

REGISTERED COMPANY NUMBER: 04041962  
REGISTERED CHARITY NUMBER: 1084045

REPORT OF THE TRUSTEES AND  
FINANCIAL STATEMENTS FOR THE YEAR ENDED  
31 MARCH 2017  
FOR  
CAERPHILLY COUNTY BOROUGH CITIZENS  
ADVICE BUREAU

Watts Gregory LLP  
Chartered Accountants & Statutory Auditors  
Elfed House  
Oak Tree Court  
Cardiff Gate Business Park  
CARDIFF  
County of Cardiff  
CF23 8RS

CAERPHILLY COUNTY BOROUGH CITIZENS  
ADVICE BUREAU

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FOR THE YEAR ENDED 31 MARCH 2017

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**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2017**

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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 2017. 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).

**OBJECTIVES AND ACTIVITIES**

**Objects**

The principal activities of the charity in the period under review were those of promoting any charitable purpose for the benefit of the whole community in Caerphilly and Blaenau Gwent County Boroughs and beyond by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

**Aims, objectives, strategies and activities for the year**

Caerphilly County Borough Citizens Advice Bureau aims to provide free, confidential, impartial and independent advice and information for the benefit of the local community, to exercise a responsible influence on the development of social policies and services and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

The Business Plan covering 2016/19 identifies 6 key objectives:

1. We want to be a leading provider of information and advice
2. We want to be sustainable in the long term
3. We want to achieve measurable, long-term improvements in peoples' lives
4. We want to increase our focus on local and national research and campaigning work
5. We want to be an excellent and effective organisation
6. We want to improve how we communicate with our beneficiaries, stakeholders and the wider world

The principal activity of Citizens Advice Caerphilly Blaenau Gwent remained the provision of free, confidential, independent and impartial advice, information and support for members of the public. This was provided through 3 offices in Bargoed, Blaina and Risca and the contact centre in Caerphilly. In addition to generalist advice the following specialist advisory services were provided:

- i) Specialist advice in Welfare Benefit and Debt
- ii) Advice in health care settings
- iii) The provision of debt advice and financial capability advice to families with multiple problems and individuals with mental health issues
- iv) Welfare Benefits advice to families which include children with disabilities
- v) Financial Advice to those at risk of the consequences of poor financial decision making; and
- vi) Support to witnesses in the criminal justice system

Advice services were provided through face-to-face consultations, telephone advice lines and various outreach services at community centres and other venues throughout Caerphilly and Blaenau Gwent.

**Contribution of volunteers**

We continue to attract skilled and committed volunteers to work as Trustee Board members, advisers and administrators. Of course, the value that volunteers bring to the service cannot be reduced to monetary terms, but during 2016/17, volunteers provided approximately 30,000 hours of work, in direct advice provision, administration, training and essential meetings. Matching the volunteer roles in our bureau with the equivalent paid jobs and hourly rates (ONS Annual Hours & Earnings Survey), we estimate that the annual value of the work carried out by our volunteers is around £500,000.

During 2016/17 we renewed our Investing in Volunteers award, a statement of the value that we place upon our volunteers and their contribution.

**CAERPHILLY COUNTY BOROUGH CITIZENS  
ADVICE BUREAU**

**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2017**

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**ACHIEVEMENTS AND PERFORMANCE**

As in previous years, we continued to play a significant role in the development of the National Citizens Advice Service. The CEO is a member of a number of committees and working groups led by national Citizens Advice and Citizens Advice Cymru. One of our trustees is a member of the Citizens Advice Cymru Committee and of the national Membership and Standards Committee. Other trustees and staff sit on a number of national committees and fora.

We continue to support and contribute to a wide range of local meetings and fora concerned with social inclusion and community development, for example but not limited to:

Caerphilly Standing Conference;  
Caerphilly Anti-Poverty Group;  
Caerphilly Welfare Reform Steering Group;  
South Wales Money Advice Forum and  
South Wales Financial Capability Forum.

We regard it as an important part of our role to use these fora to feed in evidence of the problems faced by clients to local policy makers and to use that evidence alongside our professional experience to influence change and development. This is one way that we contribute to the research and campaigning role of the Citizens Advice service.

**Key achievements during the year**

<b>2016/17</b>
<b>15,860</b> clients assisted by main service and projects
<b>44,260</b> issues raised by main service and project clients
<b>5,676</b> national clients provided with telephone debt advice
<b>76,125</b> calls taken by the Adviceline Contact Centre
<b>43,000</b> calls taken by the Witness Service Contact Centre
Our advisers assisted clients with debts worth <b>£20,767,000</b>
Our advisers gained <b>£4,533,000</b> for clients, including <b>£1,247,500</b> of written-off debt.
<b>46%</b> of local clients (and <b>39%</b> of all clients) were people with disabilities or long-term health conditions
<b>40</b> new jobs created in Caerphilly
Over <b>£800,000</b> secured to refurbish new premises

We keep track of new income gained for clients; one off gains are usually benefits backdated for a period of time and ongoing gains are calculated as the weekly gain x 52. We class debts written off directly, or through legal remedies such as bankruptcy and debt relief orders as gains. During 2016/17 we assisted clients in gaining £4,533,000. The total figure includes £1,247,500 of written off debts.

Locally we assisted clients in dealing with a total of £10,605,000 of problem debt, this figure includes just under £2 million of priority debt (rent, mortgage, energy and council tax), an average of nearly £10,800 per client.

Our national telephone debt advice service assisted clients in dealing with a total of £10,162,000 of problem debt, including a similar amount of priority debt, £1.9 million. Interestingly the average debt per client was 50% higher at £15,500.

During 2016/17 we greatly expanded our multi-channel contact centre in Caerphilly, creating 40 new jobs, over 60% of which have been filled from the local area. We are particularly pleased that many of the posts have gone to young people just entering the labour market.

The contact centre now delivers four main services, Adviceline/Adviceline Cymru is the national Citizens Advice bi-lingual helpline and employs 15 staff providing information to the public and, when necessary, making appointments for them to be seen at the local Citizens Advice office.

The Money Advice Service fund us to deliver specialist debt advice by telephone, webchat and email to clients across England & Wales. We currently employ 10 staff and are due to expand again in 2017/18.

**CAERPHILLY COUNTY BOROUGH CITIZENS  
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**REPORT OF THE TRUSTEES  
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We provide the National Contract Centre for the Witness Service. 13.5 staff take referrals from the CPS, Witness Care Units, police forces and other prosecuting authorities in England and Wales and contact people who are required to appear to give evidence in criminal cases. Our staff can talk them through the process, arrange pre-trial visits to the court and can request special measures for vulnerable witnesses.

Following a stringent tendering process, we were successful in securing funding to establish and deliver one of five Consumer Service contact centres. 25 staff take calls on a dedicated consumer helpline number and provide information advice and support to members of the public with consumer issues. We work closely with Trading Standards (TS) and many callers are referred through to their local TS officers.

2016/17 saw a continuing focus on helping people gain the financial skills they need to navigate an increasingly complex financial world.

We delivered the award-winning Confident with Cash programme with joint funding from Families First and Supporting People. This project allows us to meet with clients in their own homes to provide a mix of debt advice and financial capability skill raising. The involvement of support worker from other agencies and the longer engagement times that are built into the programme help achieve positive and lasting outcomes for the service users.

We also delivered the second year of the government funded Pension Wise service across Gwent, Merthyr and RCT. The introduction of a range of pension freedoms from 2015 meant that many people with defined contribution schemes had important and often complex decisions to make about how to deal with the pension pot that they had built up. Our Pension Wise guiders have the training and skills to help people through this potential minefield and put them in a position to be able to make informed decisions about their financial future.

The Welsh Government funded the provision of generic financial advice across Gwent. Our financial guider provides one-to-one sessions that raise levels of financial understanding and capability amongst client groups furthest from main-stream provision.

Fuel poverty is a growing concern and can have grave impact upon peoples' health and wellbeing as they struggle to make impossible choices between fuel and food. During the year we provided individual and group advice on cutting fuel costs and finding the best supplier.

We continue to grow the number of volunteers working in the service and to expand the roles available to them. We were proud to renew our Investing in Volunteers award in March 2017.

Many people, particularly young people, use their Citizens Advice experience to move into paid employment. In 2016/17 at least 12 young people used their experience and training in Citizens Advice Caerphilly Blaenau Gwent to move directly into employment. Many other volunteers and school and college work placements have used their experience to enhance their CV for future use.

Having acquired 1-2 Church Place, Bargoed, the former Bargoed Social Club, we were awarded £500,000 following a bid to the Community Facilities Programme. A further bid made on our behalf by Caerphilly CBC led to an award of £110,000 from the Vibrant and Viable Places programme. Our Trustee Board has set aside an additional £200,000 from reserves. Work began in the final quarter of the year.

## **FINANCIAL REVIEW**

### **Reserves policy**

The Trustee Board has adopted a policy on reserves which aims, over five years, to achieve sufficient reserves to ensure that the service can continue to meet all its statutory and other legal commitments for a minimum of three/six months. When deciding on how to accrue reserves, the Board will take into account the following:

- Forecasts of future income, the reliability and sustainability of each source of income and prospects for obtaining income from new sources;
- Predicted deficits or surpluses in the pension scheme;
- Forecasts of future expenditure based on planned activity and
- Analysis of future requirements, opportunities, contingencies (eg. maternity leave, redundancy) or risks which are unlikely to be covered by income if and when they arise.

In the light of these factors, the Board will decide any sums to be added to or used from the reserves and where such reserves should be held.

This year the Board has made provision to reserve £200,000 to contribute to the refurbishment of 1-2 Church Place, Bargoed. This amount is included in designated funds.

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## CAERPHILLY COUNTY BOROUGH CITIZENS ADVICE BUREAU

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2017

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#### Reserves position

After taking into account a pension reserve deficit of £473,000, unrestricted funds stand at £1,107,485 however, £418,085 represents tangible fixed assets and £250,000 has been set aside as designated funds leaving approximately £440,000 as the charities free reserves. The aim is to retain reserves amounting to three - six months' of standard operating costs, which would equate to a range of circa £580,000 - £1,158,000. The board are therefore satisfied with the current free reserves.

#### Principle funding sources

The trustees extend their gratitude to Caerphilly CBC who continue to support the core operating capacity of the charity and to Blaenau Gwent CBC who fund the generalist service in that county. Additionally, project specific funding was received from:

- The Welsh Government to support:
  - the Better Advice: Better Lives project including the Children's Disability Benefit Take-Up Campaign;
  - the Communities First Shared Outcomes Outreach Service;
  - the Adviceline Cymru helpline;
  - the Finance Advice service.
- National Citizens Advice to support:
  - the national Adviceline service;
  - the Specialist Debt Advice contract centre;
  - the Witness Service contract centre;
  - the Consumer Service contract centre.
- The Money Advice Service to support:
  - the Face to Face Debt Advice project;
  - the Specialist Debt Advice contract centre.
- Caerphilly CBC Families First and Supporting People to support the Confident with Cash service.
- The Community Facilities Programme and Caerphilly CBC (Vibrant and Viable Places) to fund the refurbishment of the new Church Place premises.

Blaenau Gwent County Borough Council provided the Blaenau offices to Citizens Advice Caerphilly Blaenau Gwent as part of their overall funding package.

#### Funds in deficit

No funds were in significant deficit at the balance sheet date.

#### Investment policy

As required in its Memorandum paragraph 4.17, 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.

#### FUTURE PLANS

Our new Business and Development Plan contains the following key themes:

1. **We want to be a leading provider of information and advice;**
2. **We want to be sustainable in the long term;**
3. **We want to achieve measurable, long-term improvements in peoples' lives;**
4. **We want to increase our focus on local and national research and campaigning work;**
5. **We want to be an excellent and effective organisation;**
6. **We want to improve how we communicate with our beneficiaries, stakeholders and the wider world.**

**Objective 1:** We want to be a leading provider of information and advice.

**Rationale:** Caerphilly County Borough Citizens Advice Bureau will deliver specialist advice in debt and welfare benefits and generalist advice across the full range of social welfare law. Our advice services will be client focused, responsive to changing needs and will adopt a multi-channel approach to maximise accessibility. We will:

- Maintain and improve the range of advice services that we offer;
- Endeavour to resolve as many enquiries as possible at the first point of contact, regardless of which channel the client chooses to use;
- Develop new services, working with complementary providers;
- Equalities will be at the forefront of all our work and
- We will routinely identify and challenge discrimination and promote equality, fairness and good practise.

**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2017**

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**Objective 2:** We want to be sustainable in the long term.

**Rationale:** Over the last ten years Caerphilly County Borough Citizens Advice Bureau has developed a diverse funding base, a strong management team and a skilled and well supported staff and volunteer team. We will put in place the funding, premises and development strategies which will allow us to maintain and build on that strong base and meet the challenges of changing needs and new ways of working. We will:

- Develop and maintain a long term funding strategy;
- Develop all our people, trustees, staff and volunteers;
- Develop a long term premises strategy which includes the use of others' premises and
- Explore options for income generation from activities closely related to our mainstream activities.

**Objective 3:** We want to achieve measurable, long term improvements to peoples' lives.

**Rationale:** Increasingly funders are placing great emphasis on the outcomes of the programmes they fund, not simply on the activities that precede the outcomes. Consequently we need to be better able to evidence the short, medium and long-term benefits that our services achieve for clients and the community. We will:

- Trial new methods of tracking client outcomes and inviting client feedback;
- Trial new methods of identifying all our contributions to the local economy;
- Improve the identification and tracking of the benefits of volunteering and
- Develop a range of accredited debt and financial capability training courses to the public and front line agencies.

**Objective 4:** We want to increase our focus on local and national research and campaigning work.

**Rationale:** We need to be clearer about the impacts of our campaigning work. We will improve and share with partners our data gathering. The information gathered from clients' experiences will be used to campaign locally, regionally and nationally. We will:

- Identify a member of the senior management team to lead on campaigning and commit to providing the resources they need for the role;
- Participate in national research and campaigning work;
- Increase local research and campaigning work and
- Ensure that our clients' voices are heard.

**Objective 5:** We want to be an excellent and effective organisation.

**Rationale:** We want to be an organisation that embeds excellence at its heart. To deliver the best services in the best way and to be the best partner that we can, we need to attract and retain excellent staff by being an excellent employer. We want to be an organisation that people are proud to be associated with as volunteers, employees or partners. We will:

- Strive to be an exemplary employer;
- Ensure that volunteering is valued and developed;
- Continue to prioritise continuous improvement in all that we do;
- Value diversity as an employer and a voluntary sector agency and
- Develop a policy that commits us to ethical behaviour in all our activities.

**Objective 6:** We want to improve how we communicate with our beneficiaries, partners, stakeholders and the public.

**Rationale:** We want to make sure that our aims, objectives, principles and values are widely known and understood. Raising our profile will encourage a higher level of interaction with stakeholders and help identify where the service may be improved. We will:

- Develop a communications and marketing plan;
- play a leading role in the development of the National Advice Network;
- ensure that the outcomes of our services are properly evaluated and publicised and
- seek the views of partners and stakeholders about our activities and impact.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **Governing document**

Caerphilly County Borough Citizens Advice Bureau is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to one pound. Caerphilly County Borough Citizens Advice Bureau is governed by its Memorandum and Articles of Association as amended in July 2012.

Caerphilly County Borough Citizens Advice Bureau was incorporated as a company limited by guarantee on 27 July 2000.

The operating name Citizens Advice Caerphilly Blaenau Gwent has been in use since 2016.

REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2017

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**Recruitment, appointment of trustees**

Trustees, who are also directors of the company, are individuals who have an interest in furthering the work of the charity and are mainly drawn from the local area. A separate process agreed by the Trustee Board is followed for the election of the Chair of the Trustee Board.

**Induction of trustees**

Newly appointed trustees are provided with a comprehensive induction to Caerphilly County Citizens Advice Bureau through the provision of written induction materials, training courses and mentoring by established trustees.

**Organisational structure**

Citizens Advice Caerphilly Blaenau Gwent has a Trustee Board of up to 15 members who meet quarterly and are responsible for the strategic direction and policy of the charity. At present the Board has 11 members who bring a range of skills to the organisation.

The role of Company Secretary is filled by the Chief Executive who attends Board meetings, but has no voting rights.

A schedule of delegation is in place and day to day responsibility for the organisation rests with the Chief Executive supported by a management team.

The Chief Executive is responsible for ensuring that the terms of contracts and other funding agreements are adhered to and that all key performance indicators are met. The members of the Senior Management Team have responsibility for the day to day operational management of all services and line management of staff.

Overall responsibility for the management of Citizens Advice Caerphilly Blaenau Gwent rests with the Trustee Board which is responsible for setting the strategic direction of the organisation and the policies of the charity. Board members are charity trustees and company directors. The trustees carry the ultimate responsibility for the conduct of Citizens Advice Caerphilly Blaenau Gwent and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office, and is available to the public.

Operational responsibility for the service lies with the CEO who is based in the Bargoed office. Financial and resource management is provided by the Resources Manager, also based in Bargoed. Day-to-day line management of the service is the responsibility of three Operations Managers.

There are three main offices operating in Bargoed, Blaina and Risca town centres and a multi-channel contact centre in Caerphilly. Citizens Advice Caerphilly Blaenau Gwent offers a range of service delivery methods including, open door in our main offices and at outreach venues, appointments, telephone, letter and email and webchat advice. We offer home visits for specific projects and client groups. There are approximately 70 volunteers, excluding trustees. Funding for the core service comes predominantly from Caerphilly and Blaenau Gwent local authorities.

**Related parties**

Citizens Advice Caerphilly Blaenau Gwent is a member of Citizens Advice, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Citizens Advice Caerphilly Blaenau Gwent in order to fulfil its charitable objects and comply with the national membership requirements.

**Major risks**

As an integral part of its review of the organisation's Business and Development Plan, the Trustee Board has reviewed the level of risk associated with each of its current and projected activities. Both internal and external risks have been evaluated and steps taken to mitigate the same. Internal risks have been reduced by the development and implementation of sound financial and other procedures. External risk has been addressed by diversification of our funding base and promotion of the benefits of the service offered at a local and regional level.



**CAERPHILLY COUNTY BOROUGH CITIZENS  
ADVICE BUREAU**

**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2017**

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**REFERENCE AND ADMINISTRATIVE DETAILS**

**Registered Company number**  
04041962

**Registered Charity number**  
1084045

**Registered office**  
41b Hanbury Road  
Bargoed  
CAERPHILLY  
CF81 8QU

**Trustees**

The following people were directors/trustees of the charity during the year:

<b>Directors/Trustees</b>	<b>Role</b>	<b>Status</b>	<b>Date became director</b>	<b>Date of resignation</b>
Shannon Robinson	Chair	Elected	07/02/2013	
Glyn Jones	Treasurer	Elected	27/10/2011	
Angela Jones	Acting Chair	Elected	11/02/2010	
Mostyn Davies		Elected	03/09/2001	
Gordon Pankhurst		Elected	29/04/2004	
Hugh Jones		Elected	23/10/2008	
Steven Skivens		Elected	12/10/2003	
Tudor Davies		Elected	18/12/2001	
Cllr. Christine Forehead		Elected	26/07/2012	27/10/2016
Colin Mann		Elected	26/07/2012	
Julia Rose		Elected	25/07/2013	
Janice Bennett		Elected	28/01/2016	

**Company Secretary/Chief Executive:** Simon Ellington

**Auditors**

Watts Gregory LLP  
Chartered Accountants & Statutory Auditors  
Elfed House  
Oak Tree Court  
Cardiff Gate Business Park  
CARDIFF  
County of Cardiff  
CF23 8RS

**Bankers**

Unity Trust Bank PLC  
Nine Brindleyplace  
BIRMINGHAM  
B1 2HB

**CAERPHILLY COUNTY BOROUGH CITIZENS  
ADVICE BUREAU**

**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2017**

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**STATEMENT OF TRUSTEES RESPONSIBILITIES**

The trustees (who are also the directors of Caerphilly County Borough Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

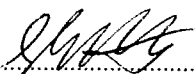
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Approved by order of the Board of Trustees on 9/11/2017 and signed on its behalf by:

  
.....  
S Ellington - Secretary

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF  
CAERPHILLY COUNTY BOROUGH CITIZENS  
ADVICE BUREAU**

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We have audited the financial statements of Caerphilly County Borough Citizens Advice Bureau for the year ended 31 March 2017 on pages eleven to thirty. 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).

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

**Respective responsibilities of trustees and auditors**

As explained more fully in the Statement of Trustees Responsibilities set out on page eight, 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.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

**Scope of the audit of the financial statements**

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Report of the Trustees to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

**Opinion on financial statements**

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 2017 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; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

**Opinion 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.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF  
CAERPHILLY COUNTY BOROUGH CITIZENS  
ADVICE BUREAU**

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**Matters on which we are required to report by exception**

In the light of our knowledge and understanding of the 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 prepare financial statements in accordance with the small companies regime and take advantage of the small companies' exemption in preparing the directors' report.

Julia Mortimer (Senior Statutory Auditor)  
for and on behalf of Watts Gregory LLP  
Chartered Accountants & Statutory Auditors  
Elfed House  
Oak Tree Court  
Cardiff Gate Business Park  
CARDIFF  
County of Cardiff  
CF23 8RS

Date: 17 November 2017

**CAERPHILLY COUNTY BOROUGH CITIZENS  
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**STATEMENT OF FINANCIAL ACTIVITIES  
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2017**

	Notes	Unrestricted funds £	Restricted funds £	Total 2017 funds £	Total 2016 funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	3	225,331	611,122	836,453	227,451
<b>Charitable activities</b>	5				
Generalist advice		148,286	1,995,002	2,143,288	1,750,421
Specialist advice		-	200,828	200,828	205,028
Training projects		14,928	-	14,928	40,187
Investment income	4	<u>1,657</u>	<u>-</u>	<u>1,657</u>	<u>2,114</u>
<b>Total</b>		<b>390,202</b>	<b>2,806,952</b>	<b>3,197,154</b>	<b>2,225,201</b>
<b>EXPENDITURE ON</b>					
<b>Charitable activities</b>	6				
Generalist advice		203,671	1,887,256	2,090,927	1,645,696
Specialist advice		-	192,863	192,863	337,647
Training projects		30,359	-	30,359	50,646
Church Place project		<u>-</u>	<u>1,879</u>	<u>1,879</u>	<u>-</u>
<b>Total</b>		<b>234,030</b>	<b>2,081,998</b>	<b>2,316,028</b>	<b>2,033,989</b>
Actuarial losses on defined benefit pension scheme		<u>3,000</u>	<u>-</u>	<u>3,000</u>	<u>(67,000)</u>
<b>NET INCOME</b>		<b>159,172</b>	<b>724,954</b>	<b>884,126</b>	<b>124,212</b>
<b>Transfers between funds</b>	23	<u>280,314</u>	<u>(280,314)</u>	<u>-</u>	<u>-</u>
<b>Net movement in funds</b>		<b>439,486</b>	<b>444,640</b>	<b>884,126</b>	<b>124,212</b>
<b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		<u>667,999</u>	<u>10,459</u>	<u>678,458</u>	<u>554,246</u>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u><b>1,107,485</b></u>	<u><b>455,099</b></u>	<u><b>1,562,584</b></u>	<u><b>678,458</b></u>

**CONTINUING OPERATIONS**

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

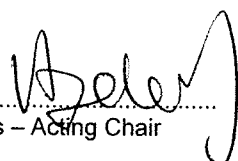
CAERPHILLY COUNTY BOROUGH CITIZENS  
ADVICE BUREAU

BALANCE SHEET  
AT 31 MARCH 2017

	Notes	Unrestricted funds £	Restricted funds £	Total 2017 funds £	Total 2016 funds £
<b>FIXED ASSETS</b>					
Tangible assets	14	418,085	-	418,085	156,681
<b>CURRENT ASSETS</b>					
Debtors	15	111,114	114,948	226,062	205,717
Cash at bank		<u>1,183,183</u>	<u>509,722</u>	<u>1,692,905</u>	<u>1,051,310</u>
		1,294,297	624,670	1,918,967	1,257,027
<b>CREDITORS</b>					
Amounts falling due within one year	16	(64,279)	(169,571)	(233,850)	(219,043)
<b>NET CURRENT ASSETS</b>		<u>1,230,018</u>	<u>455,099</u>	<u>1,685,117</u>	<u>1,037,984</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		1,648,103	455,099	2,103,202	1,194,665
<b>CREDITORS</b>					
Amounts falling due after more than one year	17	(67,618)	-	(67,618)	(71,207)
<b>PROVISIONS FOR LIABILITIES</b>	22	(473,000)	-	(473,000)	(445,000)
<b>NET ASSETS</b>		<u>1,107,485</u>	<u>455,099</u>	<u>1,562,584</u>	<u>678,458</u>
<b>FUNDS</b>	23				
Unrestricted funds				1,580,485	1,112,999
Less: Pension scheme deficit				<u>(473,000)</u>	<u>(445,000)</u>
				1,107,485	667,999
Restricted funds				<u>455,099</u>	<u>10,459</u>
<b>TOTAL FUNDS</b>				<u>1,562,584</u>	<u>678,458</u>

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

The financial statements were approved and authorised for issue by the Board of Trustees on 31.03.2017 and were signed on its behalf by:

  
A Jones – Acting Chair

The notes form part of these financial statements

**CAERPHILLY COUNTY BOROUGH CITIZENS  
ADVICE BUREAU**

**CASH FLOW STATEMENT  
FOR THE YEAR ENDED 31 MARCH 2017**

		2017 £	2016 £
<b>Cash flows from operating activities:</b>	Notes		
Cash generated from operations	1	<u>932,123</u>	<u>326,172</u>
<b>Net cash provided by (used in) operating activities</b>		<u>932,123</u>	<u>326,172</u>
<b>Cash flows from investing activities:</b>			
Purchase of tangible fixed assets		(287,992)	(19,212)
Interest received		<u>1,657</u>	<u>2,114</u>
<b>Net cash provided by (used in) investing activities</b>		<u>(286,335)</u>	<u>(17,098)</u>
<b>Cash flows from financing activities:</b>			
Loan repayments in year		<u>(4,193)</u>	<u>(4,022)</u>
<b>Net cash provided by (used in) financing activities</b>		<u>(4,193)</u>	<u>(4,022)</u>
<b>Change in cash and cash equivalents in the reporting period</b>		641,595	305,052
<b>Cash and cash equivalents at the beginning of the reporting period</b>		<u>1,051,310</u>	<u>746,258</u>
<b>Cash and cash equivalents at the end of the reporting period</b>		<u><u>1,692,905</u></u>	<u><u>1,051,310</u></u>

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT  
FOR THE YEAR ENDED 31 MARCH 2017

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

	2017 £	2016 £
Net income for the reporting period (as per the statement of financial activities)	884,126	124,212
Adjustments for:		
Depreciation charges	26,588	12,804
Interest received	(1,657)	(2,114)
Increase to defined benefit pension deficit	28,000	94,000
(Increase)/decrease in debtors	(20,345)	16,171
Increase in creditors	<u>15,411</u>	<u>81,099</u>
Net cash provided by (used in) operating activities	<u>932,123</u>	<u>326,172</u>



NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2017

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**1. STATUTORY INFORMATION**

Caerphilly County Borough Citizens Advice Bureau is a registered charity and private company limited by guarantee having no share capital. It is incorporated in Wales in the United Kingdom. The registered office is 41b Hanbury Road, Bargoed, Caerphilly, CF81 8QU. The nature of the company's operations and principal activities is disclosed within the Report of the Trustees.

The financial statements are presented in Sterling (£), the company's functional currency, and rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

**2. 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 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' EFA, the and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

There have been no material departures from the standard.

**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.

This includes capital grants.

Donations and legacies income includes donations, gifts and grants that provide core funding or are of a general nature are recognised where there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Such income is only deferred when the donor specifies it must be used in future accounting periods or the donor has imposed conditions which must be met before the charity has unconditional entitlement.

Income from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific performance conditions. This income is recognised where there is entitlement, when the receipt is probable and the amount can be measured reliably. Income is deferred when the amounts received are in advance of the performance of the service or event to which they relate.

Other trading activities are recognised as the related services are provided and there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Income is deferred when the amounts received are in advance of the delivery of the service or event to which it relates.

Investment income is recognised on a receivable basis.

It is not the policy of the charity to show income net of expenditure.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31 MARCH 2017

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2. ACCOUNTING POLICIES - continued

**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.

Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature to support them.

Support costs are those costs that, whilst necessary to deliver an activity, do not themselves produce or constitute the output of the charitable activity. This includes governance costs which are those costs associated with meeting the constitutional and statutory requirements of the charity and include the accountancy fees and costs linked to the strategic management of the charity as well as a proportion of salaries based on an approximation of time spent in this area.

Expenditure includes any VAT which can not be fully recovered and is reported as part of the expenditure to which it relates.

**Grants payable**

Grants payable are payments made to third parties in the furtherance of the charitable objectives of the charity. The grants are recognised where the trustees have agreed to pay the grant and the recipient has a reasonable expectation that they will receive a grant, provided they comply with the terms of the agreement. Grants offered subject to terms and conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

**Allocation and apportionment of costs**

All costs are allocated between the expenditure categories on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on an appropriate basis.

**Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Improvements to leasehold property	- over the term of the lease
Fixtures and fittings	- straight line 25%
Computer equipment	- straight line 33.33%

Fixed assets are initially recorded at cost. Only assets which cost £500 or more are capitalised.

**Taxation**

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

**Pension costs and other post-retirement benefits**

The charity is part of a multi-employer defined benefit pension scheme. Rates are set by the scheme actuary. This scheme is being accounted for under FRS102, with the annually calculated notional surplus or deficit on the funding of the scheme shown in the accounts as part of unrestricted funds. The trustees note that the calculated notional deficit or surplus calculated under FRS102 can vary greatly from year to year depending on the assumptions made at the valuation date, but with normally little or no effect upon short term cashflows. This scheme was closed to new entrants during 2007/08.

The charity contributes to the personal pension schemes of some of its employees. Contributions payable to the schemes are charged to the profit and loss account in the period to which they relate.

**2. ACCOUNTING POLICIES - continued**

**Operating lease agreements**

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

The benefits of lease incentives are recognised in the statement of financial activities over the lease period.

**Basis of recognition of liabilities**

Liabilities are recognised as soon as there is a legal or constructive obligation which commits the charity to the expenditure.

**Funds structure**

**Unrestricted funds**

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

**Designated funds**

Designated funds are unrestricted funds earmarked by the board for particular purposes.

**Restricted funds**

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure, which meets these criteria, is charged to the fund, together with a fair allocation of support and governance costs.

**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.

Debtors with no stated interest rate and receivable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure. Prepayments are valued at the amount prepaid net of any trade discounts due.

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.

**Significant accounting judgements and estimates**

Estimates and judgements are continually evaluated and are based on historical experience and other relevant factors, including expectations of future events that are believed to be reasonable under the circumstances.

The preparation of the financial statements requires management to make estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, be likely to differ from the related actual results. No estimates or assumptions have been identified that have significant risk of causing material adjustment to the carrying amounts of assets and liabilities within the next financial year.

**CAERPHILLY COUNTY BOROUGH CITIZENS  
ADVICE BUREAU**

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31 MARCH 2017**

**3. DONATIONS AND LEGACIES**

	2017	2016
	£	£
Grants	835,366	224,244
Sundry donations	1,087	407
Citizens Advice - Rebranding grant	-	2,800
	<u>836,453</u>	<u>227,451</u>

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

	2017	2016
	£	£
Caerphilly County Borough Council - core funding	164,244	164,244
Blaenau Gwent County Borough Council - core funding	60,000	60,000
Welsh Government - Community Facilities Programme	500,000	-
Welsh Government - Vibrant and Viable Places programme	111,122	-
	<u>835,366</u>	<u>224,244</u>

**4. INVESTMENT INCOME**

	2017	2016
	£	£
Bank interest receivable	<u>1,657</u>	<u>2,114</u>

**5. INCOME FROM CHARITABLE ACTIVITIES**

	Activity	2017	2016
		£	£
Grants and contract funding	Generalist advice	2,143,288	1,745,943
Grants and contract funding	Specialist advice	200,828	205,028
Jobs Growth Wales	Generalist advice	-	4,478
CABOODLE	Training projects	7,562	12,104
Debt Relief order and housing	Training projects	1,485	1,169
Rent Clinic (Including training)	Training projects	570	500
DCW - Access to work	Training projects	5,311	-
Pensionwise appointments	Training projects	-	13,000
Gateshead POC	Training projects	-	12,414
Off Mains Gas Project	Training projects	-	1,000
		<u>2,359,044</u>	<u>1,995,636</u>

**CAERPHILLY COUNTY BOROUGH CITIZENS  
ADVICE BUREAU**

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31 MARCH 2017**

**5. INCOME FROM CHARITABLE ACTIVITIES - continued**

Further analysis of grants and contract funding:

	Unrestricted Funds £	Restricted Funds £	Total Funds 2017 £	Total Funds 2016 £
Citizens Advice - Better Advice : Better Lives	-	269,684	269,684	191,289
Citizens Advice - Energy Best Deal	-	1,200	1,200	1,800
Citizens Advice - Energy Best Deal additional	-	23,136	23,136	20,850
Citizens Advice - Communities First Shared Outcomes	-	230,000	230,000	230,000
Citizens Advice - Phone Strategy Implementation	-	380,000	380,000	380,000
Citizens Advice - Pension Wise	-	145,859	145,859	174,322
Citizens Advice - Witness Service	-	379,090	379,090	-
Citizens Advice - Consumer Service (Transition)	-	147,869	147,869	-
Citizens Advice - Money Guidance advice sessions	-	22,500	22,500	-
Caerphilly County Council - Confident with Cash	134,659	-	134,659	133,904
WCVA - Volunteering In Wales fund	-	1,526	1,526	7,632
MASDAP F2F Wales	-	200,828	200,828	205,028
MASDAP contact centre	-	394,138	394,138	354,948
Tai Calon Community Housing	10,512	-	10,512	42,048
Wales Co-operative Centre - Your Money Your Home	3,115	-	3,115	-
Citizens Advice - Money Advice Service	-	-	-	41,500
Citizens Advice - Energy Best Deal - EEW	-	-	-	29,600
Welsh Government - Adviceline Cymru Quality Coaches	-	-	-	93,300
Big Energy Savings Week	-	-	-	3,500
Digital Money Coach	-	-	-	41,250
	<u>148,286</u>	<u>2,195,830</u>	<u>2,344,116</u>	<u>1,950,971</u>

There are no unfulfilled conditions or other contingencies attaching to grants recognised as income.

**6. CHARITABLE ACTIVITIES COSTS**

	Direct costs (See note 7) £	Support costs (See note 9) £	Totals £
Generalist advice	1,442,036	648,891	2,090,927
Specialist advice	173,944	18,919	192,863
Training projects	9,705	20,654	30,359
Church Place project	1,879	-	1,879
	<u>1,627,564</u>	<u>688,464</u>	<u>2,316,028</u>

**7. DIRECT COSTS OF CHARITABLE ACTIVITIES**

	2017 £	2016 £
Staff costs	1,349,938	997,838
Rent and rates	41,514	38,504
Light and heat	9,424	7,232
Insurance	9,439	9,157
Repairs and maintenance	89,671	40,693
Travel	30,606	31,599
Stationery	31,467	19,456
Postage and telephone	60,608	28,419
Funding clawbacks	3,018	4,937
Church Place project	1,879	-
	<u>1,627,564</u>	<u>1,177,835</u>

**CAERPHILLY COUNTY BOROUGH CITIZENS  
ADVICE BUREAU**

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31 MARCH 2017**

**8. GRANTS PAYABLE**

	2017 £	2016 £
Generalist advice	<u>-</u>	<u>342,926</u>

The total grants paid to institutions during the year were as follows:

	2017 £	2016 £
Merton & Lambeth Citizens Advice Bureau	<u>-</u>	<u>342,926</u>

Caerphilly CAB acted as the lead bureau for two projects. The prior year grants payable related to payments due to delivery agents out of the primary contract income received. These projects have been taken back in house.

**9. SUPPORT COSTS**

	Staff costs £	Depreciation £	Other costs £	Governance costs £	Totals £
Generalist advice	510,555	25,054	107,815	5,467	648,891
Specialist advice	15,008	736	3,175	-	18,919
Training projects	<u>16,255</u>	<u>798</u>	<u>3,601</u>	<u>-</u>	<u>20,654</u>
	<u>541,818</u>	<u>26,588</u>	<u>114,591</u>	<u>5,467</u>	<u>688,464</u>

The charity allocates its support costs as shown in the table and then further apportions those costs between the charitable activities undertaken. Support costs are allocated on a basis consistent with the use of resources based on the number of employee hours spent in each area.

**10. NET INCOME/(EXPENDITURE)**

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

	2017 £	2016 £
Auditors' remuneration	5,400	5,100
Depreciation	26,588	12,804
Staff pension contributions	107,524	85,213
Auditors' remuneration - other financial services	<u>561</u>	<u>514</u>

**11. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2017 or for the year ended 31 March 2016.

**Trustees' expenses**

During the year an amount of £585 (2016: £302) was paid to 2 (2016 - 1) trustee in respect of travel expenses.

**CAERPHILLY COUNTY BOROUGH CITIZENS  
ADVICE BUREAU**

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31 MARCH 2017**

**12. STAFF COSTS**

	2017 £	2016 £
Wages and salaries	1,655,427	1,239,475
Social security costs	128,805	91,693
Other pension costs	107,524	85,213
	<u>1,891,756</u>	<u>1,416,381</u>

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

	2017	2016
Number of administrative staff	8	6
Number of management staff	5	5
Number of caseworker/advisors	67	43
Number of training & recruitment	1	2
Number of other staff	3	2
	<u>84</u>	<u>58</u>

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

The number of full time equivalent employees during the year was 80 (2016 - 48).

The total key management personnel remuneration benefits during the year was £229,046 (2016 - £203,867).

**13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES – YEAR ENDED 31 MARCH 2016**

	Unrestricted funds £	Restricted funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	227,451	-	227,451
<b>Charitable activities</b>			
Generalist advice	221,930	1,528,491	1,750,421
Specialist advice	-	205,028	205,028
Training projects	40,187	-	40,187
Investment income	<u>2,114</u>	<u>-</u>	<u>2,114</u>
<b>Total</b>	491,682	1,733,519	2,225,201
<b>EXPENDITURE ON</b>			
<b>Charitable activities</b>			
Generalist advice	121,468	1,524,228	1,645,696
Specialist advice	138,560	199,087	337,647
Training projects	<u>50,646</u>	<u>-</u>	<u>50,646</u>
<b>Total</b>	310,674	1,723,315	2,033,989
<b>Net gains/(losses) on investments</b>	<u>(67,000)</u>	<u>-</u>	<u>(67,000)</u>
<b>NET INCOME</b>	114,008	10,204	124,212
<b>Transfers between funds</b>	<u>6,327</u>	<u>(6,327)</u>	<u>-</u>
<b>Net movement in funds</b>	120,335	3,877	124,212

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31 MARCH 2017

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES – continued

	Unrestricted funds £	Restricted funds £	Total funds £
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward	547,664	6,582	554,246
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>667,999</u>	<u>10,459</u>	<u>678,458</u>

14. TANGIBLE FIXED ASSETS

	Freehold property £	Improvements to leasehold property £	Fixtures and fittings £	Computer equipment £	Totals £
<b>COST</b>					
At 1 April 2016	133,524	-	10,047	77,434	221,005
Additions	208,079	39,282	14,415	26,216	287,992
Disposals	-	-	(305)	(1,893)	(2,198)
At 31 March 2017	<u>341,603</u>	<u>39,282</u>	<u>24,157</u>	<u>101,757</u>	<u>506,799</u>
<b>DEPRECIATION</b>					
At 1 April 2016	-	-	5,239	59,085	64,324
Charge for year	-	8,729	3,591	14,268	26,588
Eliminated on disposal	-	-	(305)	(1,893)	(2,198)
At 31 March 2017	-	<u>8,729</u>	<u>8,525</u>	<u>71,460</u>	<u>88,714</u>
<b>NET BOOK VALUE</b>					
At 31 March 2017	<u>341,603</u>	<u>30,553</u>	<u>15,632</u>	<u>30,297</u>	<u>418,085</u>
At 31 March 2016	<u>133,524</u>	-	<u>4,808</u>	<u>18,349</u>	<u>156,681</u>

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2017 £	2016 £
Prepayments and accrued income	<u>226,062</u>	<u>205,717</u>



NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31 MARCH 2017

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2017	2016
	£	£
Bank loan (see note 18)	3,418	4,022
VAT	6,201	3,227
Accruals and deferred income	<u>224,231</u>	<u>211,794</u>
	<u>233,850</u>	<u>219,043</u>

Included within Accruals and deferred income above is the following deferred income:

	2017	2016
	£	£
MASDAP F2F Wales - upfront float	17,086	17,086
MASDAP F2F Wales - vacant posts	2,733	-
MASDAP Contact Centre - upfront float	35,521	35,521
Citizens Advice - Focus groups	5,000	-
WCVA Volunteering In Wales	-	1,526
MASDAP Contact Centre - repayment due to vacant posts	<u>-</u>	<u>12,633</u>
	<u>60,340</u>	<u>66,766</u>

The 2016 deferred income related to income received in advance of entitlement. During the financial year, an amount of £14,159 was released to the Statement of Financial Activities. The remaining elements carried will be released at the end of the relevant projects.

The 2017 deferred income also relates to income received in advance of entitlement.

17. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2017	2016
	£	£
Bank loan (see note 18)	<u>67,618</u>	<u>71,207</u>

18. LOANS

An analysis of the maturity of loans is given below:

	2017	2016
	£	£
Amounts falling due within one year on demand:		
Mortgage loan	<u>3,418</u>	<u>4,022</u>
Amounts falling due between two and five years:		
Mortgage loan	<u>10,253</u>	<u>12,067</u>
Amounts falling due in more than five years:		
Repayable by instalments:		
Mortgage loan	<u>57,365</u>	<u>59,140</u>

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31 MARCH 2017

19. LEASING AGREEMENTS

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

	2017	2016
	£	£
Within one year	75,490	21,375
Between one and five years	92,793	47,403
In more than five years	297	-
	<u>168,580</u>	<u>68,778</u>

20. FINANCIAL INSTRUMENTS

	2017	2016
	£	£
<b>Financial assets</b>		
Financial assets that are debt instruments measured at amortised cost	<u>1,893,963</u>	<u>1,255,807</u>

	2017	2016
	£	£
<b>Financial liabilities</b>		
Financial liabilities measured at amortised cost	<u>234,927</u>	<u>220,257</u>

Financial assets measured at amortised cost comprise cash at bank and accrued income.

Financial liabilities measured at amortised cost comprise bank loan and accruals.

21. SECURED DEBTS

The following secured debts are included within creditors:

	2017	2016
	£	£
Bank loans	<u>71,036</u>	<u>75,229</u>

The bank loan is secured by a first and only legal charge over the freehold property.

22. PROVISIONS FOR LIABILITIES

	2017	2016
	£	£
Pension scheme funding deficit (see note 24)	<u>473,000</u>	<u>445,000</u>

CAERPHILLY COUNTY BOROUGH CITIZENS  
ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31 MARCH 2017

23. MOVEMENT IN FUNDS

	At 1/4/16 £	Net movement in funds £	Transfers between funds £	At 31/3/17 £
<b>Unrestricted funds</b>				
General fund	617,999	189,172	50,314	857,485
Designated fund - Property relocation fund	20,000	-	-	20,000
Designated fund - Senior administrator post	30,000	(30,000)	30,000	30,000
Designated fund - Church Place project	-	-	200,000	200,000
	<u>667,999</u>	<u>159,172</u>	<u>280,314</u>	<u>1,107,485</u>
<b>Restricted funds</b>				
Better Advice : Better Lives	-	6,696	(4,539)	2,157
Communities First Shared Outcomes	802	(1,064)	-	(262)
Volunteering In Wales fund (WCVA)	82	(85)	3	-
Energy Best Deal - EXTRA	40	(77)	37	-
Pensionwise	-	3,213	(3,213)	-
MASDAP F2F Wales	-	7,965	(7,965)	-
Phone Strategy Implementation	(213)	3,215	(3,478)	(476)
MASDAP Contact Centre	9,748	40,374	(15,135)	34,987
Citizens Advice Witness Service	-	38,923	(21,394)	17,529
Citizens Advice - Consumer (Transition)	-	16,551	(16,551)	-
Church Place project	-	609,243	(208,079)	401,164
	<u>10,459</u>	<u>724,954</u>	<u>(280,314)</u>	<u>455,099</u>
<b>TOTAL FUNDS</b>	<u>678,458</u>	<u>884,126</u>	<u>-</u>	<u>1,562,584</u>

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
<b>Unrestricted funds</b>				
General fund	390,202	(204,030)	3,000	189,172
Designated fund - Senior administrator post	-	(30,000)	-	(30,000)
	<u>390,202</u>	<u>(234,030)</u>	<u>3,000</u>	<u>159,172</u>
<b>Restricted funds</b>				
Energy Best Deal	1,200	(1,200)	-	-
Better Advice : Better Lives	269,684	(262,988)	-	6,696
Communities First Shared Outcomes	230,000	(231,064)	-	(1,064)
Volunteering In Wales fund (WCVA)	1,526	(1,611)	-	(85)
Energy Best Deal - EXTRA	23,136	(23,213)	-	(77)
Pensionwise	145,860	(142,647)	-	3,213
MASDAP F2F Wales	200,828	(192,863)	-	7,965
Phone Strategy Implementation	380,000	(376,785)	-	3,215
MASDAP Contact Centre	394,138	(353,764)	-	40,374
Citizens Advice Witness Service	379,090	(340,167)	-	38,923
Citizens Advice - Consumer (Transition)	147,868	(131,317)	-	16,551
Citizens Advice Money Guidance	22,500	(22,500)	-	-
Church Place project	611,122	(1,879)	-	609,243
	<u>2,806,952</u>	<u>(2,081,998)</u>	<u>-</u>	<u>724,954</u>
<b>TOTAL FUNDS</b>	<u>3,197,154</u>	<u>(2,316,028)</u>	<u>3,000</u>	<u>884,126</u>

23. **MOVEMENT IN FUNDS - continued**

**Better Advice : Better Lives (including Adviceline Cymru)**

Designed to address poverty issues, the BA:BL project has three strands; the first provides a welfare rights and generalist CAB service in GP surgeries and other primary health care settings across Caerphilly and Blaenau Gwent in order to target the link between poverty and ill-health, the second aims to maximise the income of families that include children with disabilities, the third strand promotes the take-up of council tax and housing benefits. Funded by the Welsh Government, the service runs across the counties of Caerphilly, Blaenau Gwent and Monmouthshire.

Adviceline Cymru provides telephone access to bilingual to callers from across Wales. In addition to direct service delivery, we provide skills and quality support to other local Citizens Advice offices in Wales working on the same project.

**Energy Best Deal**

Citizens Advice has been working in partnership with the energy regulator Ofgem on this public awareness campaign to inform mainly low income consumers about how they could save on their energy costs and the help available to pay their bills. The current campaign is funded by EDF Energy and EON.

**Communities First Shared Outcomes (CitAC1)**

Communities First Shared Outcomes is a national project which locally funds six FTE advisers to work across Caerphilly & Blaenau Gwent. Funding comes from the Welsh Government and is managed by Citizens Advice Cymru.

**Volunteering in Wales fund**

The funding was from WCVA and supported the recruitment and support of new volunteers. The project ended 30 June 2016.

**Adviceline Phone Strategy Implementation (PSI)**

Citizens Advice fund a 14 seat contact centre which provides initial advice to callers to the national Adviceline helpline. The service is contracted to take 75,000 calls per annum.

**Energy Best Deal extra**

This project is to make consumers aware of the savings that can be made by switching fuel providers or negotiating with providers and to inform consumers about how they might be able to save money. Funded by Citizens Advice.

**MASDAP Contact Centre**

The Money Advice Service fund a 9 seat contact centre which provides specialist debt advice via telephone, web form and email to clients across England and Wales. The national project is managed by Citizens Advice.

**Pensionwise**

The Pensionwise service fulfils the government's promise to provide all defined contribution pension holders with guidance at the point at which they can access their pension pots can access their pension pot and empowers them to make decisions about their financial futures. Our three Guiders work across Gwent.

**MASDAP F2F Wales**

The national project targets the need for debt advice in some of the most deprived areas of Wales. Locally it provides face-to-face debt advice to over 1,000 people each year in Caerphilly and Blaenau Gwent.

**Witness Service**

We are funded by Citizens Advice to deliver the Witness Service National Initial Contact Centre in partnership with Citizens Advice Gateshead. We employ 14 agents who provide telephone support to people required to give evidence in Crown and other criminal court cases. This project is funded from Ministry of Justice and managed by Citizens Advice.

**Consumer Service (transition)**

Alongside six other providers, we run a 22 seat contact centre providing clients with information on consumer issues and their consumer rights. The service is delivered via telephone and email and is funded by the Department for Business, Energy and Industrial Strategy and managed nationally by Citizens Advice.

**23. MOVEMENT IN FUNDS - continued**

**Money Guidance**

We employed a Money Adviser who provided face-to-face financial advice across Gwent. The service was funded by the Money Advice Service for the first six months of the financial year and was then picked up by Welsh Government for the remaining six months. The service was managed nationally by Citizens Advice Cymru.

**Church Place project**

Funding was received from Welsh Government towards the Church place project as follows:

Community Facilities Programme - £500,000

Vibrant and Viable Places Programme - £111,122

The project is the refurbishment to the old social club in Bargoed.

**Designated funds**

**Property relocation fund**

A fund of £20,000 has been established by the board towards future property relocation costs. These costs are anticipated to be incurred in 2017/18.

**Senior Administrator post**

A fund of £30,000 was set aside to cover the salary costs of the Senior Administrator post in 2016/17 that could not be covered by other available funding. These costs were incurred. The Board have agreed to set aside the same amount to cover the salary costs of the post in 2017/18.

**Church Place project**

A fund of £200,000 was formally approved by the board in the year to set aside funds towards unfunded elements of the Church Place project works.

**Transfers between funds**

During the year the Board agreed to set aside the following designations:

- Church Place project £200,000
- Senior administrator post £30,000

Two small transfers have been made from the general fund to cover permanent deficits incurred on the following restricted projects:

- Volunteering in Wales fund - £3
- Energy Best Deal extra - £37

A transfer has been made from the MASDAP F2F Wales fund to the general fund of £7,965 to transfer the surplus for the financial year as this is permissible under the financial reporting guidance provided by the funder.

All other transfers represent costs incurred on capital spend.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31 MARCH 2017

**24. PENSION COMMITMENTS**

The Charity is part of a multi-employer, funded, defined benefits scheme. The scheme is part of the Greater Gwent (Torfaen) Pension Fund. The charge for the year, against which employer contributions were paid over to the scheme, amounted to £41,000 (2016 - £38,000), together with the actuarial gain on the scheme for the year of £3,000 (2016 - Actuarial loss £67,000) are recognised in the Statement of Financial Activities in accordance with FRS102.

A full valuation of the Greater Gwent (Torfaen) Pension Fund was carried out as at 31 March 2016. The major assumptions used in the valuation were:

	2017	2016
Rate of increase in salaries	2.8%	3.7%
Rate of increase in pensions	2.4%	2.2%
Discount rate	2.6%	3.5%

The split of assets between investment categories is:

	2017		2016	
	£	%	£	%
Equities	1,217,000	81	981,000	79
Bonds	255,000	17	211,000	17
Property	30,000	2	37,000	3
Cash	-	0	13,000	1

	2017	2016
	£	£
Total market value of scheme assets	1,502,000	1,242,000
Present value of scheme liabilities	(1,975,000)	(1,687,000)
Deficit in the scheme	(473,000)	(445,000)

Amounts included within the income and expenditure account for the year are:

	2017	2016
	£	£
Current service cost	<u>56,000</u>	<u>53,000</u>

Finance (income)/costs for the year are:

	2017	2016
	£	£
Expected return on assets	(44,000)	(41,000)
Interest on pension liabilities	<u>60,000</u>	<u>53,000</u>
Finance cost recognised in the Statement of Financial Activities	<u>16,000</u>	<u>12,000</u>

Statement of recognised gains/(losses):

	2017	2016
	£	£
Return on assets	198,000	(75,000)
Other	80,000	8,000
Change in financial assumptions	(316,000)	-
Changes in demographic assumptions	<u>41,000</u>	<u>-</u>
Actuarial net gain/(loss)	<u>3,000</u>	<u>(67,000)</u>

The charity made contributions of £51,524 (2016 - £32,213) to the pension plans of employees during the year. At the year end no contributions were outstanding (2016 - £Nil).

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31 MARCH 2017

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**25. CONTINGENT LIABILITIES**

During the year, the charity received a capital grant of £500,000 under the Welsh Government Community Facilities Programme. Under the terms and conditions, part, or all, of the grant would become repayable if the property was disposed of, or the charity ceased to operate within 5 years from completion of the funding purpose.

During the year, Caerphilly County Borough Council submitted an application on behalf of the Bureau to the Welsh Government as part of their Vibrant and Viable Places ("VVP") programme. The application was successful and capital grant funding of £111,122 was claimed under the programme. A condition of the grant is that a legal charge and restriction in favour of the council shall be registered against the associated freehold property. Should the property be sold with there being insufficient equity for the Council to be repaid from any proceeds of sale then it is agreed that the Council shall be entitled to reduce the amount of any core funding it awards annually to the bureau each year until the grant monies which have been paid by the Council have been fully recovered.

**26. CAPITAL COMMITMENTS**

	2017	2016
	£	£
Contracted but not provided for in the financial statements	<u>495,014</u>	<u>-</u>

The above capital commitment is in respect of the main contractor works for the Church Place project.

**27. RELATED PARTY DISCLOSURES**

During the year, the aggregate value of unconditional donations made by trustees was £519 (2016 - £302).

**28. COMPANY LIMITED BY GUARANTEE**

The charity is a company limited by guarantee. Members have agreed to contribute £1 in the event of a winding up.