

REGISTERED COMPANY NUMBER: 04041962
REGISTERED CHARITY NUMBER: 1084045

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR ENDED
31 MARCH 2019
FOR
CITIZENS ADVICE CAERPHILLY BLAENAU GWENT**

Watts Gregory LLP
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CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2019

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 2019. 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

Citizens Advice Caerphilly Blaenau Gwent 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.

Public benefit

The organisation's trustees can confirm that they have had due regard to Public Benefit guidance published by the Charity Commission. Significant plans and activities that we undertook during the year that demonstrate public benefit are set out under the Achievements and Performance section.

The Business Plan covering 2018-21 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 is provided through 3 offices in Bargoed, Brynmawr and Risca and the telephone 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)	Pension guidance to people over 50 years of age with defined contribution pensions;	
vi)	Financial Advice to those at risk of the consequences of poor financial decision making;	
vii)	Support to witnesses in the criminal justice system; and	
viii)	Specialist telephone advice on consumer issues.	

Advice services were provided through a variety of channels, face-to-face, telephone, digital and various outreach services at community centres and other venues throughout Caerphilly and Blaenau Gwent.

Criteria or measures to assess success

A key-element of the Citizens Advice Membership Scheme is the requirement of every member to undertake an annual Leadership Self-Assessment (LSA) covering the following nine areas:

Governance;
Strategic business planning;
Risk management;
Financial management;
People management;
Operational performance management;
Partnership working;
Research and campaigning;
Equality leadership

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The self assessment is reviewed by National Citizens Advice and a confirmed outcome agreed.

As the LSA aligns with external standards, compliance also indicates compliance with the minimum requirements of the Advice Quality Standard (AQS), Money Advice Service (MAS) debt quality framework and the Information and advice quality framework for Wales (IAQFW).

In 2018/19, Citizens Advice Caerphilly Blaenau Gwent underwent an on-site confirmation audit and was rated 'green' in each of the nine LSA areas indicating excellent leadership.

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 2018/19, volunteers provided approximately 10,500 hours of work, in direct advice provision, administration, training and essential meetings. Matching the volunteer roles in our organisation 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 £250,000.

We have held the Investing in Volunteers award, a statement of the value that we place upon our volunteers and their contribution, for over five years.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

As in previous years, we continued to play a significant role in the development of the national Citizens Advice service. The Chief Executive 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;

Caerphilly Standing Conference
Blaenau Gwent Welfare Reform Group
South Wales Money Advice Forum
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 carry out the social policy aim of the Citizens Advice service.

Key achievements during the year 2018/19

9,498 clients assisted by main service and projects
38,738 issues raised by main service and project clients
14,168 national clients provided with telephone debt advice
73,034 calls taken by the Adviceline Contract Centre
82,074 calls taken by the Consumer Service Contact Centre
17,268 referrals to the Witness Service National Contact Centre
Our advisors gained £5,190,000 for clients
Our advisors assisted clients with £28,229,000 of problem debt
Our advisors had £2,528,000 of problem debt written off by creditors
48% of local clients (and 34% of all clients) were people with disabilities or long-term health conditions

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 2018/19 we assisted clients in gaining £7,718,000. The total figure includes £2,528,000 of written off debts.

Locally we assisted clients in dealing with a total of £8,445,000 of problem debt, this figure includes just over £1,500,000 of priority debt (rent, mortgage, energy and council tax).

Our national telephone debt advice service assisted clients in dealing with a total of £19,784,000 of problem debt, including priority debts amounting to £4,800,000.

We delivered generalist information, advice and support from our main offices in Bargoed, Brynmawr and Risca, both to face-to-face clients and via telephone and web chat.

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We continued to deliver the Welsh Government funded Better Advice Better Lives and Community Focused outreach services and the Money Advice Service funded face-to-face debt advice service across Caerphilly and Blaenau Gwent. As in previous years, we delivered Energy Best Deal advice; helping residents of Caerphilly and Blaenau Gwent make the most of their energy usage.

We work in partnership with Citizens Advice Cardiff and Vale and Citizens Advice Ynys Mon to deliver the Pension Wise service across Wales.

The contact centre delivers four main services, Adviceline is the national Citizens Advice helpline and employs 13 staff providing information to the public and, when necessary, making appointments for them to be seen at the local Citizens Advice office. Our telephone advisers dealt with over **73,000** calls.

The Money Advice Service fund us to deliver specialist debt advice by telephone, webchat and email to clients across England & Wales. 14.5 specialist advisers provided debt advice to more than **14,000** clients across England and Wales.

We provide the National Contact 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. Over **17,000** referrals were dealt with during the year.

The Consumer Service Contact Centre works in partnership with six other suppliers across England and Wales, our 25 staff take calls on a dedicated consumer helpline number and provide information advice and support to members of the public with consumer issues. Over **82,000** callers were assisted during the year.

In September 2018 we finally made the move to our newly refurbished offices at 1-2 Church Place, Bargoed. The new building provides an attractive and comfortable base for staff and volunteers and a professional environment for clients to seek advice.

We continue to grow the number of volunteers working in the service and to expand the roles available to them. We are proud to hold the Investing in Volunteers award.

Many people, particularly young people, use their Citizens Advice experience to move into paid employment. In 2018/19 **11 people** used their experience and training in Citizens Advice Caerphilly Blaenau Gwent to move directly into employment.

Key performance indicators

Citizens Advice Caerphilly Blaenau Gwent underwent an on-site audit to confirm its Leadership Self-Assessment for 2018/19. The result was that we were confirmed as being green in all assessment categories and, as meeting the KPIs contained within the Citizens Advice Membership Scheme.

Citizens Advice Caerphilly Blaenau Gwent works to a wide range of KPIs agreed with its various funders and appropriate to the services which it is commissioned by those funders to deliver. In 2018/19 we met or exceeded the great majority of our funder KPIs; the only occasions on which we did not meet agreed KPIs were in circumstances that were agreed and sanctioned by the funder.

FINANCIAL REVIEW

Financial position

Incoming resources in the year were £3,295,942 (2018 - £3,245,554). Of this 87% related to restricted activities. Overall our income increased by £50,388 year on year. Although not a significant increase, there are a number of salient features to highlight.

- The comparative year included one-off income of £50,000 restricted towards our Church Place project.
- Our contract with Citizens Advice Cymru to deliver 'Adviceline Cymru' ended on 31 March 2018. The comparative year included £77,000 of restricted funding.
- Our funding from the Money Advice Service for our contact centre debt project increased significantly by £123,517 with the creation of 3 new full time equivalent posts.
- New restricted funding for 2018/19 was received for Help to Claim totalling £114,375. This included funding for a pilot project, project set-up costs and provision of a national webchat and telephone backup service.

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Staff costs continue to be by far the most significant expense for the organisation, accounting for 84% (2018 – 85%) of the total cost base.

The net movement on funds for the year is reported at £31,945 of which £15,266 is reported on unrestricted funds. This is after accounting for the following significant entries:

- An actuarial loss on our defined benefit pension scheme of £112,000.
- A final property impairment expense of £47,748 (2018 - £817,778) in respect of our freehold property in Bargoed. The freehold property is a substantial building which was previously operated as Bargoed Social Club. We acquired the building in 2014 and completed extensive refurbishment works to convert the building into a three storey quality office space for the organisation. The impairment expense in 2018 and 2019 are the outcome of a professional valuation of the building completed in June 2018.

The balance sheet is reporting cash at bank of £1,363,652 and net current assets of £1,186,579.

Net assets total £1,172,726 of which £1,132,055 represents unrestricted funds. This is after accounting for a pension scheme funding deficit of £371,000.

Reserves policy

In accordance with good corporate governance and Charity Commission guidelines, the charity has always maintained a target minimum level of free reserves.

Charity Commission guidelines stress that there is “no single level, or even a range of, reserves that is right for all charities”. Any target set for the level of reserves to be held, should reflect the organisations particular circumstances. CACBG wishes to move away from a simplistic approach based upon three – six months of operating costs towards a target reserve level bespoke to our exposure and risk as an organisation.

The charity holds reserves for a number of reasons. They help provide short-term cash flow to allow expenditure to be incurred ahead of income being received; they can provide contingency to help mitigate the impact of unexpected/unforeseen expenditures; they assist budget management, by allowing pressures to be dealt with, or investment in services made, whilst a longer-term solution is found; and they can help commitments to be met in the event of a cessation of funding.

The charity recognises that strategic and financial planning informs the development of our reserves policy. Effective risk management is key to this entire process. Alongside a review of our internal financial management, the Board has recently re-evaluated its existing reserves policy having taken into account, in particular, the following:

- The level of reserves appropriate for the current size and complexity of the organisation given our significant growth over recent years;
- The increasing level of reserves required to cash flow our projects on a quarterly basis to ensure the continuance of service delivery. We need scope to manage short term budgetary issues on a day to day basis, especially given the extent of our funding that is received in arrears;
- Protection needed against the immediate impact of funding changes;
- To cover unforeseen or unavoidable costs that are inherent to any organisation;
- To take advantage of opportunities as and when presented to aid development of the organisation;
- Reserves that are needed to cover planned IT and equipment based investment;
- Fulfilment of our current commitments should the organisation cease to operate. This would include contractual commitments and exposure to dilapidation and associated costs.
- Own reserves required to cover project costs should be we in a position where full cost recovery is not possible.

Following the above review, the Board has revised its target level accordingly, and now operates with a target level for free reserves in the region of £700,000.

Reserves position

After taking into account a pension reserve deficit of £371,000, unrestricted funds stand at £1,132,055 however, £414,774 represents tangible fixed assets leaving approximately £717,000 as the charities free reserves. In line with our reserves policy, the aim is to retain reserves in the region of £700,000. The Board are satisfied with the level of free reserves held. The organisation keeps its target level, and position against it, under regular review. A formal update will be completed at least annually. The sufficiency or otherwise of reserve levels are the subject of regular reports to trustees and form an integral part of financial decision-making.

**REPORT OF THE TRUSTEES
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Principal 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, principle project specific funding was received from:

- Welsh Government in support of:
The Better Advice: Better Lives project
The Community Focused Advice Services
Funded Debt Advice project
- National Citizens Advice in support of the following principle projects:
The National Adviceline service
The Witness Service National contact centre
The Consumer Service contact centre
The Specialist Debt Advice project (Money Advice Service in partnership with Citizens Advice).
The Pensionwise project
Help to Claim - Provision of national webchat and telephone backup service
Help to Claim – end-to-end claims service (Pilot project)
Energy Best Deal Extra
- Caerphilly CBC Families First and Supporting People to support the Confident with Cash project.
- Caerphilly CBC for provision of a Debt Relief Order Intermediary Service.

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: Citizens Advice Caerphilly Blaenau Gwent 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.

Ensure that equality is at the heart of everything that we do.

Endeavour to resolve as many enquiries as possible at the first point of contact, regardless of which channel the client chooses to use.

We will ensure that self-help is an effective route for clients who choose it.

Short term targets for this objective include:

Our current range of services has been maintained or extended

Quarterly self-assessment results in 70%+ classified and verified by national CA as 'good'.

Delivery includes face-to-face, telephone, web chat and email

We will identify the most important equality policy issues nationally and locally and use this to inform our campaigns.

60% of enquiries dealt with at first point of contact.

90% of clients satisfied with the service

70% of self-help clients surveyed reporting needs as met.

60% of clients surveyed reporting increased confidence.

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Longer term targets for this objective include:
Delivery includes Skype and video conferencing
65% of enquiries dealt with at first point of contact.
80% of self-help clients surveyed reporting needs as met.
70% of clients surveyed reporting increased confidence.

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

Rationale: Over the last ten years Citizens Advice Caerphilly Blaenau Gwent 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 a long-term funding strategy.
Become an indispensable partner.
Develop a long-term premises strategy to include office and public space and clear policies on the use of outreach premises.
Ensure that the Business & Development Plan and operational plans are updated and widely communicated.

Short term targets for this objective include:
£20,000 new unrestricted income generated.
1 new service developed and submitted to funders
Use Impact Assessment Toolkit to assess impact of our work and share with funders.
Plans are signed off, reviewed by Trustee Board and are made meaningful and realistic through the PDR process

Longer term targets for this objective include:
£40,000 new unrestricted income generated.
2 new services developed and submitted to funders
Develop Blaenau Gwent premises into multi agency hub
Develop new Bargoed premises into multi agency hub

Objective 3: We want to achieve measurable, long-term improvements in 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:

We will trial improved procedures for tracking client outcomes and inviting client feedback.
We will introduce new methods of identifying and tracking all our contributions to the local economy.
Offer a range of accredited debt and financial capability training courses to the public and agencies.
We will introduce new methods of identifying and tracking the benefits of volunteering.

Short term targets for this objective include:
Outcome tool developed, trialled and implemented.
Annual impact report produced.

Longer term targets for this objective include:
Outcome tool finalised, evaluated and in use in enhanced impact reporting.

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:

Achieve improvements in people's lives through R&C work.
We will identify an R&C lead in the SMT and ensure that they have the resources to deliver.
We will ensure that we provide a bilingual service appropriate to the area.
We will ensure that our clients' voices and our R&C data are available to local and national decision makers through inclusion in regular publications.

Short term targets for this objective include:
Participation in 2 national campaigns; 1 local SP report produced.
Research & Campaigning Development Plan signed off by Trustee Board.
We will translate the non-dynamic areas of our website.
Quarterly and annual statistical reports produced.

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Longer term targets for this objective include:

Participation in 3 national campaigns; 2 local SP reports produced.
Research & Campaigning Development Plan in effective operation.
Sufficient Welsh speaking staff to meet local demand.

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.

Prioritise continuous improvement in all that we do.

Invest in the development of our people and plan for succession.

Ensure that staff and volunteers are valued and continue to be integral to the running of the service at all levels.

We will value diversity as an employer and a voluntary sector agency.

Short term targets for this objective include:

Change management process in place and changes documented.

Bi-annual report made to Trustee Board on feedback, complaints and praise and our responses.

TNA completed and Organisational Training Plan in place.

Staff Representatives in place and involved in a range of TB and consultation activities.

Longer term targets for this objective include:

TNA and Organisational Training Plan updated

Investing in Volunteers award successfully renewed.

Objective 6: We want to improve how we communicate with our beneficiaries, stakeholders and the wider world

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.

We will ensure that the outcomes of our services are properly evaluated and publicised.

We will seek the views of partners and stakeholders about our activities and impact.

Short term targets for this objective include:

Communications strategy signed off by Trustee Board

New website up and running and social media engagement plan in place

Annual advice trends and impacts reports produced for each of our core counties

Stakeholder survey developed and 85% positive responses received

Longer term targets for this objective include:

More in-depth impact reporting established.

Communications strategy reviewed and updated.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

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

Citizens Advice Caerphilly Blaenau Gwent 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.

Recruitment and appointment of new 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.

Induction and training of new trustees

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

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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 Chief Executive who is based in the Bargoed office. Financial and resource management is provided by the Resources Manager and Finance Manager, who are also based in Bargoed. Day-to-day line management of the service is the responsibility of the Operations Managers.

There are three main offices operating in Bargoed, Brynmawr and Risca 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, email and webchat advice. We offer home visits for specific projects and client groups. There are approximately 50 volunteers, excluding trustees. Funding for the core service comes predominantly from Caerphilly and Blaenau Gwent local authorities.

Arrangements for setting pay and remuneration

The Chief Executive's salary is reviewed periodically and is set by the Finance and Personnel Committee of the Trustee Board.

Salaries of other senior managers are reviewed periodically and are set by the Finance and Personnel Committee of the Trustee Board in consultation with the Chief Executive.

In setting salaries, the committee has regard to comparable third-sector salaries and advertised local Citizens Advice salaries in particular.

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.

Risk management

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. 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. Our internal risk register is closely monitored and reviewed. The internal risk register is a standard point on our Performance, Risk and Compliance Committee agenda.

During 2018/19 Welsh Government took the decision to combine a number of different funding streams that we benefit from into a single pot of funding covering specialist and generalist advice across six Welsh regions. The Single Advice Fund tender window opened in May 2019, closed in July 2019 and the results are expected in October 2019. There are a range of potential outcomes, each of which carries a level of risk. We have worked closely with Citizens Advice Cymru and the other Citizen Advice offices in the Gwent region to ensure that we were able to submit the strongest possible bid.

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REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
04041962

Registered Charity number
1084045

Registered office
1-2 Church Place
BARGOED
CF81 8RP

Trustees

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

Directors/Trustees	Role	Status	Date became director	Date of resignation
Angela Jones	Chair	Elected	11/02/2010	
Glyn Jones	Treasurer	Elected	27/10/2011	
Gordon Pankhurst	Vice Chair	Elected	29/04/2004	
Mostyn Davies	Personnel Chair	Elected	03/09/2001	
Tudor Davies		Elected	18/12/2001	
Hugh Jones		Elected	23/10/2008	01/04/2019
Steven Skivens		Elected	12/10/2003	
Shannon Griffiths (nee Robinson)		Elected	07/02/2013	
Colin Mann		Elected	26/07/2012	
Julia Rose		Elected	25/07/2013	
Jackie Dix		Elected	08/02/2018	
Jan Channing		Co-opted	06/12/2018	

Chief Executive: Simon Ellington

Senior Management Team: Jane Waters (Resources Manager)
Lisa McLain (Operations Manager)
Ann Matthews (Operations Manager)
Rhian Whiting (Finance Manager from April 2018)
Jan Channing (Development Manager until May 2018)

Company Secretary: 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

Barclays PLC
14 Commercial Street
NEWPORT
NP20 1HE

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2019

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Citizens Advice Caerphilly Blaenau Gwent 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

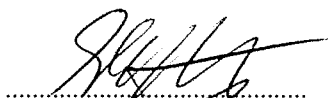
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP 2015 (FRS102);
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.

The trustees are responsible for keeping adequate 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 19 September 2019 and signed on its behalf by:



S Ellington – Company Secretary

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

Opinion

We have audited the financial statements of Citizens Advice Caerphilly Blaenau Gwent (the 'charitable company') for the year ended 31 March 2019 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2019 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.

Basis for opinion

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

Conclusions relating to going concern

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

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

Other information

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

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

Responsibilities of trustees

As explained more fully in the Statement of Trustees Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

Use of our report

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

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

26 September 2019

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2019

		Unrestricted funds £	Restricted funds £	2019 Total funds £	2018 Total funds £
	Notes				
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	227,155	-	227,155	275,635
Charitable activities	5				
Generalist advice		179,527	2,674,443	2,853,970	2,754,437
Specialist advice		-	207,562	207,562	205,034
Training projects		6,042	-	6,042	9,632
Investment income	4	<u>1,213</u>	<u>-</u>	<u>1,213</u>	<u>816</u>
Total		413,937	2,882,005	3,295,942	3,245,554
EXPENDITURE ON					
Charitable activities	6				
Generalist advice		336,792	2,532,042	2,868,834	2,658,053
Specialist advice		26,828	207,562	234,390	217,460
Training projects		1,025	-	1,025	8,754
Church place project		-	-	-	23,312
Property impairment	9	<u>47,748</u>	<u>-</u>	<u>47,748</u>	<u>817,778</u>
Total		412,393	2,739,604	3,151,997	3,725,357
Actuarial (losses)/gains on defined benefit Pension scheme		<u>(112,000)</u>	<u>-</u>	<u>(112,000)</u>	<u>58,000</u>
NET INCOME/(EXPENDITURE)		(110,456)	142,401	31,945	(421,803)
Transfers between funds	22	<u>125,722</u>	<u>(125,722)</u>	<u>-</u>	<u>-</u>
Net movement in funds		15,266	16,679	31,945	(421,803)
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>1,116,789</u>	<u>23,992</u>	<u>1,140,781</u>	<u>1,562,584</u>
TOTAL FUNDS CARRIED FORWARD		<u>1,132,055</u>	<u>40,671</u>	<u>1,172,726</u>	<u>1,140,781</u>

The notes form part of these financial statements

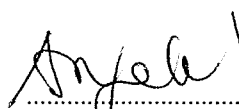
CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

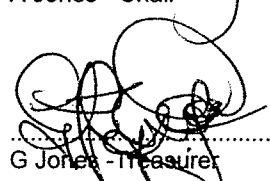
BALANCE SHEET
AT 31 MARCH 2019

	Notes	Unrestricted funds £	Restricted funds £	2019 Total funds £	2018 Total funds £
FIXED ASSETS					
Tangible assets	14	414,774	-	414,774	383,814
CURRENT ASSETS					
Debtors	15	156,659	-	156,659	325,169
Cash at bank		<u>1,304,964</u>	<u>58,688</u>	<u>1,363,652</u>	<u>1,007,576</u>
		1,461,623	58,688	1,520,311	1,332,745
CREDITORS					
Amounts falling due within one year	16	(315,715)	(18,017)	(333,732)	(172,572)
NET CURRENT ASSETS		<u>1,145,908</u>	<u>40,671</u>	<u>1,186,579</u>	<u>1,160,173</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		1,560,682	40,671	1,601,353	1,543,987
CREDITORS					
Amounts falling due after more than one year	17	(57,627)	-	(57,627)	(62,206)
PROVISIONS FOR LIABILITIES	21	(371,000)	-	(371,000)	(341,000)
NET ASSETS		<u>1,132,055</u>	<u>40,671</u>	<u>1,172,726</u>	<u>1,140,781</u>
FUNDS	22				
Unrestricted funds				1,503,055	1,457,789
Less pension scheme deficit				(371,000)	(341,000)
				<u>1,132,055</u>	<u>1,116,789</u>
Restricted funds				<u>40,671</u>	<u>23,992</u>
TOTAL FUNDS				<u>1,172,726</u>	<u>1,140,781</u>

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

The financial statements were approved and authorised for issue by the Board of Trustees on 19 September 2019 and were signed on its behalf by:


.....
A Jones - Chair


.....
G Jones - Treasurer

The notes form part of these financial statements

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2019**

	Notes	2019 £	2018 £
Cash flows from operating activities:			
Cash generated from operations	1	<u>479,005</u>	<u>134,382</u>
Net cash provided by (used in) operating activities		<u>479,005</u>	<u>134,382</u>
Cash flows from investing activities:			
Purchase of tangible fixed assets		(120,395)	(815,977)
Sale of tangible fixed assets		690	(186)
Interest received		<u>1,213</u>	<u>816</u>
Net cash provided by (used in) investing activities		<u>(118,492)</u>	<u>(815,347)</u>
Cash flows from financing activities:			
Loan repayments in year		<u>(4,437)</u>	<u>(4,364)</u>
Net cash provided by (used in) financing activities		<u>(4,437)</u>	<u>(4,364)</u>
Change in cash and cash equivalents in the reporting period		356,076	(685,329)
Cash and cash equivalents at the beginning of the reporting period		<u>1,007,576</u>	<u>1,692,905</u>
Cash and cash equivalents at the end of the reporting period		<u><u>1,363,652</u></u>	<u><u>1,007,576</u></u>

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2019

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2019 £	2018 £
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	31,945	(421,803)
Adjustments for:		
Depreciation charges	39,595	32,470
Loss on disposal of fixed assets	1,402	186
Interest received	(1,213)	(816)
Increase/(decrease) in provisions	30,000	(132,000)
Impairment of freehold property	47,748	817,778
Decrease/(increase) in debtors	168,510	(99,107)
Increase/(decrease) in creditors	<u>161,018</u>	<u>(62,326)</u>
Net cash provided by (used in) operating activities	<u>479,005</u>	<u>134,382</u>

1. STATUTORY INFORMATION

Citizens Advice Caerphilly Blaenau Gwent is a registered charity and private company limited by guarantee having no share capital. Members have agreed to contribute £1 in the event of a winding up.

The company is incorporated in Wales in the United Kingdom and its registered office is 1-2 Church Place, Bargoed, Caerphilly, CF81 8RP.

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' 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.

The charity meets the definition of a public benefit entity as demonstrated within the Report of the Trustees.

Going concern

No material uncertainties exist relating to events or conditions that may cast significant doubt upon the entity's ability to continue as a going concern.

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.

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.

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.

Freehold property	- 2% on cost
Improvements to leasehold property	- in accordance with the lease
Fixtures and fittings	- straight line 25%
Computer equipment	- straight line 33.33%

Depreciation on the freehold property commenced on 1 October 2018 once the refurbishment was complete and the asset came into use.

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. An 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.

CITIZENS ADVICE CAERPHILLY BLAENAU GWENT

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2019

3. DONATIONS AND LEGACIES

	2019 £	2018 £
Grants	224,244	249,244
Sundry donations	2,911	1,391
Restricted donations	-	25,000
	<u>227,155</u>	<u>275,635</u>

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

	2019 £	2018 £
Caerphilly County Borough Council - core funding	164,244	164,244
Blaenau Gwent County Borough Council - core funding	60,000	60,000
Caerphilly County Borough Council - Community Regeneration Fund	-	25,000
	<u>224,244</u>	<u>249,244</u>

4. INVESTMENT INCOME

	2019 £	2018 £
Bank interest receivable	<u>1,213</u>	<u>816</u>

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2019 £	2018 £
Grants and contract funding	Generalist advice	2,853,970	2,754,437
Grants and contract funding	Specialist advice	207,562	205,034
Training income	Training projects	<u>6,042</u>	<u>9,632</u>
		<u>3,067,574</u>	<u>2,969,103</u>

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2019

5. INCOME FROM CHARITABLE ACTIVITIES - continued

Further analysis of grants and contract funding:

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £	Total Funds 2018 £
Citizens Advice - Better Advice : Better Lives	-	191,534	191,534	272,634
Citizens Advice - Energy Best Deal	-	1,200	1,200	2,400
Citizens Advice - Energy Best Deal Extra	-	18,000	18,000	21,750
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	-	113,727	113,727	129,327
Citizens Advice - Witness Service	-	372,816	372,816	373,173
Citizens Advice - Consumer Service	-	633,111	633,111	622,824
Citizens Advice - Help to Claim: Pilot support service	-	52,978	52,978	-
Citizens Advice - Help to Claim: Pilot service set up costs	-	13,730	13,730	-
Citizens Advice - Help to Claim - Full delivery set up costs	-	18,839	18,839	-
Citizens Advice - Help to Claim - Provision of national webchat & telephone backup service	-	28,828	28,828	-
Citizens Advice - Big Energy Saving Week	-	4,000	4,000	-
Caerphilly County Council - Confident with Cash	160,616	-	160,616	153,269
Citizens Advice - Money Talks project	-	-	-	39,226
MASDAP F2F Wales	-	207,562	207,562	205,034
MASDAP contact centre	-	615,971	615,971	492,454
Wales Co-operative Centre - Your Money Your Home	3,115	-	3,115	37,380
Caerphilly County Council - Debt Relief Order Intermediary service	15,505	-	15,505	-
	<u>179,236</u>	<u>2,882,296</u>	<u>3,061,532</u>	<u>2,959,471</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct costs (See note 7) £	Support costs (See note 8) £	Totals £
Generalist advice	2,545,994	323,517	2,868,834
Specialist advice	207,741	26,429	234,390
Training projects	-	1,052	1,052
	<u>2,753,735</u>	<u>350,514</u>	<u>3,104,249</u>

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2019**7. DIRECT COSTS OF CHARITABLE ACTIVITIES**

	2019 £	2018 £
Staff costs	2,386,998	2,293,618
Other staff related costs	3,587	2,580
Rent, rates & service charges	65,618	95,239
Light & heat	11,539	13,238
Insurance	12,472	11,874
Repairs & maintenance (including cleaning)	62,312	59,321
Staff & volunteer travel expenses	31,563	33,617
Printing & stationery	14,438	10,967
Reference materials & subscriptions	13,815	16,030
Telephone & postage	52,440	44,157
Exceptional item - Dilapidation claim	26,000	-
Funding clawbacks	26,743	6,471
Relocation costs	20,000	-
Depreciation	26,210	20,837
	<u>2,753,735</u>	<u>2,607,949</u>

8. SUPPORT COSTS

	Staff costs £	Depreciation £	Other costs £	Governance costs £	Totals £
Generalist advice	219,984	12,336	84,504	6,016	322,840
Specialist advice	17,998	1,009	7,149	493	26,649
Training projects	716	40	249	20	1,025
	<u>238,698</u>	<u>13,385</u>	<u>91,902</u>	<u>6,529</u>	<u>350,514</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.

9. OTHER

	2019 £	2018 £
Impairment losses	<u>47,748</u>	<u>817,778</u>

A professional valuation of 1-2 Church Place was completed in June 2018. This valuation resulted in a property impairment expense of £817,778.

The property, which was acquired in December 2014, is a substantial building which previously operated as Bargoed Social Club. It was however, in need of extensive refurbishment and required conversion to a three storey quality office base in order to meet the needs of the organisation.

The building marks a significant milestone for the organisation, being the first owned property and also representing a commitment to a permanent home and presence in Bargoed town centre with easy access and transport links for the local community.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2019**10. NET INCOME/(EXPENDITURE)**

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

	2019	2018
	£	£
Auditors' remuneration	5,858	5,562
Depreciation - owned assets	39,595	32,470
Deficit on disposal of fixed asset	1,402	186
Staff pension contributions	146,214	146,214
Auditors' remuneration - other financial services	3,881	3,911
Freehold property impairment	<u>47,748</u>	<u>817,778</u>

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2019 or for the year ended 31 March 2018.

Trustees' expenses

During the year an amount of £540 (2018: £1,249) was paid to 1 (2018 - 2) trustee in respect of travel expenses.

12. STAFF COSTS

	2019	2018
	£	£
Wages and salaries	2,298,348	2,166,877
Social security costs	177,366	167,022
Other pension costs	<u>149,982</u>	<u>146,214</u>
	<u>2,625,696</u>	<u>2,480,113</u>

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

	2019	2018
Number of administrative staff	10	10
Number of management staff	5	5
Number of caseworker/advisors	102	101
Number of training & recruitment	1	1
Number of other staff	<u>1</u>	<u>2</u>
	<u>119</u>	<u>119</u>

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

The number of full time equivalent employees during the year was 110 (2018 - 109).

The total key management personnel remuneration benefits during the year was £268,896 (2018 - £256,108).

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2019

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	225,635	50,000	275,635
Charitable activities			
Generalist advice	190,649	2,563,788	2,754,437
Specialist advice	-	205,034	205,034
Trading projects	9,632	-	9,632
Investment income	<u>816</u>	<u>-</u>	<u>816</u>
Total	426,732	2,818,822	3,245,554
EXPENDITURE ON			
Charitable activities			
Generalist advice	149,892	2,508,161	2,658,053
Specialist advice	20,219	197,241	217,460
Training projects	8,754	-	8,754
Church place project	23,312	-	23,312
Property impairment	<u>817,778</u>	<u>-</u>	<u>817,778</u>
Total	1,019,955	2,705,402	3,725,357
Actuarial gain on defined benefit pension scheme	<u>58,000</u>	<u>-</u>	<u>58,000</u>
NET INCOME/(EXPENDITURE)	(535,223)	113,420	(421,803)
Transfers between funds	<u>544,527</u>	<u>(544,527)</u>	<u>-</u>
Net movement in funds	9,304	(431,107)	(421,803)
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>1,107,485</u>	<u>455,099</u>	<u>1,562,584</u>
TOTAL FUNDS CARRIED FORWARD	<u>1,116,789</u>	<u>23,992</u>	<u>1,140,781</u>

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2019

14. TANGIBLE FIXED ASSETS

	Freehold property £	Improvements to leasehold property £	Fixtures and fittings £	Computer equipment £	Totals £
COST					
At 1 April 2018	1,142,778	39,282	24,157	116,559	1,322,776
Additions	47,748	-	38,439	34,208	120,395
Disposals	-	-	(6,005)	(46,770)	(52,775)
At 31 March 2019	<u>1,190,526</u>	<u>39,282</u>	<u>56,591</u>	<u>103,997</u>	<u>1,390,396</u>
DEPRECIATION					
At 1 April 2018	817,778	18,550	13,689	88,945	938,962
Charge for year	3,250	7,856	8,963	19,526	39,595
Eliminated on disposal	-	-	(3,913)	(46,770)	(50,683)
Impairments	47,748	-	-	-	47,748
At 31 March 2019	<u>868,776</u>	<u>26,406</u>	<u>18,739</u>	<u>61,701</u>	<u>975,622</u>
NET BOOK VALUE					
At 31 March 2019	<u>321,750</u>	<u>12,876</u>	<u>37,852</u>	<u>42,296</u>	<u>414,774</u>
At 31 March 2018	<u>325,000</u>	<u>20,732</u>	<u>10,468</u>	<u>27,614</u>	<u>383,814</u>

A professional valuation of 1-2 Church Place was completed in June 2018. This valuation resulted in a property impairment expense of £817,778 in 2018 and an additional impairment of £47,748 in 2019. See note 9 for further details.

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2019 £	2018 £
Prepayments and accrued income	<u>156,659</u>	<u>325,169</u>

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2019 £	2018 £
Bank loans (see note 18)	4,608	4,466
Social security and other taxes	-	37,943
VAT	8,395	1,499
Other creditors	1,202	9,757
Accruals and deferred income	<u>319,527</u>	<u>118,907</u>
	<u>333,732</u>	<u>172,572</u>

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

	2019 £	2018 £
Phone strategy implementation - Adviceline Brexit team	150,000	-
Consumer service development grant	<u>52,047</u>	-
	<u>202,047</u>	-

The 2019 deferred income relates to income received in advance of entitlement. There was no deferred income at 31 March 2018.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2019**17. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR**

	2019 £	2018 £
Bank loans (see note 18)	<u>57,627</u>	<u>62,206</u>

18. LOANS

An analysis of the maturity of loans is given below:

	2019 £	2018 £
Amounts falling due within one year on demand:		
Mortgage loan	<u>4,608</u>	<u>4,466</u>
Amounts falling due between two and five years:		
Mortgage loan	<u>13,824</u>	<u>13,398</u>
Amounts falling due in more than five years:		
Repayable by instalments:		
Mortgage loan	<u>43,803</u>	<u>48,808</u>

19. LEASING AGREEMENTS

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

	2019 £	2018 £
Within one year	45,441	48,090
Between one and five years	51,175	77,635
In more than five years	-	324
	<u>96,616</u>	<u>126,049</u>

20. SECURED DEBTS

The following secured debts are included within creditors:

	2019 £	2018 £
Bank loans	<u>62,235</u>	<u>66,672</u>

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

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2019

21. PROVISIONS FOR LIABILITIES

	2019 £	2018 £
Pension scheme funding deficit	<u>371,000</u>	<u>341,000</u>
	2019 £	2018 £
Provision brought forward	341,000	473,000
Contributions paid	(166,000)	(162,000)
Actuarial (gain)/loss	112,000	(58,000)
Current service cost	76,000	77,000
Finance costs	<u>8,000</u>	<u>11,000</u>
Provision carried forward	<u>371,000</u>	<u>341,000</u>

Further details regarding pension commitments are given in note 23.

22. MOVEMENT IN FUNDS

	At 1/4/18 £	Net movement in funds £	Transfers between funds £	At 31/3/19 £
Unrestricted funds				
General fund	1,096,789	(90,456)	125,722	1,132,055
Designated fund - Property relocation fund	<u>20,000</u>	<u>(20,000)</u>	<u>-</u>	<u>-</u>
	1,116,789	(110,456)	125,722	1,132,055
Restricted funds				
Communities First Shared Outcomes	8,435	(8,726)	291	-
Big Energy Savings week	-	600	(600)	-
Pensionwise	-	(4,073)	4,073	-
MASDAP Contact Centre	-	115,273	(115,273)	-
Witness Service	15,242	16,670	(10,080)	21,832
Consumer Service	315	(314)	(1)	-
Help to Claim - Pilot set up costs	-	4,132	(4,132)	-
Help to Claim - Full service set up costs	<u>-</u>	<u>18,839</u>	<u>-</u>	<u>18,839</u>
	23,992	142,401	(125,722)	40,671
TOTAL FUNDS	<u>1,140,781</u>	<u>31,945</u>	<u>-</u>	<u>1,172,726</u>

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2019**22. MOVEMENT IN FUNDS - continued**

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	413,937	(392,393)	(112,000)	(90,456)
Designated fund - Property relocation fund	-	(20,000)	-	(20,000)
	<u>413,937</u>	<u>(412,393)</u>	<u>(112,000)</u>	<u>(110,456)</u>
Restricted funds				
Better Advice : Better Lives	191,534	(191,534)	-	-
Communities First Shared Outcomes	230,000	(238,726)	-	(8,726)
Big Energy Savings week	4,000	(3,400)	-	600
Pensionwise	113,436	(117,509)	-	(4,073)
MASDAP F2F Wales	207,562	(207,562)	-	-
Phone Strategy Implementation	380,000	(380,000)	-	-
Energy Best Deal Extra	18,000	(18,000)	-	-
MASDAP Contact Centre	615,971	(500,698)	-	115,273
Energy Best Deal	1,200	(1,200)	-	-
Witness Service	372,816	(356,146)	-	16,670
Consumer Service	633,111	(633,425)	-	(314)
Help to Claim - Pilot set up costs	13,730	(9,598)	-	4,132
Help to Claim - Pilot project	52,978	(52,978)	-	-
Help to Claim - Full service set up costs	18,839	-	-	18,839
Help to Claim - National webchat & telephone back up service	<u>28,828</u>	<u>(28,828)</u>	<u>-</u>	<u>-</u>
	<u>2,882,005</u>	<u>(2,739,604)</u>	<u>-</u>	<u>142,401</u>
TOTAL FUNDS	<u><u>3,295,942</u></u>	<u><u>(3,151,997)</u></u>	<u><u>(112,000)</u></u>	<u><u>31,945</u></u>

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2019

22. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/17 £	Net movement in funds £	Transfers between funds £	At 31/3/18 £
Unrestricted Funds				
General fund	857,485	(505,223)	744,527	1,096,789
Designated fund - Property relocation fund	20,000	-	-	20,000
Designated fund - Senior administrator post	30,000	(30,000)	-	-
Designated fund - Church Place project	200,000	-	(200,000)	-
	<u>1,107,485</u>	<u>(535,223)</u>	<u>544,527</u>	<u>1,116,789</u>
Restricted Funds				
Better Advice : Better Lives	2,157	(2,203)	46	-
Communities First Shared Outcomes	(262)	8,697	-	8,435
Pensionwise	-	(291)	291	-
MASDAP F2F Wales	-	7,793	(7,793)	-
Phone Strategy Implementation	(476)	(4,341)	4,817	-
MASDAP Contact Centre	34,987	52,699	(87,686)	-
Witness Service	17,529	(259)	(2,028)	15,242
Church Place project	401,164	50,000	(451,164)	-
Consumer Service	-	845	(530)	315
Money Talks project	-	480	(480)	-
	<u>455,099</u>	<u>113,420</u>	<u>(544,527)</u>	<u>23,992</u>
TOTAL FUNDS	<u>1,562,584</u>	<u>(421,803)</u>	<u>-</u>	<u>1,140,781</u>

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	426,732	(989,955)	58,000	(505,223)
Designated fund - Senior administrator post	-	(30,000)	-	(30,000)
	<u>426,732</u>	<u>(1,019,955)</u>	<u>58,000</u>	<u>(535,223)</u>
Restricted funds				
Energy Best Deal	2,400	(2,400)	-	-
Better Advice : Better Lives	272,634	(274,837)	-	(2,203)
Communities First Shared Outcomes	230,000	(221,303)	-	8,697
Energy Best Deal - EXTRA	21,750	(21,750)	-	-
Pensionwise	129,327	(129,618)	-	(291)
MASDAP F2F Wales	205,034	(197,241)	-	7,793
Phone Strategy Implementation	380,000	(384,341)	-	(4,341)
MASDAP Contact Centre	492,454	(439,755)	-	52,699
Witness Service	373,173	(373,432)	-	(259)
Church Place project	50,000	-	-	50,000
Consumer Service	622,824	(621,979)	-	845
Money Talks project	39,226	(38,746)	-	480
	<u>2,818,822</u>	<u>(2,705,402)</u>	<u>-</u>	<u>113,420</u>
TOTAL FUNDS	<u>3,245,554</u>	<u>(3,725,357)</u>	<u>58,000</u>	<u>(421,803)</u>

22. MOVEMENT IN FUNDS - continued

Designated funds

Property relocation fund

A fund of £20,000 was established by the Board towards property relocation costs. The relocation to our new head office in Bargoed was completed during August 2018. We also moved into new Blaenau Gwent premises, Worcester Street, Brynmawr, during May 2018. The funding pot was utilised in full during the financial year.

Restricted funds

Better Advice : Better Lives (incorporating 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. The funding for 2017/18 incorporated £77,000 for Adviceline Cymru. This was a contract with Citizens Advice Cymru to deliver bilingual national Adviceline team leader support to paid assessors in LCA across Wales with the aim of improving the quality of their telephone advice services. This funding ended 31 March 2018.

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.

Big Energy Savings week

Big Energy Saving week took place the week commencing 21 January 2019. This was a national campaign to help people cut their energy bills and get all the financial support they are entitled to. The week focused on raising public awareness of how to save money on energy costs by switching energy supplier or tariff, accessing discounts or grants, and making homes more energy efficient.

Communities First Shared Outcomes

This project is funded by Welsh Government via Citizens Advice. Communities First is a community focussed tackling poverty programme. The purpose of the project is to deliver outreach advice and financial capability sessions in those Community First clusters in Wales which currently lack dedicated provision.

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.

Pensionwise

On 6 April 2015 new pension reforms came into effect which included new freedoms giving people the opportunity to decide what they do with their pension pot. Pension Wise is a government service set up to help people understand the pension options available to them. It offers guidance to help empower people to make informed decisions about their pension which are best for their personal circumstances. We are working in partnership with Citizens Advice Cardiff & Vale (Lead partner) and Citizens Advice Ynys Mon.

MASDAP F2F Wales

This project provides face-to-face debt advice aiming to increase capacity of the provision of debt advice within defined geographical areas of high financial exclusion. We currently deliver this project in Caerphilly and Blaenau Gwent.

Phone Strategy Implementation (PSI)

Funded by Citizens Advice, for the provision of tier one phone services of an Adviceline Specialist Provider.

MASDAP Contact Centre

This is a Money Advice Service funded Debt Advice Project in partnership with Citizens Advice. This project funds a team of 14.5 full time equivalent employees, based at our Caerphilly call centre, who provide initial advice to callers to the national Adviceline helpline.

22. MOVEMENT IN FUNDS - continued

Witness Service

This project is funded by the Ministry of Justice via Citizens Advice. The project provides free and independent support for both prosecution and defence witnesses. Serviced from our Caerphilly contact centre, our team provide practical information about the process, as well as emotional support to help witnesses feel more confident when giving evidence.

Consumer Service

Following a stringent tendering process, we were successful in securing funding to establish and deliver one of five Consumer Service contact centres. Our team 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 and many callers are referred through to their local trading standard officers.

Help to Claim (Pilot project/set up costs)

Funded by The Department for Work and Pensions (DWP), via Citizens Advice, for the provision of Help to Claim. The project is aimed to support clients in the early stages of a Universal Credit claim, from the application, through to first payment. Help to Claim is delivered across multi-channels to increase accessibility and meet support need. This includes face to face support and phone/webchat that is delivered through a single national queue with a national Help to Claim dedicated phone line.

Following a successful application, we were chosen to be one of the two Welsh pilots for the new service. Delivery commenced at the beginning of January 2019 and the pilot phase ran until March 2019 before moving into full service delivery. The pilot phase attracted funding of £52,978 plus set up costs of £13,730. Full service delivery commenced 1 April 2019. This attracted further set up costs of £18,839.

Help to Claim – Provision of national webchat and telephone backup service

Funded by The Department for Work and Pensions (DWP), via Citizens Advice, for the provision of Help to Claim. Our Caerphilly contact centre delivered telephone and chat services to support the delivery of the Help to Claim service. Specifically providing a backup service to answer Help to Claim calls/chat that cannot be taken by local offices as part of the single queue. The service commenced in December 2018 and our agreement ended 30 June 2019.

Restricted funds relating to the prior year

Church Place project

Having acquired 1-2 Church Place, Bargoed, the former Bargoed Social Club we were awarded the following funding towards renovation works:

Financial year 2017/18

Welsh Government Community Facilities Programme – £500,000

A further bid made on our behalf by Caerphilly County Borough Council led to an award of £111,122 from the Welsh Government Vibrant & Viable Places Programme.

Financial year 2018/19

Specific donation, including gift aid £25,000

Caerphilly County Borough Council Community Regeneration fund £25,000 towards the cost of installing a lift

Money talks project

Funding was received by Citizens Advice Cymru from the Money Advice Service to provide grant funding for a 9 month period from April 2017 – December 2017 for the delivery of face to face money guidance. The service aimed to equally target clients within the three life event groups – those with health issues, those who have a change in employment circumstances and those experiencing a relationship breakdown

22. MOVEMENT IN FUNDS - continued**Transfers between funds**

The majority of transfers relate to restricted funds used to purchase fixed assets. Provided the expending of the fund meets the restrictions placed by the funders a transfer is made from the restricted fund to the general fund.

Transfers are also made from the general fund to a restricted fund if there is an over spend on any particular project.

MASDAP F2F Wales and MASDAP Contact Centre are required to be treated as restricted funds as stated in the funding agreements, however it is permissible under the financial reporting guidance provided by the funder to transfer any underspend to general funds at the year end.

An analysis of the transfers is provided below:

	Fixed assets purchased £	Overspend/ (Underspend) £	Total transfer £
Pensionwise	-	4,072	4,072
MASDAP Contact Centre	-	(115,273)	(115,273)
Community Focused Advice Services	-	291	291
Witness Service	(10,080)	-	(10,080)
Big Energy Saving Week	(600)	-	(600)
Help to Claim Pilot - set up costs	(4,133)	-	(4,133)
	<u>(14,813)</u>	<u>(110,910)</u>	<u>(125,723)</u>

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2019**23. 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 £166,000 (2018 - £162,000), together with the actuarial loss on the scheme for the year of £112,000, compared with a gain of £58,000 in 2018 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, updated to 31 March 2019. The major assumptions used in the valuation were:

	2019	2018
Rate of increase in salaries	2.9%	2.8%
Rate of increase in pensions	2.5%	2.4%
Discount rate	2.4%	2.7%

The split of assets between investment categories is:

	2019		2018	
	£	%	£	%
Equities	1,531,000	78	1,344,000	78
Bonds	392,000	20	310,000	18
Property	39,000	2	52,000	3
Cash	-	0	17,000	1

	2019	2018
	£	£
Fair value of plan assets	1,962,000	1,723,000
Present value of scheme liabilities	(2,333,000)	(2,064,000)
Deficit in the scheme	(371,000)	(341,000)

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

	2019	2018
	£	£
Current service cost	<u>76,000</u>	<u>77,000</u>

Finance (income)/costs for the year are:

	2019	2018
	£	£
Expected return on assets	(48,000)	(41,000)
Interest on pension liabilities	<u>56,000</u>	<u>52,000</u>
Finance cost recognised in the Statement of Financial Activities	<u>8,000</u>	<u>11,000</u>

Statement of recognised gains/(losses):

	2019	2018
	£	£
Return on assets	58,000	18,000
Change in financial assumptions	<u>(170,000)</u>	<u>40,000</u>
Actuarial net gain/(loss)	<u>(112,000)</u>	<u>58,000</u>

The charity made contributions of £73,769 (2018 - £69,466) to the pension plans of employees during the year. At the year end there were contributions of £Nil outstanding (2018 - £9,621).

24. CONTINGENT LIABILITIES

During the year to 31 March 2017, 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 to 31 March 2017, 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.

25. CAPITAL COMMITMENTS

	2019 £	2018 £
Contracted but not provided for in the financial statements	<u>-</u>	<u>44,348</u>

The comparative capital commitment was in respect of the main contractor works for the Church Place project. This reflects the final payment and agreed retention less amounts accrued for at the year end.

26. RELATED PARTY DISCLOSURES

During the year, the aggregate value of donations made by trustees was £1,264 (2018 - £20,971).

27. FINANCIAL INSTRUMENTS

	2019 £	2018 £
Financial assets		
Financial assets that are debt instruments measured at amortised cost	<u>1,488,420</u>	<u>1,313,352</u>
Financial liabilities		
Financial liabilities measured at amortised cost	<u>382,964</u>	<u>195,336</u>

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

Financial liabilities measured at amortised cost comprise bank loan, other creditors, deferred income and accruals.