	22,578	15,130
Telephone & Communications	1,051	1,355	12,608	20,594	13,659	21,949
Finance management	363	354	4,003	4,345	4,366	4,699
Interpretative and translation services	1	46	1,441	460	1,442	506
Cleaning, repairs & maintenance	472	277	6,261	4,402	6,733	4,679
Heat & light	324	431	4,279	6,089	4,603	6,520
Rent, service charges and water	4,199	3,443	55,804	48,605	60,003	52,048
Room hire	-	-	-	228	-	228
Bank charges	9	31	87	38	96	69
Accountancy and audit fees	397	310	4,621	4,550	5,018	4,860
Legal and HR consultancy fees	9	633	109	9,270	118	9,903
Payments to partners	-	-	33,000	-	33,000	-
Other costs	-	-	292	982	292	982
Depreciation	58	-	638	-	696	-
<b>Total expenditure</b>	<b>65,668</b>	<b>59,661</b>	<b>1,076,249</b>	<b>1,018,246</b>	<b>1,141,917</b>	<b>1,077,907</b>
<b>Net income / (expenditure)</b>	<b>35,925</b>	<b>23,878</b>	<b>92,812</b>	<b>152,042</b>	<b>128,737</b>	<b>175,920</b>
<b>Transfers between funds</b>	<b>14,504</b>		<b>-14,504</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Net movement in funds</b>	<b>50,429</b>	<b>23,878</b>	<b>78,308</b>	<b>152,042</b>	<b>128,737</b>	<b>175,920</b>
<b>Fund balances brought forward</b>	<b>394,492</b>	<b>370,614</b>	<b>291,517</b>	<b>139,475</b>	<b>686,009</b>	<b>510,089</b>
<b>Fund balances carried forward</b>	<b>444,921</b>	<b>394,492</b>	<b>369,825</b>	<b>291,517</b>	<b>814,746</b>	<b>686,009</b>