

CARMARTHENSHIRE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

TRUSTEE REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR TO 31 MARCH 2021

Registered Charity No 1141755

Company No 07600945

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CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

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THE YEAR TO 31 MARCH 2021

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CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name	Carmarthenshire Citizens Advice Bureau
Registered Charity Number	1141755
Registered Company Number	07600945 (Registered in England and Wales)
Financial Conduct Authority	617542
Registered Office	113 Lammas Street Carmarthen Carmarthenshire SA31 1AP
Directors/Trustees	Richard John Edwards (Chair) Hamish William Laughland Beverley Jayne Careless Howard Neil Llewellyn Fioled Meirion Jones
Company Secretary	R M Thomas
Independent Examiners	Rimmer & May Chartered Accountants 19 Murray Street Llanelli SA15 1AQ
Bankers	HSBC 4A Vaughan Street Llanelli Carmarthenshire SA15 3TY

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR TO 31 MARCH 2021

The Trustees who are also Directors of the Charity for the purposes of the Companies Act 2006 where indicated, present their report with the financial statements of the Charity for the year ended 31st March 2021. The financial statements comply with the Charities Act 2011, the Company's Act 2006, the Memorandum and Articles of Association and Accounting and Reporting by Charities : Statement of Recommended Practice applicable to Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) Section 1A.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The organisation is a charitable company limited by guarantee, incorporated on 12th April 2011 and registered as a charity on 6th May 2011 and commenced its activities on 1st July 2011. The company was established and is governed under its Articles of Association which sets out its objects and powers.

Organisation and management

The Charity is administered and managed by the members of the Executive Committee which shall consist of not less than three members and not more than fifteen:- honorary office holders of Chairman, Vice Chairman and Treasurer elected by members from amongst themselves at the first meeting of Carmarthenshire Citizens Advice Bureau.

A member of the Executive Committee shall cease to hold office if they become disqualified, incapable, is absent from meetings, notifies the trustees of their wish to resign, ceases to be a member or fails to declare an interest in a contract of the Charity.

The Trustee Board which comprises of Trustees/Directors, Bureau County Director and other appropriate personnel meet on a bi-monthly basis to discuss issues and future plans.

Recruitment and appointment of new trustees

The names of the Trustee Board are shown on the previous page. The Charity is a company limited by guarantee and none of the officers hold any shares in the company. The Charity is administered by a Trustee Board of between three and fifteen persons.

The Trustee Board members can either be elected at the Annual General Meeting or co-opted by the Trustee Board provided that the total number of co-opted nominated members does not exceed one third of the total members of the Trustee Board. No member of the Trustee Board can serve for more than three years without being formally re-elected.

Induction and training of new trustees

New Trustees are provided with a Trustee handbook and a follow up course of induction procedures.

The company was established and is governed under its Articles of Association which sets out its objects and powers. Under those Articles the members of the Trustee Board are elected at AGM. A member may be co-opted at any ordinary meeting, subject to the Articles, until the next AGM.

The charity is operated in accordance with its Articles of Association. The Trustee Board is responsible for all aspects of the Bureau. Sub committees are delegated the power to make some decisions on behalf of the Board. In other areas, recommendations are made to the Trustee Board, which makes the ultimate decision.

Wider network

Carmarthenshire Citizens Advice Bureau is a member of Citizens Advice (Cita), but is an independently registered Charity and company limited by guarantee. Citizens Advice provides support services to the Bureau in the form of information and training amongst others. The Bureau is required to adopt service wide policies and comply with Membership Scheme requirements.

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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TRUSTEES' REPORT
FOR THE YEAR TO 31 MARCH 2021 (Cont'd)

Relationships with other organizations

The Charity has links with Carmarthenshire County Council, Carmarthenshire Social Services, Citizens Advice and Welsh Government, Money Advice Service and also receives additional funding from local councils across the county.

Risk management

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

During the year the Board has reviewed each of the Bureau's operations and activities as part of an overall risk assessment approach. All new ventures are appraised on the basis of the risks identified and the procedures and policies associated with the minimisation of such risks that are significant. In addition, the Bureau is subject to regular audit by Citizens Advice.

OBJECTIVES AND ACTIVITIES

The aims and objects of the Charity are to provide the following:-

Free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

The service aims:

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

Charity's public benefit

The Charity exists to provide advice to members of the public. It is part of the Charity's ethos to meet the changing needs of the people of Carmarthenshire and to be responsive to their requests for advice. Any surplus generated from the provision of our services is reinvested for the benefit of the public in the future. We have referred to the guidance contained in the Charity commissioner's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

Volunteers

During the year an average of 19 staff were employed at the bureau. In addition approximately 4 volunteers provided support. The Trustees Board would like to thank the staff and volunteers for their substantial work during the period.

ACHIEVEMENTS AND ACTIVITIES

Review of activities

Ammanford, Carmarthen and Llanelli Citizens Advice Bureau merged on 1st July 2011. In November 2018 the service was audited by Citizens Advice and the standards required were achieved. Carmarthenshire Citizens Advice Bureau was also awarded the Advice Quality Standard General Help, and Specialist Debt and Welfare Benefits with Casework.

We have received additional funding from the following: -

- Utilities Project (Cita) to identify and report on fuel poverty.
- Single Advice Fund 1st April 2020 to 31st March 2021 to provide social welfare rights based information and advice services together with specialist debt advice.
- Homeloan Service Carmarthenshire County Council May 2016 ongoing

During the period 1st April 2020 to 31st March 2021 the Bureau achieved the following:-

- Number of clients seeking help 4470
- Number of enquiries opened 10796
- Number of issues dealt with 19174
- Predominant issues are still Debt, Welfare Benefits and Employment

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)
TRUSTEES' REPORT
FOR THE YEAR TO 31 MARCH 2021 (Cont'd)

FINANCIAL REVIEW

The charity relies largely on grants received which were of a satisfactory level in the sum of £705,713 (2020: £634,090). Overall the fund balances (including assets and liabilities) carried forward are £381,205 made up of £403,407 restricted funds and £22,202 (negative) unrestricted funds. An overall surplus of £93,397 (2020: £110,689) was made in the year on total funds before transfers and unrealised gains.

The Trustees expect that the additional funding in respect of the receipt Universal Support project will give rise to further surpluses which will clear the negative balance on the unrestricted funds.

The charity is actively involved in applying for additional and new sources of funding and is closely monitoring its running costs in order to minimize any future deficits.

Covid-19

We closed our three offices in the last week of March 2020 and all staff began to work from home. Each adviser was given a laptop and mobile phone which was linked to their phones in each of the offices, clients therefore saw no difference in the initial contact made. Client interviews are made either by telephone or video call and subsequent client surveys indicate an overwhelming positive feedback for this system.

All staff continue to be paid as normal and no Government grants have been applied for.

As a result of the success of the measures and Covid-19 restrictions in having face to face interviews it was agreed that the offices in Ammanford and Llanelli be closed and we vacated Ammanford on 1st September and we vacated the offices in Llanelli at the end of March 2021. This action will not have a negative effect on our service delivery.

Reserves policy

Total funds held at 31 March 2021 amounted to £381,205 made up of £403,407 restricted funds and £22,202 (negative) unrestricted funds.

It is the policy of the charity that reserves should be maintained where possible at a level equivalent of at least £120,000. The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised.

Investment policy

The Charity invests its funds in bank deposits and is continually seeking to obtain better rates of return.

FUTURE DEVELOPMENTS

To build a stronger forward facing service in order to identify and meet the needs of the Community. To continue to develop and create new partnerships with organizations and agencies. To create a financially stable service enabling the Bureau to maintain its service provision. Develop our partnership working which enables us to bring together specialism, knowledge and expertise and gives us the opportunity to work with clients at key stages in their journey. Exploring multi-channel development.

Responsibilities of the Trustees


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

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

The Trustees are responsible for maintaining 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. The Trustees 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.

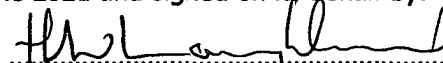
This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to Small Companies.

Approved by the Executive Committee on



Mr R J Edwards – Chair
Director/Trustee

June 2021 and signed on its behalf by:


Mr H W Laughland
Director/Trustee

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

Independent examiner's report to the Trustees of Carmarthenshire Citizens Advice Bureau

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2021, which are set out on pages 5 to 10.

Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purpose of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

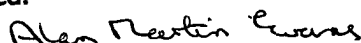
Independent examiner's report

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- (1) accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those accounting records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended practice for accounting and reporting by charities (FRS 102) Section 1A.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Alan Martin Evans F.C.A
Chartered Accountant
Rimmer & May Chartered Accountants
19 Murray Street
Llanelli
Carmarthenshire
SA15 1AQ

Date:

29 July 2021

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR TO 31 MARCH 2021

	Notes	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
INCOME FROM					
Charitable activities	2	311,247	394,066	705,313	636,096
Donations	3	561	-	561	825
Investment income	4	<u>121</u>	<u>-</u>	<u>121</u>	<u>347</u>
Total income		<u>311,929</u>	<u>394,066</u>	<u>705,995</u>	<u>637,268</u>
 EXPENDITURE ON:					
Charitable activities	5	<u>295,728</u>	<u>316,870</u>	<u>612,598</u>	<u>526,579</u>
Total expenditure		<u>295,728</u>	<u>316,870</u>	<u>612,598</u>	<u>526,579</u>
 NET INCOME		16,201	77,196	93,397	110,689
Gross transfers between funds	11	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Net movement in funds		<u>16,201</u>	<u>77,196</u>	<u>93,397</u>	<u>110,689</u>
 RECONCILIATION OF FUNDS:					
Total funds brought forward		<u>(38,403)</u>	<u>326,211</u>	<u>287,808</u>	<u>177,119</u>
Total funds carried forward		<u>(22,202)</u>	<u>403,407</u>	<u>381,205</u>	<u>287,808</u>

All activities relate to continuing operations and there are no gains or losses other than those shown above.

The notes form part of these financial statements

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Registered Number 07600945

BALANCE SHEET AS AT 31 MARCH 2021

	Notes	Total Funds 2021 £	Total Funds 2020 £
FIXED ASSETS			
Tangible Assets	8	<u>16,980</u>	<u>25,726</u>
CURRENT ASSETS			
Debtors	9	28,645	65,451
Bank and Cash		<u>350,650</u>	<u>224,270</u>
		379,295	289,721
CREDITORS			
Amounts falling due within one year	10	<u>(15,074)</u>	<u>(27,639)</u>
NET CURRENT ASSETS		<u>364,221</u>	<u>262,082</u>
NET ASSETS		<u>381,205</u>	<u>287,808</u>
CHARITY FUNDS	11		
Unrestricted funds		(22,202)	(38,403)
Restricted funds		<u>403,407</u>	<u>326,211</u>
TOTAL FUNDS		<u>381,205</u>	<u>287,808</u>

The Trustees consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act.

The trustees acknowledge their responsibilities for:

- i. ensuring that the charitable company keeps accounting records that comply with Section 386 of the Companies Act 2006; and
- ii. 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 period and of its surplus or deficit for each financial period 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 accounts have been prepared in accordance with the provisions applicable to companies subject to the Small Companies regime and in accordance with FRS 102 Section 1A and the Charities SORP (FRS 102).

The financial statements were approved by the trustees on
by

June 2021 and signed on their behalf,

.....
Mr R J Edwards – Chair
(Director/Trustee)

.....
Mr H W Laughland
(Director/Trustee)

The notes form part of these financial statements

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2021

1 ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with 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 2019) Section 1A - Charities SORP (FRS 102) and the Companies Act 2006.

Carmarthenshire Citizens Advice Bureau is public benefit entity under FRS 102.

The financial statements are prepared in sterling which is the functional currency of the entity.

The accounts have been prepared on the historical cost convention.

The principle accounting policies are set out below:-

1.2 Income

Grants and donations are recognised on entitlement once conditions of certainty and measurement are met. Grant income is recognised on an accruals basis and is allocated on a strict basis to the period to which it relates.

1.3 Expenditure

All expenditure incurred by the charity relates to its charitable activities i.e., providing advice to the community and is allocated accordingly. Governance costs relate to the provision of accountancy fees and also trustees meetings expenses and are allocated accordingly. The accruals basis has been adopted for the recognition of liabilities.

1.4 Use of volunteers

The charity relies on up to 4 fully trained volunteers who carry out a wide range of advice work and administrative tasks, apart from the cost of training and reimbursement of travel expenses. The donated services of volunteers in the course of undertaking the charitable and income generating activities is not recognised within the Statement of Financial Activities.

1.5 Leasing

Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

1.6 Pensions

The pension costs charged in the financial statements represent the contribution paid by the charity during the year to a defined contribution money purchase scheme.

1.7 Taxation

The Charity is exempt from corporation tax on its charitable activities.

1.8 Going Concern

We refer to the Trustees Report and their assessment of the effects of the Covid-19 pandemic on the Charity's ability to continue to adopt the going concern basis of accounting

No material uncertainties exist which affect the Charity's ability to continue as a going concern.

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2021 (Cont'd)

1.9 Tangible Fixed Assets and Depreciation

Tangible fixed assets are included at valuation on commencement in July 2011 and at cost thereafter less accumulated depreciation. Depreciation is provided to write down the net book value of the assets at the following rates:-

Fixtures, Fittings and Equipment – 25% reducing balance method

1.10 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2 INCOME FROM CHARITABLE ACTIVITIES

	<u>2021</u>	<u>2020</u>
	£	£
Contracts and fees – Citizens Advice & Welsh Office	544,225	471,760
Grants – Carmarthenshire County Council	161,488	162,330
Hire of room for meetings – Shelter & Cardiff Vale CAB	<u>(400)</u>	<u>2,006</u>
	<u>705,313</u>	<u>636,096</u>

3. DONATIONS

	<u>2021</u>	<u>2020</u>
	£	£
Donations	<u>561</u>	<u>825</u>

4. INVESTMENT INCOME

	£	£
Interest receivable	<u>121</u>	<u>347</u>

5. EXPENDITURE ON CHARITABLE ACTIVITIES

	Governance	Support Costs	Total
		£	£
Local partnership payment - Llandovery Community		5,000	5,000
Employment costs		490,047	490,047
Establishment costs		44,374	44,374
Office and administrative expenses		54,822	54,822
Support costs – volunteers expenses		-	-
Sundry and other costs		144	144
Cost of Trustee meetings, travel and training	-	-	-
Legal and professional fees		258	258
Accountancy	3,796		3,796
Depreciation of tangible fixed assets		4,645	4,645
Loss on disposal of tangible assets		<u>9,512</u>	<u>9,512</u>
	<u>3,796</u>	<u>608,802</u>	<u>612,598</u>

6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021. Reimbursement of travel expenses and training were made totalling £ 0 (2020 £ 0).

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2021 (Cont'd)

7.	EMPLOYEES	<u>2021</u>	<u>2020</u>
	Number of employees		
	The average monthly number of employees during the year was:		
	Manager and project caseworkers	17	17
	Management and administration of the charity	<u>2</u>	<u>2</u>
		<u>19</u>	<u>19</u>

	<u>2021</u>	<u>2020</u>
Employment costs	£	£
Gross wages and salaries	443,708	365,284
National insurance	33,977	26,749
Pension costs	12,362	11,125
Staff training	-	<u>1,214</u>
	<u>490,047</u>	<u>404,372</u>

There were no employees whose annual remuneration was £60,000 or more.
In addition, approximately four volunteers provided support during the year.

8.	FIXED ASSETS	Office equipment and furniture £
	Cost	
	At 1 April 2020	68,099
	Additions in year	5,411
	Disposals	(48,557)
	At 31 March 2021	<u>24,953</u>
	Depreciation	£
	At 1 April 2020	42,373
	Depreciation charge for the year	4,645
	Elimination on disposals	(39,045)
	At 31 March 2021	<u>7,973</u>
	Net Book Value	
	At 31 March 2021	<u>16,980</u>
	At 31 March 2020	<u>25,726</u>

9	DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	<u>2021</u>	<u>2020</u>
		£	£
	Debtor – Charitable income	20,403	57,902
	Prepayments	<u>8,242</u>	<u>7,549</u>
		<u>28,645</u>	<u>65,451</u>

10	CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	<u>2021</u>	<u>2020</u>
		£	£
	Trade	-	2,845
	Taxation & Social Security	9,845	8,436
	Accruals	<u>5,229</u>	<u>16,358</u>
		<u>15,074</u>	<u>27,639</u>

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR TO 31 MARCH 2021 (Cont'd)

11 MOVEMENT IN FUNDS

	At 01.04.20 £	Net Movement in funds £	At 31.03.21 £
Unrestricted funds			
General Advice Fund & Universal Support	(38,403)	16,201	(22,202)
Restricted funds	<u>326,211</u>	<u>77,196</u>	<u>403,407</u>
TOTAL FUNDS	<u>287,808</u>	<u>93,397</u>	<u>381,205</u>

Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balance of grants and donations held on trust for specific purposes:-

	Balance at 1 April 2020 £	Income £	Movement in funds Expenditure £	Transfers £	Balance at 31 March 2021 £
Welfare Rights	52,815	14,656	(4,388)		63,083
Central/Masdap/Front Line advice	269,427	101,392	(34,235)		336,584
Single Advice Fund	<u>3,969</u>	<u>278,018</u>	<u>(278,247)</u>		<u>3,740</u>
	<u>326,211</u>	<u>394,066</u>	<u>(316,870)</u>	<u>-</u>	<u>403,407</u>

Transfers

Any restricted funds that are in deficit are supported by the central core fund. Any deficit made by a particular fund is absorbed by the core fund and any such funds are left with a nil retained reserve carried forward.

12 FINANCIAL COMMITMENTS

At 31 March 2021 the company had commitments under non-cancellable operating leases over the remaining life of those leases of £ 0 (2020 £7,730).

13 RELATED PARTY TRANSACTION

In April 2011 Citizens Advice Bureau, Ammanford were awarded substantial compensation monies of approximately £160,000 under the proceeds of crime act. No monies were received by the Bureau in the year ending 31 March 2021. HM Courts & Tribunals Services are currently unable to speculate as to the time scale for the balance of the compensation to be paid and as a result no provision has been made in these accounts for the recovery of the balance of the award. Apart from this the Trustees have considered the position and confirm that there are no other related party disclosures.