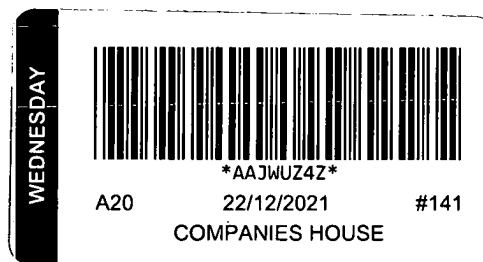


REGISTERED COMPANY NUMBER: 06359417 (England and Wales)
REGISTERED CHARITY NUMBER: 1121804

**Report of the Trustees and
Unaudited Financial Statements
for the Year Ended 31 March 2021
for
Pembrokeshire Citizens Advice Bureau**

Ashmole and Co.
Williamston House
7 Goat Street
Haverfordwest
Pembrokeshire
SA61 1PX



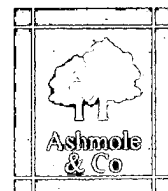
**Contents of the Financial Statements
for the Year Ended 31 March 2021**

	Page
Reference and Administrative Details	1
Report of the Trustees	2 to 9
Independent Examiner's Report	10
Statement of Financial Activities	11
Balance Sheet	12 to 13
Cash Flow Statement	14
Notes to the Cash Flow Statement	15
Notes to the Financial Statements	16 to 24
Detailed Statement of Financial Activities	25 to 26

Pembrokeshire Citizens Advice Bureau

**Reference and Administrative Details
for the Year Ended 31 March 2021**

TRUSTEES	Dr E Muir-Edwards (Vice Chair) Mrs M Bowen Mr A E Sangster (Chair) Dr B G Wilson (resigned 7.11.20) Mr A Furlong (resigned 4.1.21) Miss C Pickett (resigned 5.10.20) Mr C Osborne (appointed 30.9.20) Mr F G Atkins (appointed 30.9.20) (deceased 25.1.21) Mr I J Phillips (appointed 30.9.20) (resigned 28.4.21)
PCC REPRESENTATIVES	Cllr Rhys Sinnett Cllr Tim Evans
REGISTERED OFFICE	38 Meyrick Street Pembroke Dock Pembrokeshire SA72 6UT
REGISTERED COMPANY NUMBER	06359417 (England and Wales)
REGISTERED CHARITY NUMBER	1121804
INDEPENDENT EXAMINER	Ashmole and Co. Williamston House 7 Goat Street Haverfordwest Pembrokeshire SA61 1PX
BANKERS	CAF Bank Ltd 25 King Hill Avenue Kings Hill West Malling Kent ME19 4JQ Cambridge and Counties Bank Ltd Charnwood Court New Walk Leicester LE1 6TE



Pembrokeshire Citizens Advice Bureau

**Report of the Trustees
for the Year Ended 31 March 2021**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. 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 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Citizens Advice Pembrokeshire provides a free, professional, confidential information and advice service to its clients. The Local Citizens Advice (LCA) will play its part in the implementation of the Strategic Plan of Citizens Advice on a bi-national and local basis, the priorities of which are:

- You won't struggle to get help from us;
- Our service will feel joined up;
- We'll help you find a way forward whatever your problem;
- You'll get the level of support you need;

and

- You know that we'll speak up for you.

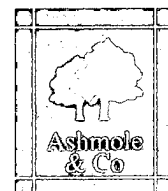
Citizens Advice Pembrokeshire holds the General Help Level Quality Mark with casework for welfare benefits and debt. The LCA values diversity, promotes equality, challenges discrimination and is committed to ensuring the service is relevant and accessible to all members of the community. It works in partnership with other voluntary, statutory and private agencies for the benefit of its clients.

The Citizens Advice service works to fulfil 2 aims:

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

These aims embody the principle that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available to them, or through an inability to express their needs effectively.

The advice we give is free, independent, impartial and confidential. The service is non-judgemental, offering assistance as appropriate to all callers. It aims to be equitable and fair in its approach and provide a service to everyone who seeks or needs help, regardless of age, sex, class, race, religion, disability, sexuality or any other aspect of individuality. All advice workers, whether paid or volunteer, are professionally trained to provide an accurate, high quality, confidential service and to be supportive to clients.



Pembrokeshire Citizens Advice Bureau

Report of the Trustees for the Year Ended 31 March 2021

OBJECTIVES AND ACTIVITIES

Significant activities

This year has seen momentous changes and challenges for the communities we serve and our charity. We moved quickly to make advice accessible despite national restrictions and lockdowns. At the start of the year we had established advice access for those with greatest barriers and in most need through the Welsh Government funded Single Advice Fund.

Support for those struggling to make a first application to Universal Credit locally has been enhanced by the bi-national Help to Claim service. In common with many charities our priority this year has been to provide as much support as possible through advice to Pembrokeshire residents despite the reduced channels available to us.

Trustees participated in four virtual awaydays, focusing on business planning and our working relationships with funders, re-assessing our risk register and revising our working responsibilities through the various sub-committees and groups. Trustees also undertook training in relation to Charity Commission requirements and the detail of our Leadership Self-Assessment. We undertook a strategic review of the service and this involved a number of working groups. As a result of the review, we developed 5 key objectives (outlined below) indicating our commitments to the organisation.

In March 2020 with the emergence of the Covid-19 pandemic, we made rapid plans to close the offices and to implement home working for staff and some of our volunteers. We thought that this situation might carry on for a few weeks and then we'd be able to return to our offices. When we prepared to return in October 2020, we quickly had to revise our plans due to a further lockdown. As the requirements to keep everyone safe carried on, we continued to adapt and change our service to clients.

There have been significant challenges to remote working mainly affecting supervision and training and we have all missed working together with colleagues. We have particularly missed the input of the majority of our volunteers, who waited patiently to be able to return to the offices over the summer.

There were rapid changes in legislation throughout the year, particularly in the first 6 months and the nature of client enquiries evolved throughout the year in response.

There have been opportunities to learn from our experience and this has led to a review of our service delivery going forward. We have learnt that we can do more remotely than we previously thought we could and that it has actually been beneficial to be able to attend some meetings and training via Zoom. In fact we have recognised that there are many benefits to both clients and to our organisation in being able to maintain a mix of face to face/online/telephone services going forward.

We have been surprised by how well our IT systems have worked and the introduction of a cloud-based telephone system has been a positive step.

We have developed our partnership working resulting in improved referral systems and more joint working with other organisations.

Our links with the Foodbanks along with the Discretionary Assistance Fund have helped us to provide emergency support to clients.

Advice Statistics

In 2020-21 we helped 2,865 clients with 17,316 issues.

47% of issues were regarding welfare benefits and Universal Credit, 25% debt and financial capability. 30% of all welfare benefits enquiries concerned PIP, 31% regarding Universal Credit. Where recorded, 61% of our clients were disabled or had a long-term health condition.

The number of clients we could help during the first three months (April - June) of 2020 was reduced but monthly client numbers had doubled by the end of the year.

Income gain: £2,779,422

Debt write-offs: £592,991

Total financial gains: £3,372,413



**Report of the Trustees
for the Year Ended 31 March 2021**

OBJECTIVES AND ACTIVITIES

Access to Advice

During 2020-21 We have provided access to our services via our local advice line, by email or via our website. All client advice was provided by telephone or by email. We started to provide face to face appointments for vulnerable clients in one of our outreach locations during the summer and plans are in place for there to be face to face appointments in local offices from October 2021.

Projects

Single Advice Fund funded by Welsh Government. This has replaced funding for generalist and specialist welfare benefits casework services previously funded by Better Advice Better Lives, specialist debt casework service previously funded by the Money Advice Service and specialist welfare benefit appeals service previously funded by Access to Justice.

Money in Mind Project provides advice and support to clients with mental health issues or learning disabilities mainly with debt and welfare benefits and is funded by the Henry Smith charity.

Warmer Wales Project provides support with energy saving and switching as well as income maximisation and is funded by British Gas

Help to Claim Project provides support to make and manage Universal Credit claims and is funded nationally by the Department of Work & Pensions.

Quality of Advice

Quality of advice is assessed through our involvement with a national quality of advice assessment (QAA) project. Throughout 2020-21, our advisers were consistently assessed as providing good or excellent advice in 75% of cases. Feedback from the QAA assists in identifying training needs and improving advice to clients.

Advice Partners

We have continued to work with partners in the local authority and in the charitable sector. We have worked closely with Shelter, Patch, Trussel Trust, Pobl/Gwalia, Pembrokeshire People's First and PATH as well as statutory bodies such as Pembrokeshire County Council, the DWP and Hwyl Dda Health Board. A number of partners have signed up to Refernet allowing direct referrals between partner organisations.

Research & Campaigns

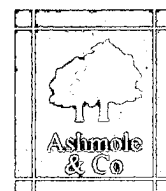
Despite the difficulties, our LCA's R&C activities have continued as normal, with the exception of in person meetings and events. To ensure the safety of the team as well as recognising the need to uphold social distancing requirements, the Research and Campaigns group met virtually during the year.

Our 2019/20 Impact Report was sent to local elected representatives showing the value of our work to the local community and highlighting client issues and outcomes.

Along with other charitable organisations, we met with Stephen Crabb MP to discuss the effect the Pandemic has had on local charities.

We have maintained a high level of social media output to inform clients of changes to our services and alert them to important changes in legislation. What's more, we've begun to make use of our new website by including new press releases in the news section. Using our social media accounts, we have been able to promote our new website by linking to new press releases.

Pembrokeshire Citizens Advice took part in the national campaign for Scams Awareness Week, sending a press release to media outlets and highlighting the campaign via social media. We also participated in the Keep The Lifeline Campaign (UC uplift), which now appears to have resulted in some changes to Universal Credit at least for working claimants. In order to maximise the coverage of our services, the LCA also participated in a series of weekly radio interviews on Pure West radio covering employment, money issues, benefits and consumer issues (as a result of Covid-19).



Pembrokeshire Citizens Advice Bureau

Report of the Trustees for the Year Ended 31 March 2021

OBJECTIVES AND ACTIVITIES

Following a meeting with the Housing Team at Pembrokeshire County Council, we helped set up a new referral system for tenants with rent arrears.

During 2020/21, we attended the DWP Customer Representative Group forum quarterly to keep updated with changes to Welfare Benefit. The forum moved online during this year and is likely to continue as a virtual meeting.

Team meetings were limited in 20/21 and it has been more difficult to share regular R & C updates with staff and volunteers as a result.

Advisers have completed 26 evidence forms (case studies submitted to the central office for Research & Campaigns) on issues affecting local clients. A large number related to Covid 19 clients feeling unsafe to return to work, issues with the Job Retention Scheme, Tenancy Support Scheme and SEISS grants. Other issues included problems with the administration of benefits and Buy Now Pay Later debts.

STRATEGIC REPORT

Overview

We continue to be core funded by Pembrokeshire County Council without whom we could not continue to deliver our services. We also received financial support from Welsh Government, Henry Smith Charity, Department of Work and Pensions, British Gas Energy Trust and Hwyl Dda Health Board. We are also most grateful to all those who made donations. In addition to our core service, we delivered a number of projects including community advice, debt advice, benefit appeals, support to people with mental ill-health, and energy switching. We employed an average of 9 full time staff and 16 part time staff throughout the year and salary costs accounted for 82.5% of our total budget.

Total Income £536,758

Total Expenditure £551,581

Deficit £14,823

The board of Trustees, recognising the necessity to maintain the ability to support continued delivery of services despite potential variations in funding, approved a deficit budget for the Financial year 2020/21 of £38,574.

The trustees are mindful of continuing financial pressures and the fact that the past few years' results have nibbled into our reserves. Therefore a review of our reserves policy has been undertaken and future budgets will be determined so as to maintain or improve on current levels, and where possible also allow for a contingency to ensure we can continue to operate and meet the needs of our clients in the event of unforeseen circumstances.

Within that overall approach we continue to concentrate on the cost of providing the best possible service to each and every client to determine the best approach to ensure client satisfaction.

As an independent charity we are finding that in the current financial climate it is increasingly difficult to access new funding opportunities and even to retain existing ones. We express our gratitude to Pembrokeshire County Council for its continued substantial support without which we would cease to operate. The following report by our accountants sets out the details of our financial activities in 2020/21.

Pembrokeshire Citizens Advice Bureau

**Report of the Trustees
for the Year Ended 31 March 2021**

STRATEGIC REPORT

Financial review

Reserves Policy

The trustee board believes that the LCA should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising, and also to enable a responsible closure of premises.

Unrestricted reserves

The trustees consider that due to the current economic uncertainty it would be prudent to set aside an amount equivalent to at least 3 months operating expenditure.

Restricted reserves

These funds are restricted by the donor or funder and cannot be used for the general purposes of the LCA. Their existence, and the sums of money therein, do not imply that there has been an underspend but may result from a variety of circumstances including timing differences between the financial year and the funding year of the project concerned.

This reserves policy is monitored and reviewed by the trustees annually.

**Report of the Trustees
for the Year Ended 31 March 2021**

STRATEGIC REPORT

Future developments

Following a strategic review of our service model, we have identified the following 5 areas of priority for development in 2021/22

Transform advice delivery

- Paid staff & volunteer roles & locations meet service requirements
- Advice delivery model provides ease of access for all clients
- Office & partner locations meet service delivery needs for F2F advice and staff office working

Improve access for the most vulnerable through partnerships

- Establish referral routes using Refernet or client referral form
- Partner outreach locations established

Strengthen our culture as a collaborative, innovative and high performing service that promotes equality, diversity, and inclusion, and challenges discrimination

- Achieve consistent internal and externally verified Advice Quality Standards
- Improve the volunteer experience and support offer
- Promote a psychologically safe, inclusive work environment where all members of the workforce can thrive and achieve their fullest potential.
- Work towards an active Welsh language offer.
- Develop a values-driven supervision and performance management framework that embeds positive behaviours
- Leadership Self-Assessment Year 3 assessment is successful

Improve client outcomes through our profile, positioning & influence

- Develop strong collaborative working relationships with other agencies in the county and regionally
- Strengthen our Research and Campaigns effort and impact

Create a sustainable organisation

- Develop a diverse funding base to allow us to establish a sustainable staffing level to meet rising demand.
- Develop a sustainable way of working for staff and volunteers
- Review and establish effective & sustainable operations in Premises, Locations and Channels

The Trustees are happy to confirm that Pembrokeshire County Council are continuing to support our vital service and that core funding for 2021/22 has been secured. Together with funding from other projects, we remain the best provider of free, impartial and confidential advice in Pembrokeshire.



Pembrokeshire Citizens Advice Bureau

Report of the Trustees for the Year Ended 31 March 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Organisational structure

Citizens Advice Pembrokeshire has established itself as the trusted advice provider for Pembrokeshire residents. It is a registered charity No. 06359417 and a company limited by guarantee, governed by Memorandum and Articles of Association. It is also a member of Citizens Advice, the national association of Citizens Advice which provides advice and support and rigorously undertakes an annual quality assessment. The Trustee Board (minimum 3) is the governing body. Three trustees were appointed and five retired or resigned during the year. The Local Authority, Pembrokeshire County Council, whose funding ensures that local people can access information and advice, and that the charity can secure additional funding from a range of other sources, has 2 non-voting representatives, who are able attend quarterly meetings. Any representatives from funding bodies are always in a minority on the board. Trustees are recruited for the relevance and diversity of their skills and expertise plus a commitment to Citizens Advice Aims and Principles. Trustees are encouraged to be involved in development of good practice, policy, and strategy at National Citizens Advice level. The Chair of Citizens Advice Pembrokeshire attends the leadership discussions for Chairs across England and Wales.

During the period of this report and due to the pandemic restrictions we were unable to provide open door drop-in and appointments in person from the Citizens Advice Pembrokeshire main offices in Haverfordwest and Pembroke Dock, and in 5 core and 4 project outreaches within the county. Instead, the charity swiftly mobilised a remote advice service, with advisors working from home, serving community advice needs by phone and email.

The charity is governed by the Trustee Board, which meets at least quarterly and is attended by all Trustees, senior managers, volunteer, and paid staff representatives. The managers and representatives attend in an advisory, non-voting capacity, as do two representatives of our major funder, Pembrokeshire County Council. The Board is active and sub-committees or groups work outside of board meetings to give additional rigour to discussion and debates prior to board decision making. Committees include: Finance and Business Development Committee chaired by the trustee with special responsibility for Finance; Personnel, Health and Safety Committee which includes the trustee with special responsibility for Safeguarding. We have a Committee for Governance, Compliance and Ethics to ensure that we keep up with necessary regulation and Charity Commission requirements, and to have an oversight of, and ensure an ethical approach to, our decision making. There is also a Trustee lead for our Research and Campaigns committee.

The Chief Executive Officer is responsible to the Board for the day to day management of the service. The organisation pays through Citizens Advice, for the services of a Citizens Advice Finance Consultant who works closely with the Chief Executive to ensure effective financial management of the charity. The organisation also sub-contracts the payroll to its Pembrokeshire based accountancy firm. The Advice Service Manager is responsible for day to day advice service delivery and the quality of advice. She is supported by three Advice Supervisors and a Training Coordinator. The Resources Manager is responsible for all administrative and support functions, including IT. The Research and Administration Officer is responsible for research, fundraising and finance administration.



Pembrokeshire Citizens Advice Bureau

**Report of the Trustees
for the Year Ended 31 March 2021**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management and Information Assurance

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. The trustees ensure that an overall review of our risk assessment procedures is undertaken at least annually. The process for this involves each sub-committee or group assessing the specific risk elements in their area. These are then brought together at an Away-Day where rigorous discussion may take place. The resulting Risk Register is then presented to the full board for approval. The Risk Assessment findings are incorporated into the Business and Development Plan.

Project workers make verbal reports to the Trustee Board on a quarterly basis to explain their work, who it helps and how targets are met. This helps Trustees to stay informed, make appropriate decisions and thereby minimise risk.

The Trustee Board oversees the information security of all personal information of our clients, staff, funders, and strategic partners that is processed. The local Citizens Advice hold joint responsibility for client data that is held in its case management system, with the national Citizens Advice Service, where an information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements the General Data Protection Regulation and Data Protection Act 2018. Citizens Advice Pembrokeshire is committed to the management of information risk and a summary of key points and internal controls is available upon request from the Chief Executive Officer.

The Trustee Board assesses the rigour of the charity's leadership, across a range of factors including governance, strategic business planning and the management of people, resources and finance, and this is then verified by independent assessors at Citizens Advice. We are committed to continuing this high quality standard of management at all levels of the team.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 30 November 2021 and signed on the board's behalf by:



Mr A E Sangster (Chair)



**Independent Examiner's Report to the Trustees of
Pembrokeshire Citizens Advice Bureau**

Independent examiner's report to the trustees of Pembrokeshire Citizens Advice Bureau ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes 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 statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of ACA, CTA 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 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 (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

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.



Dr B.S. Ridgway
ACA, CTA
Ashmole and Co.
Williamston House
7 Goat Street
Haverfordwest
Pembrokeshire
SA61 1PX

Date: 20.12.21



Pembrokeshire Citizens Advice Bureau

**Statement of Financial Activities
for the Year Ended 31 March 2021**

	Notes	Unrestricted funds £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	3,121	-	3,121	9,639
Charitable activities	4				
Charitable activities		123,452	398,536	521,988	422,337
Investment income	3	3,472	-	3,472	368
Other income	5	<u>7,927</u>	<u>250</u>	<u>8,177</u>	<u>6,508</u>
Total		137,972	398,786	536,758	438,852
EXPENDITURE ON					
Charitable activities	6				
Charitable activities		155,609	395,972	551,581	488,238
NET INCOME/(EXPENDITURE)		(17,637)	2,814	(14,823)	(49,386)
Transfers between funds	16	<u>(8,383)</u>	<u>8,383</u>	<u>-</u>	<u>-</u>
Net movement in funds		(26,020)	11,197	(14,823)	(49,386)
RECONCILIATION OF FUNDS					
Total funds brought forward		164,606	6,780	171,386	220,772
TOTAL FUNDS CARRIED FORWARD		<u>138,586</u>	<u>17,977</u>	<u>156,563</u>	<u>171,386</u>

The notes form part of these financial statements

Pembrokeshire Citizens Advice Bureau

**Balance Sheet
31 March 2021**

	Notes	Unrestricted funds £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
CURRENT ASSETS					
Debtors	13	5,000	78,010	83,010	12,580
Cash at bank and in hand		<u>150,324</u>	<u>50,595</u>	<u>200,919</u>	<u>175,880</u>
		155,324	128,605	283,929	188,460
CREDITORS					
Amounts falling due within one year	14	(16,738)	(110,628)	(127,366)	(17,074)
		<u>138,586</u>	<u>17,977</u>	<u>156,563</u>	<u>171,386</u>
NET CURRENT ASSETS					
		<u>138,586</u>	<u>17,977</u>	<u>156,563</u>	<u>171,386</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>138,586</u>	<u>17,977</u>	<u>156,563</u>	<u>171,386</u>
NET ASSETS					
		<u>138,586</u>	<u>17,977</u>	<u>156,563</u>	<u>171,386</u>
FUNDS	16				
Unrestricted funds				138,586	164,606
Restricted funds				<u>17,977</u>	<u>6,780</u>
TOTAL FUNDS				<u>156,563</u>	<u>171,386</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

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

The notes form part of these financial statements



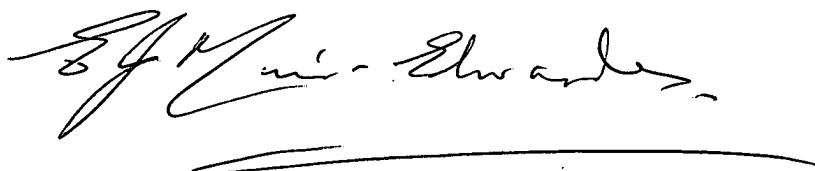
Pembrokeshire Citizens Advice Bureau

**Balance Sheet - continued
31 March 2021**

The financial statements were approved by the Board of Trustees and authorised for issue on 30 November 2021 and were signed on its behalf by:



Mr A E Sangster (Chair)



Dr E Muir-Edwards (Vice Chair)

The notes form part of these financial statements



Pembrokeshire Citizens Advice Bureau

**Cash Flow Statement
for the Year Ended 31 March 2021**

	Notes	31.3.21 £	31.3.20 £
Cash flows from operating activities			
Cash generated from operations	1	<u>(48,174)</u>	<u>(155,760)</u>
Net cash used in operating activities		<u>(48,174)</u>	<u>(155,760)</u>
Cash flows from investing activities			
Interest received		<u>3,472</u>	<u>368</u>
Net cash provided by investing activities		<u>3,472</u>	<u>368</u>
Change in cash and cash equivalents in the reporting period		<u>(44,702)</u>	<u>(155,392)</u>
Cash and cash equivalents at the beginning of the reporting period	2	<u>174,993</u>	<u>330,385</u>
Cash and cash equivalents at the end of the reporting period	2	<u>130,291</u>	<u>174,993</u>

The notes form part of these financial statements

Pembrokeshire Citizens Advice Bureau

**Notes to the Cash Flow Statement
for the Year Ended 31 March 2021**

1. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.21 £	31.3.20 £
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(14,823)	(49,386)
Adjustments for:		
Interest received	(3,472)	(368)
Increase in debtors	(70,430)	(881)
Increase/(decrease) in creditors	<u>40,551</u>	<u>(105,125)</u>
Net cash used in operations	<u>(48,174)</u>	<u>(155,760)</u>

2. ANALYSIS OF CASH AND CASH EQUIVALENTS

	31.3.21 £	31.3.20 £
Cash in hand	65	65
Notice deposits (less than 3 months)	200,854	175,815
Overdrafts included in bank loans and overdrafts falling due within one year	<u>(70,628)</u>	<u>(887)</u>
Total cash and cash equivalents	<u>130,291</u>	<u>174,993</u>

3. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.20 £	Cash flow £	At 31.3.21 £
Net cash			
Cash at bank and in hand	175,880	25,039	200,919
Bank overdraft	<u>(887)</u>	<u>(69,741)</u>	<u>(70,628)</u>
	<u>174,993</u>	<u>(44,702)</u>	<u>130,291</u>
Total	<u>174,993</u>	<u>(44,702)</u>	<u>130,291</u>

The notes form part of these financial statements

**Notes to the Financial Statements
for the Year Ended 31 March 2021**

1. ACCOUNTING POLICIES

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 2019)', 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.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

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. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Allocation and apportionment of costs

Costs have been allocated as far as possible between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others have been apportioned based on the estimated usage of the resource.

Taxation

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

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

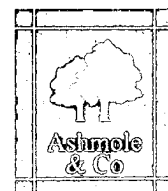
Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. DONATIONS AND LEGACIES

	31.3.21	31.3.20
	£	£
Donations	638	870
Grants	<u>2,483</u>	<u>8,769</u>
	<u>3,121</u>	<u>9,639</u>



Pembrokeshire Citizens Advice Bureau

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

2. DONATIONS AND LEGACIES - continued

Grants received, included in the above, are as follows:

	31.3.21	31.3.20
	£	£
DRO grant	483	269
CAB grants	-	3,500
South Hook Community Fund	-	5,000
Pembroke Dock Town Council	<u>2,000</u>	<u>-</u>
	<u>2,483</u>	<u>8,769</u>

3. INVESTMENT INCOME

	31.3.21	31.3.20
	£	£
Deposit account interest	<u>3,472</u>	<u>368</u>

4. INCOME FROM CHARITABLE ACTIVITIES

	31.3.21	31.3.20
	£	£
Service level agreements	190,376	179,161
Grants	<u>331,612</u>	<u>243,176</u>
	<u>521,988</u>	<u>422,337</u>

Service agreements included in the above, are as follows:

	31.3.21	31.3.20
	£	£
Pembrokeshire County Council	112,600	112,076
Universal Credit, Help to Claim	53,924	50,954
Jobs Growth Wales	3,852	3,016
Hywel Dda, Partners for the journey	20,000	-
Energy Best Deal	-	177
Energy Advice Programme	-	5,160
Financial Capability Forum	-	2,542
Advicelink Film Project	<u>-</u>	<u>5,236</u>
	<u>190,376</u>	<u>179,161</u>

Grants received, included in the above, are as follows:

	31.3.21	31.3.20
	£	£
Pembrokeshire County Council	-	8,392
Better Advice Better Lives	-	58,419
Money Advice Service Funded Debt Advice Project (MASDAP)	-	49,299
British Gas Energy Fund	1,860	4,927
Henry Smith	59,350	58,100
Single Advice Fund	226,838	46,309
Warmer Wales	<u>21,729</u>	<u>17,730</u>
Carried forward	309,777	243,176



Pembrokeshire Citizens Advice Bureau

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

4. INCOME FROM CHARITABLE ACTIVITIES - continued

	31.3.21	31.3.20
	£	£
Brought forward	309,777	243,176
PAVS Supporting Community Action Fund	2,000	-
Department of Business, Energy and Industrial Strategy	6,700	-
CCG - Community Financial Literacy Project	5,000	-
Help to Claim Covid Grant	<u>8,135</u>	<u>-</u>
	<u><u>331,612</u></u>	<u><u>243,176</u></u>

During the year, Pembrokeshire Citizens Advice Bureau received £5,000 as agent from Citizens Advice - Advicelink, SAF funding. The funds were paid over in full to 2 partner organisations during the year.

5. OTHER INCOME

	31.3.21	31.3.20
	£	£
Room hire	4,450	6,508
Miscellaneous income	425	-
Reimbursements from CitA	<u>3,302</u>	<u>-</u>
	<u><u>8,177</u></u>	<u><u>6,508</u></u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 7) £	Support costs (see note 8) £	Totals £
Charitable activities	<u><u>479,372</u></u>	<u><u>72,209</u></u>	<u><u>551,581</u></u>

7. DIRECT COSTS OF CHARITABLE ACTIVITIES

	31.3.21	31.3.20
	£	£
Staff costs	409,750	340,306
Staff expenses	632	9,746
Office costs	24,967	23,813
Premises costs	22,989	33,252
Citizens Advice fees	7,482	8,266
Capital equipment purchases	9,332	1,842
Volunteer travel	114	5,068
Staff training	786	1,440
Advertising	-	643
Legal and Professional	2,895	-
Sundry	<u>425</u>	<u>-</u>
	<u><u>479,372</u></u>	<u><u>424,376</u></u>



Pembrokeshire Citizens Advice Bureau

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

8. SUPPORT COSTS

	Management £	Finance £	Governance costs £	Totals £
Charitable activities	<u>71,037</u>	<u>101</u>	<u>1,071</u>	<u>72,209</u>

Support costs, included in the above, are as follows:

Management

	31.3.21 Charitable activities £	31.3.20 Total activities £
Wages	43,197	41,517
Pensions	895	891
Other staff costs	-	178
Sundries	1,786	696
Office support costs	17,554	11,434
Rent and premises costs	3,214	2,467
Accountancy	1,540	1,660
Payroll fees	<u>2,851</u>	<u>1,972</u>
	<u>71,037</u>	<u>60,815</u>

Finance

	31.3.21 Charitable activities £	31.3.20 Total activities £
Bank charges	<u>101</u>	<u>102</u>

Governance costs

	31.3.21 Charitable activities £	31.3.20 Total activities £
Trustees' expenses	191	629
Accountancy fees	500	500
Legal fees	<u>380</u>	<u>1,816</u>
	<u>1,071</u>	<u>2,945</u>

9. NET INCOME/(EXPENDITURE)

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

	31.3.21 £	31.3.20 £
Independent examiners fee	<u>2,040</u>	<u>2,040</u>



Pembrokeshire Citizens Advice Bureau

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

Total trustees' expenses paid for the year to 31 March 2021 were £191 (2020 £1,316).

11. STAFF COSTS

	31.03.21	31.03.20
	£	£
Wages and salaries	417,400	350,960
Social Security costs	24,649	19,833
Other pension costs	<u>11,793</u>	<u>11,921</u>
	<u>453,842</u>	<u>382,714</u>

The average monthly number of employees during the year was as follows:

	31.3.21	31.3.20
All activities	<u>24</u>	<u>21</u>

No employees received emoluments in excess of £60,000.



Pembrokeshire Citizens Advice Bureau

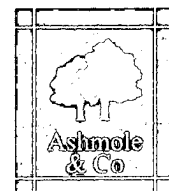
**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - 31.03.2020

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	9,639	-	9,639
Charitable activities			
Charitable activities	128,720	293,617	422,337
Investment income	368	-	368
Other income	<u>6,508</u>	<u>-</u>	<u>6,508</u>
Total	145,235	293,617	438,852
EXPENDITURE ON			
Charitable activities			
Charitable activities	192,760	295,478	488,238
NET INCOME/(EXPENDITURE)	(47,525)	(1,861)	(49,386)
Transfers between funds	<u>1,125</u>	<u>(1,125)</u>	<u>-</u>
Net movement in funds	(46,400)	(2,986)	(49,386)
RECONCILIATION OF FUNDS			
Total funds brought forward	211,006	9,766	220,772
TOTAL FUNDS CARRIED FORWARD	<u>164,606</u>	<u>6,780</u>	<u>171,386</u>

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21 £	31.3.20 £
Rent prepayment	5,000	5,000
Accrued income	<u>78,010</u>	<u>7,580</u>
	<u>83,010</u>	<u>12,580</u>



Pembrokeshire Citizens Advice Bureau

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21	31.3.20
	£	£
Bank loans and overdrafts (see note 15)	70,628	887
Creditors	7,922	12,769
Accrued expenses	8,816	3,418
Deferred income	<u>40,000</u>	<u>-</u>
	<u>127,366</u>	<u>17,074</u>

15. LOANS

Amounts showing as bank overdrafts represent a timing difference between when the restricted expenditure has been incurred and the receipt of the restricted funding in the Charity's bank account. This is not an actual bank overdraft, it is recording that the fund is overdrawn only.

16. MOVEMENT IN FUNDS

	At 1.4.20	Net movement in funds	Transfers between funds	At 31.3.21
	£	£	£	£
Unrestricted funds				
General advice	72,245	(17,637)	83,978	138,586
Designated funds	73,100	-	(73,100)	-
DWP Digital Inclusion	<u>19,261</u>	<u>-</u>	<u>(19,261)</u>	<u>-</u>
	164,606	(17,637)	(8,383)	138,586
Restricted funds				
Energy Best Deal	1,693	(2,876)	1,183	-
Financial Capability Forum	2,931	-	(2,931)	-
Access to Justice	263	-	(263)	-
Warmer Wales	1,893	(1,030)	2,443	3,306
Henry Smith	-	(3,136)	3,136	-
Help to Claim	-	(24)	24	-
Single Advice Fund	-	731	4,791	5,522
BEIS	-	1,799	-	1,799
GP Partners	<u>-</u>	<u>7,350</u>	<u>-</u>	<u>7,350</u>
	<u>6,780</u>	<u>2,814</u>	<u>8,383</u>	<u>17,977</u>
TOTAL FUNDS	<u>171,386</u>	<u>(14,823)</u>	<u>-</u>	<u>156,563</u>



Pembrokeshire Citizens Advice Bureau

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

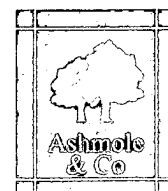
16. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General advice	137,972	(155,609)	(17,637)
Restricted funds			
Energy Best Deal	-	(2,876)	(2,876)
Warmer Wales	23,839	(24,869)	(1,030)
Henry Smith	59,350	(62,486)	(3,136)
Help to Claim	53,924	(53,948)	(24)
Single Advice Fund	226,838	(226,107)	731
BEIS	14,835	(13,036)	1,799
GP Partners	20,000	(12,650)	7,350
	<u>398,786</u>	<u>(395,972)</u>	<u>2,814</u>
TOTAL FUNDS	<u>536,758</u>	<u>(551,581)</u>	<u>(14,823)</u>

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General advice	124,533	(47,413)	(4,875)	72,245
Designated funds	67,100	-	6,000	73,100
DWP Digital Inclusion	19,373	(112)	-	19,261
	211,006	(47,525)	1,125	164,606
Restricted funds				
Better Advice Better Lives	1,219	(310)	(909)	-
Money Advice Service Funded Debt	-	6,883	(6,883)	-
Advice Project (MASDAP)	-	1,693	-	1,693
Energy Best Deal	-	1,612	-	2,931
Financial Capability Forum	1,319	-	-	263
Access to Justice	263	(3,879)	-	1,893
Warmer Wales	5,772	(8,095)	6,902	-
Henry Smith	1,193	536	(536)	-
Help to Claim	-	(301)	301	-
Single Advice Fund	-	-	-	-
	<u>9,766</u>	<u>(1,861)</u>	<u>(1,125)</u>	<u>6,780</u>
TOTAL FUNDS	<u>220,772</u>	<u>(49,386)</u>	<u>-</u>	<u>171,386</u>



Pembrokeshire Citizens Advice Bureau

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

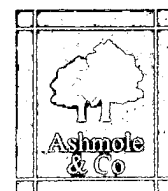
16. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General advice	145,235	(192,648)	(47,413)
DWP Digital Inclusion	-	(112)	(112)
	145,235	(192,760)	(47,525)
Restricted funds			
Better Advice Better Lives	58,419	(58,729)	(310)
Money Advice Service Funded Debt			
Advice Project (MASDAP)	49,299	(42,416)	6,883
Energy Best Deal	5,337	(3,644)	1,693
Financial Capability Forum	2,542	(930)	1,612
Warmer Wales	22,657	(26,536)	(3,879)
Henry Smith	58,100	(66,195)	(8,095)
Help to Claim	50,954	(50,418)	536
Single Advice Fund	46,309	(46,610)	(301)
	293,617	(295,478)	(1,861)
TOTAL FUNDS	438,852	(488,238)	(49,386)

17. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.



Pembrokeshire Citizens Advice Bureau

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2021**

	31.3.21 £	31.3.20 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	638	870
Grants	<u>2,483</u>	<u>8,769</u>
	3,121	9,639
Investment income		
Deposit account interest	3,472	368
Charitable activities		
Service level agreements	190,376	179,161
Grants	<u>331,612</u>	<u>243,176</u>
	521,988	422,337
Other income		
Room hire	4,450	6,508
Miscellaneous income	425	-
Reimbursements from CitA	<u>3,302</u>	<u>-</u>
	<u>8,177</u>	<u>6,508</u>
Total incoming resources	536,758	438,852
EXPENDITURE		
Charitable activities		
Wages	398,852	329,276
Pensions	10,898	11,030
Staff expenses	632	9,746
Office costs	24,967	23,813
Premises costs	22,989	33,252
Citizens Advice fees	7,482	8,266
Capital equipment purchases	9,332	1,842
Volunteer travel	114	5,068
Staff training	786	1,440
Advertising	-	643
Legal and Professional	2,895	-
Sundry	<u>425</u>	<u>-</u>
	479,372	424,376
Support costs		
Management		
Wages	43,197	41,517
Pensions	895	891
Other staff costs	-	178
Carried forward	44,092	42,586

This page does not form part of the statutory financial statements



Pembrokeshire Citizens Advice Bureau

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2021**

	31.3.21 £	31.3.20 £
Management		
Brought forward	44,092	42,586
Sundries	1,786	696
Office support costs	17,554	11,434
Rent and premises costs	3,214	2,467
Accountancy	1,540	1,660
Payroll fees	<u>2,851</u>	<u>1,972</u>
	71,037	60,815
Finance		
Bank charges	101	102
Governance costs		
Trustees' expenses	191	629
Accountancy fees	500	500
Legal fees	<u>380</u>	<u>1,816</u>
	<u>1,071</u>	<u>2,945</u>
Total resources expended	<u>551,581</u>	<u>488,238</u>
Net expenditure	<u>(14,823)</u>	<u>(49,386)</u>

This page does not form part of the statutory financial statements

