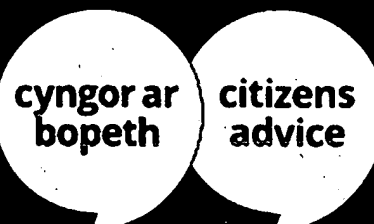


Citizens Advice Swansea Neath Port Talbot Limited

Report of the Trustees
and Audited Financial Statements

for the year ended 31 March 2020



Abertawe Castell-nedd
Port Talbot
Swansea Neath
Port Talbot

I was put
completely at ease
after my visit. It
felt like I had
somebody to fight
my corner.

I found the advice
and staff were
amazing

The gentleman that
helped me was
amazing he was up
to date with
everything. Thank
you all very much
and have a nice
Xmas.x

I was so nervous at first
and really worried but
Completely put me at
ease straight away and
felt good about finally
sorting my problems
thank you very much

Financial Statements
For the year ended 31 March 2020

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Report of the Directors and Trustees

The Trustees (who are also the Directors of the charity for the purpose of Companies Act 2006) present their report and the financial statements for the year ended 31 March 2020. The Trustees have adopted the provisions of 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).

1. Reference and Administrative Details

Charity Name:	Citizens Advice Swansea Neath Port Talbot Limited
Charity Registration:	518825
Company Registration:	1702827
Registered Office:	Second Floor, City Gates, Wind Street, Swansea, SA1 1EE
Chief Executive Officer	Jannine Nicholas (to December 2019)
Interim Chief Executive Officer	Greg Thomas (from May 2020)
Banks:	Charities Aid Foundation (CAF); Charities Official Investment Fund (COIF)
Statutory Auditors	Bevan Buckland LLP
Website:	www.citizensadviceasnpt.org.uk

Authorised and regulated by the Financial Conduct Authority No. 617762



Report of the Directors and Trustees

The following people were Directors/Trustees of the charity during 2019-20, and at the date of approval of the report (marked with *):

DIRECTORS/ TRUSTEES	ROLE	ELECTED BY	DATE FIRST ELECTED	DATE RESIGNED
*Bethan Hopkins	Trustee	AGM	01/19	
*Chris Mann	Chair	AGM	10/13	
*Dr Edward Roberts	Trustee	AGM	07/16	
Dylan Williams	Trustee Treasurer	AGM	01/18 01/19	
Greg Thomas	Trustee	AGM	01/16	05/20
*Sandra Beveridge	Trustee	AGM	01/19	
*Nicola Matthews	Trustee	AGM	07/19	
Andrea Williams	Trustee	Trustee Board	02/20	07/20

2. Structure, Governance and Management

Governing Document

Citizens Advice Swansea Neath Port Talbot Limited is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to £1. At 31 March 2020 the company had 38 individual members and 16 organisational members (2019 – 32 and 16). Citizens Advice Swansea Neath Port Talbot Limited (CASNPT) is governed by its Memorandum and Articles of Association as amended on 6 September 2017.

Organisational Structure

CASNPT is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and for monitoring and scrutinising its progress and performance against agreed objectives. The Trustees carry the ultimate responsibility for the conduct of CASNPT and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet at least quarterly and delegate the day-to-day operation of the organisation to the Chief Executive Officer 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, meets in between each Board meeting and reports back with recommendations for consideration on issues delegated to it by the Trustee Board on specific areas of the organisation's business. The Officers' Group has a Terms of Reference that is reviewed annually and each Board officer within this group has their own role description.

A register of Board members' interests is maintained at the registered office, and is available to the public.

Recruitment and Appointment of Trustees

The 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) and the Chief Executive and chaired by the Chair undertakes 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 CASNPT through meetings with staff and the 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.

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.

Major risks

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.

The charity's Chief Executive resigned in November 2019, and in the remainder of the financial year day to day leadership and operational management was undertaken by the remaining members of the senior management team, supported by the Chair of the Board of Trustees. An interim Chief Executive was appointed in May 2020, with a remit to include developing an updated business strategy, re-establishing the organisations' external strategic profile, providing strategic leadership to the organisation and exploring opportunities to secure robust future funding arrangements.

The global Covid-19 pandemic impacted on the work of the charity from March 2020, and client face-to-face contact was suspended. All staff were set up to work from home, providing on-line, phone and email based service provision, with the swift assistance of our IT provider. Our grant funders have been flexible regarding the way services are delivered, for which we are particularly grateful, and so far there has only been an adverse impact on the Making Sense of Money scheme which was temporarily suspended with staff redeployed to other projects. Work has now commenced in making the charity's main office suitable for a limited return to work but it may be a little longer before clients are able to return for appointments.

The charity is also involved in a small number of employment claims by former and current staff, for which it has engaged the services of professional independent HR consultants and employment lawyers, and these may eventually go to employment tribunal hearings. These issues have been noted by the Trustees and regular updates have been provided to the Trustee Board on these matters.

3. OBJECTIVES AND ACTIVITIES

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').

Objectives, Strategies and Activities for the Year

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 multiple outreach locations hosted by partner organisations 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) Outreach services funded by the Local Health Board and Welsh Government;
- iv) Advice to first-time Universal Credit claimants through the Help to Claim service.

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

Staff and Volunteers

The charity continues to receive invaluable help and support from volunteers, across all areas of its activities, from Trustees serving on the Board, through to people providing assistance and support in advising clients and supporting the work of paid staff members, through to assisting with fundraising and contributing to our research and profile-raising work across the local communities in which we work.

Over the past year 42 volunteers contributed over 13,104 hours of work to CASNPT, with Trustees additionally contributing to ensuring the organisation maintained effective and efficient governance through regular attendance at Board Meetings and organisational events and through supporting the interviewing of other Trustees, paid members of staff and volunteers.

4. ACHIEVEMENTS AND PERFORMANCE

Charitable Activities

In 2019/2020 CASNPT dealt with a total of 20,251 different client issues, from 5,749 clients (2018/19: 20,432 client issues with 5,402 clients), with our Drop-In service at our Swansea location seeing an average of 24 clients every day.

The 'top three' issues that clients required assistance with were Benefits and Tax Credits (34%), Debt (26%) and Universal Credit (18%), although clients also came to us with issues relating to housing, employment and family and relationship matters.

Throughout the year we continued to see a significant number of clients with issues related to welfare benefits and the effects of welfare reform changes, specifically in respect of Universal Credit and Employment and Support Allowance, which continue to have the greatest impact.

Over the course of the year through our work we assisted in providing confirmed income gains for our clients totalling £5,443,680 (2018/19 £5,886,679) and we were also successful in writing off debts to the value of £1,176,443 and in rescheduling debts amounting to £158,358 in total.

We have continued to work closely with our funders, including both Local Authorities, the Welsh Government and Swansea Bay University Health Board, providing vital services for which we offered over 100 appointments across 33 venues in the Swansea Bay region

We have supported clients in 15 different languages on over 150 separate occasions this year, including British Sign Language, Farsi, Polish, Mandarin, Spanish, French and Bengali.

In addition to our service delivery through our Making a Difference campaigning and research work, over the past year we have completed in-house research into the Value of Debt Advice, Home Shopping Catalogues: The Impact of High Credit Limits for our Clients and an ongoing study into household priority debt.

We have also continued to contribute to national research programmes carried out by Citizens Advice including research into unfair, negligent and potentially illegal debt recovery practices and access to banking services provided through local and regional Post Offices.

We submitted evidence to the House of Lords Economic Affairs Committee inquiry into the economics of Universal Credit, looking at whether the original objectives of Universal Credit are still fit for purpose and are able to provide an adequate and fair social security framework.

We also took an active part in LGBT History Month, Scams Awareness Fortnight, Big Energy Savings Week and National Consumer Week, hosting activities in the reception area of our main office as well as maintaining an active profile on social media.

Investment Activities

The charity does not currently hold material investments.

Factors Affecting the Achievement of Objectives

As a charity we are only too aware of the financial pressures experienced by our principal funders, and as a key part of our business development activities we will continue to seek additional sources of funding for our service provision. This will ensure that we work to a 'mixed economy' model of funding, where we are not over reliant on any one funding stream and where we work to ensure that funds are in place to maintain posts when vacancies arise, with an overarching aim that we achieve the best value for our funders and commissioners across all of our service provision.

5. Financial Review

Financial Position

Incoming resources in the year were **£1,106,218** (2018/19: £905,516), of which £1,016,158 (2018/19: £818,840) related to project restricted activities.

A surplus of **£129,740** was incurred in the year (2018/19: £6,400 deficit). At 31 March 2020 total reserves were £510,089 of which £139,475 represented balances on restricted funds. (2018/19: £380,349 total with £10,393 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 Citizens Advice Swansea Neath Port Talbot to continue to pursue its activities should there be a period of reduced income. This is also considered prudent in the light of some funding which is not received in advance.

At 31 March 2020, unrestricted reserves totalled £370,614, and trustees resolved to designate £20K towards a potential future premises relocation and £90K as a contingency for costs of current employment disputes, leaving a general unrestricted reserve of £260,614. This amounts to 3 months' budgeted expenditure, and further funding opportunities will be sought to increase general reserves at least to the minimum level.

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, in particular from the Welsh Government and via national Citizens Advice.

Funds in Deficit

No funds were in deficit at the balance sheet date.

Investment Policy

As required in its Articles, clause 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 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. The Charity has a long term deposit account with Charities Official Investment Fund (COIF/CCLA) and no other holdings.

6. Future Plans

CASNPT aims continually to improve access to our services through extending and increasing the provision of telephone advice and services at outreach locations that offer face to face access for the most disadvantaged and vulnerable members of the communities in which we work.

Our draft Business Plan for 2020-2023 illustrates our aspirations as a key organisation working across the counties of Neath Port Talbot and Swansea.

Business & Development Plan 2020-2023 **'Delivering effective and sustainable services'**

We help people, families and communities by:

- providing the advice people need for the problems they face
- improving the policies and practices that affect people's lives
- aiming to be one of the best advice and advocacy services in the country, and one of the leading voluntary and community sector organisations across the counties of Swansea and Neath Port Talbot

Our strategy is to do 5 things between 2020 and 2023:

Be recognised as the leading organisation for advice	Develop stronger partnerships	Collect and make use of data that evidences our impact	Achieve long term sustainability	Champion equality
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We will be recognised as the leading organisation for advice by:

- identifying needs, developing expertise and directing service provision where it can be most effective
- exploring and making more effective use of existing and developing technologies

We will develop stronger partnerships by:

- enhancing access to community resources
- contributing to long lasting and positive outcomes
- maximising our reach across the communities in which we work
- ensuring that we develop a greater impact that informs and drives change
- reducing duplication and working collaboratively with others

We collect and make use of data that evidences our impact by:

- ensuring it informs our own service improvements
- enabling individuals to achieve positive and lasting change in their lives
- ensuring it informs campaigns at local and national levels
- providing a voice for individuals to influence systems and societal change

We will achieve long term sustainability by:

- developing a confident workforce led by empowering leadership
- developing and sustain a financially healthy organisation
- empowering and enhancing the skills and qualities of our staff, through training, development and the adoption of a performance management culture
- developing a strong presence within the communities in which we work
- raising the organisation's profile across Swansea and Neath Port Talbot

We will champion equality by:

- supporting the development of the evidence-based impact of all of our work that links to local, regional and national campaigns
- acting as a responsible influence on the development of policies and practice both locally, regionally and nationally
- our research and campaigns work
- valuing diversity and promoting an inclusive environment that is free from bias

Our strategy will be supported by:

A process of thorough and regular review and scrutiny by Trustees, stakeholders, staff and volunteers measured against an achievable action plan and through:

Embedding an organisational culture of performance management	Ensuring that we maintain effective and robust governance	Ensuring that quality assurance sits at the heart of all that we do	Ensuring that we have a system of robust financial management	Ensuring that we have developed processes that support positive engagement from all stakeholders	Ensuring that we make best use of our information systems and outcomes' collection to evidence the impact of our work
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7. GOING CONCERN

At the time of signing these accounts, the charity continues to be impacted by the effects of the global Covid-19 pandemic. Staff were redeployed to work from home, with a huge effort on the part of the senior management team and our IT service provider, Orbits, to whom we are especially grateful. There has been a shift in demand for our services during this time, with many more people seeking advice on employment and benefit matters. The next phase is expected to be a major increase in the need for debt advice. We have had to move away from a face-to-face service to additional phone and web solutions. Our staff have responded admirably in circumstances which can also be personally difficult and worrying. We have had positive discussions with all of our funders, who have committed to maintaining our sources of funding at present, and have endorsed necessary changes in the way in which we have had to adapt in delivering some services, and the designation of some service priorities.

Consequently, the trustees have reassessed the charity's ability to continue for at least twelve months from the day on which the accounts are signed, and have concluded that no material uncertainties exist which cast doubt upon the charity's ability to continue as a going concern.

8. STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also the directors of CASNPT Limited 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 9th September 2020 and signed on its behalf by:



Chris Mann, Chair of Trustees.

Report of the independent auditors to the members of Citizens Advice Swansea Neath Port Talbot

Opinion

We have audited the financial statements of Citizens Advice Swansea Neath Port Talbot (the 'charitable company') for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows 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), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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 2020, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

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 required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. 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; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

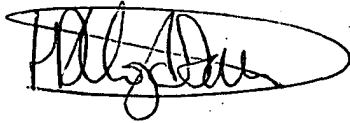
As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and 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.

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



Henry Lloyd Davies (Senior Statutory Auditor)
for and on behalf of Bevan Buckland LLP
Langdon House
Langdon Road
SA1 Swansea Waterfront
Swansea
SA1 8QY

Date:9th September 2020....

Statement of financial activities for the year ended 31 March 2020
Incorporating the Income and Expenditure Account

	Note	Unrestricted funds £	Restricted funds £	Total funds 2020 £	Total funds 2019 £
Income from:					
Donations and legacies		326	-	326	511
Charitable activities:					
General Advice and Information		80,000	302,120	382,120	408,688
Specialist Advice		-	686,643	686,643	451,034
Outreach		-	27,395	27,395	37,395
Sundry Income		8,442	-	8,442	6,943
Investment Income		1,292	-	1,292	945
Total	2	<u>90,060</u>	<u>1,016,158</u>	<u>1,106,218</u>	<u>905,516</u>
Expenditure on:					
Charitable activities					
General Advice and Information		89,402	278,246	367,648	422,096
Specialist Advice		-	584,514	584,514	451,363
Outreach		-	24,316	24,316	38,364
Sundry Projects		-	-	-	93
Other		-	-	-	-
Total Expenditure	3	<u>89,402</u>	<u>887,076</u>	<u>976,478</u>	<u>911,916</u>
Net income		658	129,082	129,740	(6,400)
Transfer between funds		-	-	-	-
Net movement in funds		658	129,082	129,740	(6,400)
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>369,956</u>	<u>10,393</u>	<u>380,349</u>	<u>386,749</u>
Balances carried forward		<u>370,614</u>	<u>139,475</u>	<u>510,089</u>	<u>380,349</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.

Statement of Financial Position as at 31 March 2020

	Note	Unrestricted funds	Restricted funds	2020 £	2019 £
FIXED ASSETS					
CURRENT ASSETS					
Debtors	7	20,982	-	20,982	17,614
Cash at bank and in hand		393,686	146,975	540,661	400,633
		<u>414,668</u>	<u>146,975</u>	<u>561,643</u>	<u>418,247</u>
CREDITORS					
Amounts falling due within one year	8	(44,054)	(7,500)	(51,554)	(37,898)
NET CURRENT ASSETS		<u>370,614</u>	<u>139,475</u>	<u>510,089</u>	<u>380,349</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>370,614</u>	<u>139,475</u>	<u>510,089</u>	<u>380,349</u>
NET ASSETS		<u>370,614</u>	<u>139,475</u>	<u>510,089</u>	<u>380,349</u>
FUNDS					
Unrestricted funds	10			370,614	369,956
Restricted funds	10			<u>139,475</u>	<u>10,393</u>
TOTAL FUNDS				<u>510,089</u>	<u>380,349</u>

The Trustees acknowledge their responsibilities for

(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

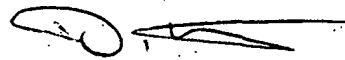
(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the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

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 on 9th September 2020 and signed on their behalf by:



Chair, Chris Mann



Treasurer, Dylan Williams

Statement of Cash Flows for the Year Ended 31 March 2020

	Note	2020 £	2019 £
Cash flows from operating activities:			
Cash generated from operations	1	138,736	(12,884)
Net cash provided by (used in) operating activities		138,736	(12,884)
Cash flows from investing activities:			
Interest received		1,292	945
Net cash provided by (used in) investing activities		1,292	945
Change in cash and cash equivalents in the reporting period		140,028	(11,939)
Cash and cash equivalents at the beginning of the reporting period		400,633	412,572
Cash and cash equivalents at the end of the reporting period		540,661	400,633

Notes to statement of cash flows for the year ended 31 March 2020

Reconciliation of net income to net cash flow from Operating Activities

	2020 £	2019 £
Net income for the reporting period (as per the statement of financial activities)	129,740	(6,400)
Adjustments for:		
Depreciation charges		
Interest received	(1,292)	(945)
(Increase)/decrease in debtors	(3,368)	(4,769)
(Decrease)/increase in creditors	13,656	(770)
Net cash provided by (used in) operating activities	138,736	(12,884)

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

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

b) Incoming resources

All incoming resources are included on the Statement of Financial Activities (SOFA) when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

i) Grants receivable

Grants made to finance the activities of Citizens Advice Swansea Neath Port Talbot Limited are shown in the financial statements when the Charity earns the unconditional right to the funds. 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 and Capital grants are released over the life of the asset in line with the depreciation policy.

ii) Bank interest

Bank interest is included in the income and expenditure account on a receivable basis.

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 are received.

v) 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.

c) Resources expended

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis. All expenditure related to the provision of advice services is included within charitable expenditure.

All costs allocated between expenditure categories are on a basis designed to reflect their resource usage. For some costs this means direct allocation to activities, other costs are apportioned, e.g. by staff time spent on the activity, or another equitable usage measure.

d) 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.

e) Taxation

The 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.

f) Restricted funds

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

g) 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.

h) Pension

The charity operates a defined contribution pension scheme, compliant with auto-enrolment legislation. Payments are charged to the income and expenditure account in the period in which they are incurred.

i) Leases

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

j) Irrecoverable VAT

Citizens Advice Swansea Neath Port Talbot Limited is not able to recover VAT.

k) 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.

l) 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.

m) Creditors and provisions

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

n) Financial instruments

The charity 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.

o) Hire purchase and leasing commitments

Assets obtained under hire purchase contracts or finance leases are capitalised in the balance sheet. Those held under hire purchase contracts and finance leases are depreciated over their estimated useful lives.

The interest element of these obligations are charged to the SOFA over the relevant period. The capital element of the future payments is treated as a liability.

Rentals paid under operating leases are charged to the SOFA on a straight line basis over the period of the lease.

p) Going Concern

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

q) Legal status of the charity

The charity is a company limited by guarantee. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

2 Income

	Activity	2020 £	2019 £
Donations	Miscellaneous	326	511
Charitable activities:			
Grants	General I&A	382,120	408,688
Grants	Specialist Advice	686,643	451,034
Grants	Outreach	27,395	37,395
Sundry income	Misc. grants	6,750	848
Sundry income	Room hire	330	-
Sundry income	Other	1,362	6,095
Investment income	Bank interest	1,292	945
		<u>1,106,218</u>	<u>905,516</u>

3 Expenditure

	Direct costs £	Support costs £	Totals £
General Advice	238,464	129,184	367,648
Specialist Advice	447,980	136,534	584,514
Outreach Services	18,714	5,602	24,316
	<u>705,158</u>	<u>271,320</u>	<u>976,478</u>

4 Trustees' Remuneration and Benefits

There were no Trustees' remuneration or other benefits for the year ended 31 March 2020 nor for the year ended 31 March 2019.

Trustee expenses paid for the year to 2 Trustees amounted to £1,353 (2019 - £1,538). All payments related to travel or training.

5 Staff Costs

	2020	2019
	£	£
Wages and salaries	675,011	606,924
Social security costs	53,783	51,419
Employment allowance	(3,000)	(3,000)
Pension costs	39,267	34,521
	<u>765,061</u>	<u>689,864</u>

The average number of employees, analysed by function was:

	2020 Total	2019 Total
Advisers	23	20
Managers	5	5
Support & Administration	6	5
	<u>34</u>	<u>30</u>

No employee received remuneration of more than £60,000.

The charity's key management personnel for the purposes of the accounts are considered to be Board of Trustees and the Chief Executive Officer. All Trustees give their time freely and no trustee remuneration was paid in the year. Details of Trustee expenses are disclosed in Note 4 of the accounts. Total employee benefits paid to the Chief Executive Officer amounted to £33,243 (2019: £47,855).

6 Comparatives for the Statement of Financial Activities

	Unrestricted funds	Restricted funds	Total funds 2019
	£	£	£
Income from:			
Donations and legacies	511		511
Charitable activities			
General Advice	78,277	330,411	408,688
Specialist Advice	-	451,034	451,034
Sundry Projects	6,943	-	6,943
Outreach services	-	37,395	37,395
Investment Income	945	-	945
Total	86,676	818,840	905,516
Expenditure on:			
Charitable activities			
General Advice	66,742	355,354	422,096
Specialist Advice	-	451,363	451,363
Sundry Projects	93	-	93
Outreach Services	-	38,364	38,364
Total Expenditure	66,835	845,081	911,916
Net income	19,841	(26,241)	(6,400)
Transfers between funds	43,112	(43,112)	
Net movement in funds	62,953	(69,353)	(6,400)
RECONCILIATION OF FUNDS			
Total funds brought forward	307,003	79,746	386,749
Balances carried forward	369,956	10,393	380,349

7 Debtors: Amounts falling due within one year

	2020	2019
	£	£
Trade debtors (inc accrued income)	-	290
Prepayments	20,982	17,324
	<u>20,982</u>	<u>17,614</u>

8 Creditors: Amounts falling due within one year

	2020	2019
	£	£
Social security and other taxes	12,711	8,110
Other creditors	5,348	5,379
Accruals and deferred income	33,495	24,409
	<u>51,554</u>	<u>37,898</u>

9 Leasing agreements

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2020	2019
	£	£
<i>Land & Property:</i>		
Within one year	39,000	39,000
1– 5 years	<u>3,633</u>	<u>39,000</u>
<i>Office Equipment:</i>		
Within one year	1,603	1,603
1– 5 years	<u>-</u>	<u>1,603</u>

Notes to the financial statements for the year ended 31 March 2020

10 Movement in funds

	At 1 April 2019 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
Restricted Funds					
WG Better Advice, Better Lives	8,750	113,743	(96,635)	-	25,858
WG Communities Focus	-	90,000	(85,756)	-	4,244
WG Frontline Advice	-	92,958	(83,390)	-	9,568
Money Advice Service	-	136,944	(127,186)	-	9,758
MAS redundancy reserve	-	17,898	-	-	17,898
Help to Claim	-	143,615	(129,002)	-	14,613
Swansea General Advice	-	188,377	(181,611)	-	6,766
Health Outreach	-	27,395	(24,316)	-	3,079
Advicelink – Debt & Other Specialist Advice	-	71,167	(54,797)	-	16,370
Advicelink – Community Focus	-	94,173	(70,170)	-	24,003
Integrated Care Fund	-	37,388	(33,270)	-	4,118
Making Sense of Money	-	2,500	(943)	-	1,557
People's Postcode Lottery	1,643	-	-	-	1,643
Total Restricted Funds	10,393	1,016,158	(887,076)	-	139,475
Unrestricted Funds					
General Fund	369,956	90,060	(89,402)	-	370,614
Total Unrestricted funds	369,956	90,060	(89,402)	-	370,614
TOTAL FUNDS	380,349	1,106,218	(976,478)	-	510,089

Notes to the financial statements for the year ended 31 March 2020

Comparatives for movements in funds:

	At 1 April 2018 £	Income £	Expenditure £	Transfers £	At 31 March 2019 £
Restricted Funds					
WG Better Advice, Better Lives	7,356	160,393	(158,999)	-	8,750
WG Communities Focus	-	120,000	(120,827)	827	-
WG Frontline Advice	3,624	124,774	(130,713)	2,315	-
Money Advice Service	44,066	182,304	(168,053)	(58,317)	-
Help to Claim	-	23,956	(27,152)	3,196	-
Swansea General Advice	18,439	170,018	(196,355)	7,898	-
Health Outreach	-	37,395	(38,364)	969	-
People's Postcode Lottery	6,261	-	(4,618)	-	1,643
Total Restricted Funds	79,746	818,840	(845,081)	(43,112)	10,393
Unrestricted Funds					
General Fund	270,003	86,676	(66,835)	80,112	369,956
Swansea Premises Fund	37,000	-	-	(37,000)	-
Total Unrestricted funds	307,003	86,676	(66,835)	43,112	369,956
TOTAL FUNDS	386,749	905,516	(911,916)	-	380,349

The designated Fund for the cost of premises relocation of £37,000 was released to general unrestricted reserves in the year, following relocation to the present premises.

Notes to the financial statements for the year ended 31 March 2020

A current year 12 months and prior year 12 months combined position is as follows:

	At 1 April 2018 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
Restricted Funds					
WG Better Advice, Better Lives	7,356	274,136	(255,634)	-	25,858
WG Communities Focus	-	210,000	(206,583)	827	4,244
WG Frontline Advice	3,624	217,732	(214,103)	2,315	9,568
Money Advice Service	44,066	319,248	(295,239)	(58,317)	9,758
MAS redundancy reserve	-	17,898	-	-	17,898
Help to Claim	-	167,571	(156,154)	3,196	14,613
Swansea General Advice	18,439	358,395	(377,966)	7,898	6,766
Health Outreach	-	64,790	(62,680)	969	3,079
Advicelink – Debt & Other Specialist Advice	-	71,167	(54,797)	-	16,370
Advicelink – Community Focus	-	94,173	(70,170)	-	24,003
Integrated Care Fund	-	37,388	(32,370)	-	4,118
Making Sense of Money	-	2,500	(943)	-	1,557
People's Postcode Lottery	6,261	-	(4,618)	-	1,643
Total Restricted Funds	79,746	1,834,998	(1,732,157)	(43,112)	139,475
Unrestricted Funds					
General Fund	270,003	176,736	(156,237)	80,112	370,614
Swansea Premises Fund	37,000	-	-	(37,000)	-
Total Unrestricted funds	307,003	90,060	(89,402)	43,112	370,614
TOTAL FUNDS	386,749	1,106,218	(976,478)	-	510,089

11 Purposes of restricted funds

Swansea General Advice

- provided by the City and County of Swansea to support the local Citizens Advice delivery within the County.

*Welsh Government:
Better Advice, Better Lives*

- to provide advice in health centres and to ensure the take up of Council Tax Support, Housing Benefit and Disability Living Allowance for Children – ceased December 2019.

Communities Focus

- financed by Welsh Government to fund the advice work delivered in the former Communities First clusters throughout the City and County of Swansea and the Sandfields cluster in Port Talbot – ceased December 2019.

Frontline Advice

- 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 - ceased December 2019.

Money Advice Service

- provided by the Money Advice Service via national Citizens Advice to fund our debt advice services, to December 2019. A redundancy liability reserve was received following cessation of the service which is held as a separate restricted fund.

AdviceLink Cymru

- Two new projects which took over from the above four schemes from January 2020, following the decision by Welsh Government to recommission advice services across Wales to improve the quality and availability of advice services and to encourage greater collaboration between advice providers. One project delivers debt and other specialist advice, whilst the other is concerned with more general community focused services.

Health Outreach

- provided by the Swansea Bay University Health Board to deliver advice services in local health centres.

People Postcode Lottery

- to provide additional IT equipment and part funding of staff hours to support people who are being affected by the roll out of Universal Credit.

Universal Credit – Help to Claim

-to provide support for Universal Credit claimants up to their first payments under the new benefit.

Integrated Care Fund

- to working in 4 GP cluster areas with a focus on awareness, early intervention, prevention and wellbeing.

Making sense of Money -

to help children, young people and adults to understand and manage their finances better; avoid getting into debt; understand when to seek professional support regarding debts and money worries; and take control of their lives and finances.

12 Related party transactions

There were transactions between Citizens Advice Swansea Neath Port Talbot Limited and the National Association of Citizens Advice Bureaux in relation to insurance, IT support and information services.

13 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.

14 Pension costs

The company contributes up to 6% of pensionable earnings as part of an auto-enrolment scheme to People's Pension which is open to all employees at any time. The charity operates a defined contribution pension scheme. The pension cost charge represents contributions payable by the charity to the fund during the year. Contributions totalling £39,267 (2019: £34,521) were payable during the year. There were no contributions payable or outstanding at the year end. Citizens Advice Swansea Neath Port Talbot Limited does not have a final salary scheme.

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2020**

	2020 £	2019 £
INCOME		
Donations and legacies		
Donations	326	511
Other activities		
Fundraising events	-	-
Investment income		
Deposit account interest	1,292	945
Charitable activities		
Incoming resources charitable	<u>1,104,600</u>	<u>904,060</u>
Total incoming resources	1,106,218	905,516
EXPENDITURE		
Wages	675,011	606,924
Social security	50,783	48,419
Pensions	39,267	34,521
Secondment & other staff costs	5,662	15,500
Recruitment	1,638	620
Computer expenses	27,345	20,719
Travel, training & refreshments	31,778	26,445
Office equipment expense	8,110	10,278
Subscriptions & reference materials	11,838	13,162
Telephone & communications	16,271	12,395
Postage, printing & stationery	9,498	11,216
Publicity & promotion	145	1,155
Finance management	4,156	-
Interpretative & translation services	-	3,815
Rent, service charges & water	61,080	44,758
Light & heat	7,689	6,569
Cleaning, repairs & maintenance	8,324	40,648
Insurance	7,261	8,008
Bank charges	60	60
Accountancy & audit fees	4,948	3,432
Legal & HR consultancy fees	4,208	1,215
AGM & Trustee Meetings	1,353	1,538
Other	53	519
Total resources expended	<u>976,478</u>	<u>911,916</u>
Net income/(deficit)	<u>129,740</u>	<u>(6,400)</u>

Glossary of Acronyms used

ASK RE The ASK gender violence and abuse routine enquiry programme helps clients to disclose gender violence and abuse (GVA).

BABL Better Advice Better Lives, Welsh Government Funding stream – comprises Better Advice Better Health – advice in primary health care settings; take up of benefits specifically Disability Living Allowance (DLA) for children, Housing Benefit and Council Tax Reduction.

DRO Debt Relief Order. Money Advice Service fund a DRO unit hence MAS DRO.

Calan DVS Calan Domestic Violence Services but they are known as Calan DVS.

DWP Department of Work and Pensions

ENERGY BDx Energy Best Deal Extra, funding for advice for individuals who are fuel poor. Funding is provided to Citizens Advice from a range of energy suppliers including where fines have been levied.

EYST Ethnic Youth Support Team

LTH Long term health condition

MAS Money Advice Service who fund the MASDAP – Money Advice Debt Advice Project.

PIP Personal Independence Payment.

REC Regional Equality Council.

SOFA Statement of Financial Activities.

SORP Statement of Recommended Practice.

WG Welsh Government.

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 Limited.

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

Registered charity number 518825.

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