SNAP CYMRU

England & Wales · Charity number 1027599

Details

Other names	SPECIAL NEEDS ADVISORY PROJECT WALES, SNAP CYMRU
Status	Registered
Legal form	Charitable company
Company number	02832114
Registered	1993-10-25
Register	View on the Charity Commission register

Contact

Address	Snap Cymru Unit 10 Coopers Yard Curran Road Cardiff CF10 5NB
Phone	02920384868
Email	headoffice@snapcymru.org
Website	www.snapcymru.org

Activities

Objects: TO ADVANCE THE EDUCATION OF PEOPLE IN WALES WITH SPECIAL EDUCATIONAL NEEDS

Activities: i) to provide or assist in providing information, advice and support to enable children and young people and their parents or guardians to participate fully and equally in societyii) to assist parents and guardians of children and young people in their understanding of relevant legislationiii) and through this to facilitate their contribution and involvement in life choices

Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, Disability
- **Who:** Children/young People, People With Disabilities

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Geography

- **Area of benefit:** WALES
- Throughout Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£796,689	£882,733	£745,341	26
2024-03-31	£976,035	£967,111	£831,385	31
2023-03-31	£978,312	£982,828	£822,461	32
2022-03-31	£1,012,295	£908,139	£826,977	31
2021-03-31	£944,363	£819,489	£722,821	29

Trustees

Name	Role	Appointed
George Rogers	Chair	2019-12-07
Bethan Williams-Morris		2023-09-30
Hugh Roberts		
Jack henry Kerton Boughey		2021-07-25
Janice Sharp		2017-03-18
LINDSAY BREWIS		1996-03-12
Miss Katy Stevenson		2020-12-05

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SNAP CYMRU

England & Wales - Charity number 1027599

Accounts





SNAP Cymru

Annual Report

2024 - 2025









The Queen's Diamond Jubilee Volunteering Award 2012

SQM

Helplines Partnership MEMBER

Investing in Volunteers / Buddsoddi Mewn Gwirfoddolwyr

Ariennir gan **Lywodraeth Cymru**

Funded by **Welsh Government**

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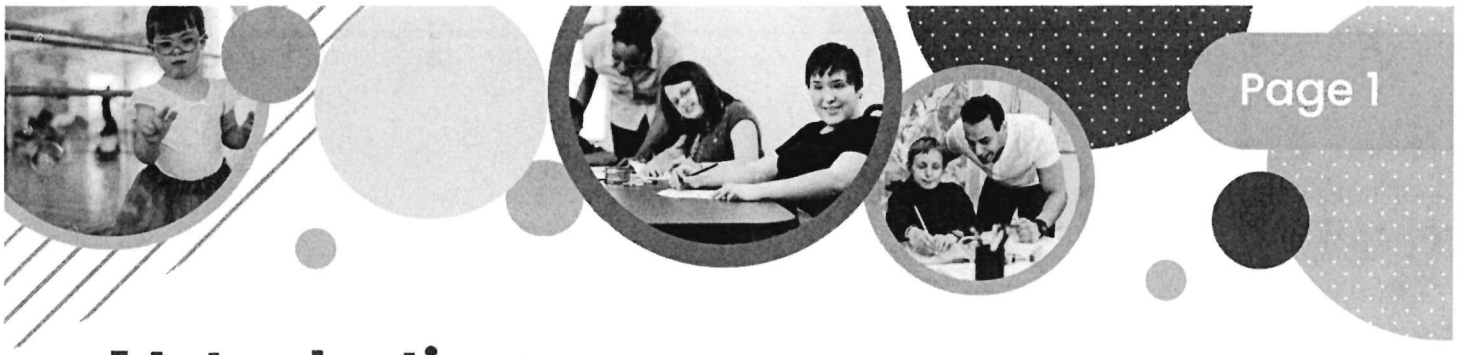
6. Financial Statements for the Year ended 31st March 2025











1.Introduction:

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 31st March 2025. 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 1st January 2019).

Charitable objectives

SNAP Cymru's Charitable Objects are to advance the education of people in Wales including those with Special Educational Needs (SEN) and Additional Learning Needs (ALN) and those who are disabled.

1. to provide or assist in providing information, advice and support to enable children and young people and their parents or guardians to participate fully and equally in society
2. to assist parents and guardians of children and young people in their understanding of relevant legislation
3. and through this to facilitate their contribution and involvement in their life choices.

Mission Statement

SNAP Cymru will empower families (parents, carers, children and young people) to have their voices heard within Education, Health and Social Care and support them to work in partnership to influence policy and practice in the planning and delivery of services at both local and national levels.

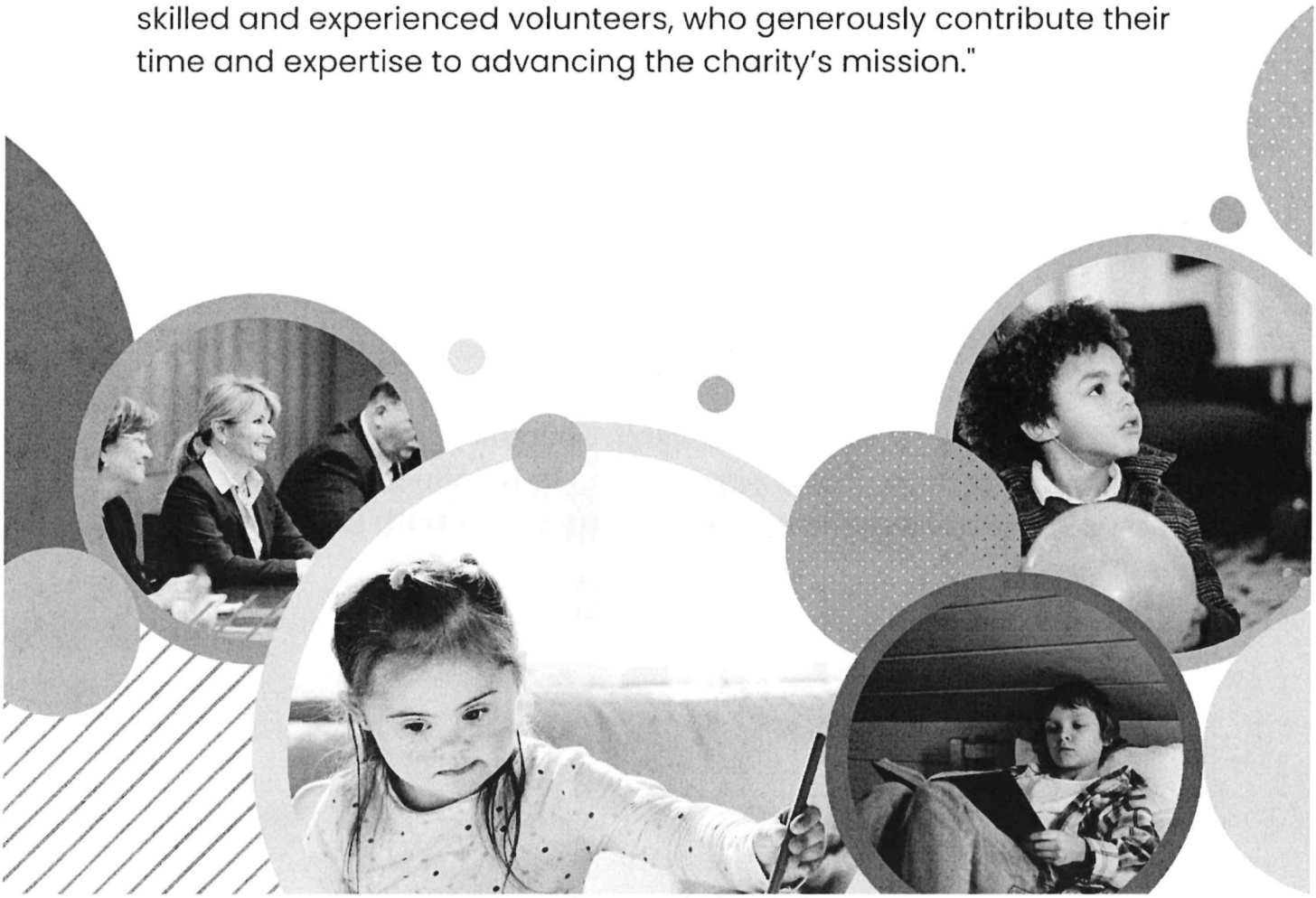
Public Benefit

SNAP Cymru undertakes an annual review of its aims, objectives, and activities to evaluate achievements and assess the impact of its work over the preceding year. This process ensures continued alignment with our charitable objectives and helps maintain our strategic focus.

In conducting this review, SNAP Cymru refers to the Charity Commission's general guidance on public benefit. This ensures our continued commitment to providing independent advice, guidance, and support to advance the education of people in Wales—particularly those with Special Educational Needs (SEN), Additional Learning Needs (ALN), and disabilities.

Social Investment

Independent analysis shows that every £1 invested in SNAP Cymru's services generates over £20 in social value. This highlights the significant impact of our work and the added value created by our skilled and experienced volunteers, who generously contribute their time and expertise to advancing the charity's mission."



2. Report of the Trustees for the year ended 31st March 2025

Independent Family Partnership Services and Legislative Transition Support

During 2024/25, SNAP Cymru successfully delivered a wide range of Independent Family Partnership Services across Wales. We were contracted to provide face-to-face advice and guidance, specialist casework, and independent specialist advocacy services in 20 Local Authorities. In addition, the organisation delivered discrimination in education support, including advice, guidance, and specialist casework, and provided formal Disagreement Resolution Services to all 22 Local Authorities in Wales.

Navigating Two Legislative Systems: SEN and ALN

SNAP Cymru continues to operate within both the Special Educational Needs (SEN) and Additional Learning Needs (ALN) legislative frameworks, as the national transition from SEN to ALN progresses. While most schools and local authorities have now moved to the ALN system, the transition is expected to conclude by the end of Summer 2025.

The complexity of the ALN legislation and accompanying regulation and code means that families increasingly turn to SNAP Cymru for support with complex, unresolved issues. Many of these require intensive, high-level specialist casework to ensure children and young people receive the support they need and are entitled to.

Working Across Local Authority Frameworks

Although national legislation provides a unified foundation, each of the 22 Local Authorities continues to interpret and implement the law and Code of Practice in varying ways. Many are still refining or reviewing their policies, resulting in inconsistencies that can be challenging for staff to navigate and confusing for families trying to understand their rights and entitlements.





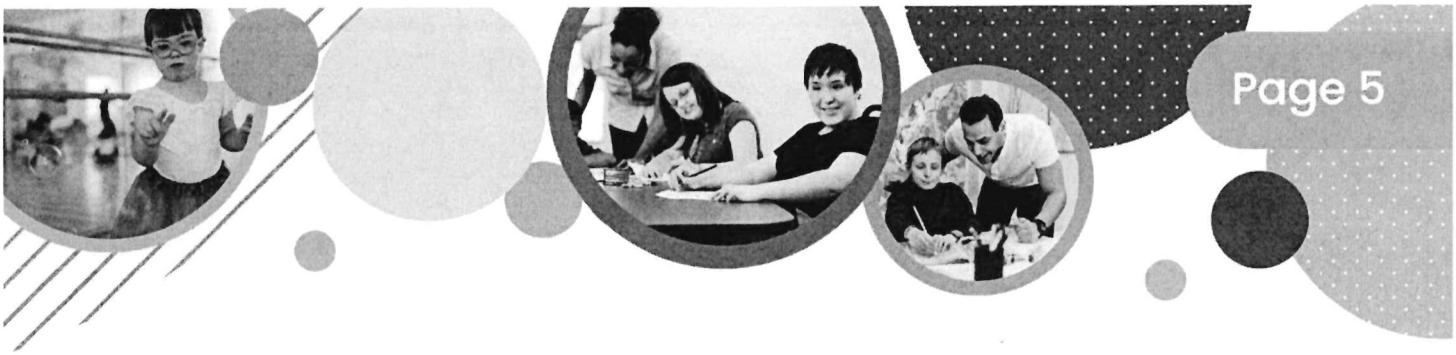
In response, SNAP Cymru staff have consistently drawn on their specialist expertise to swiftly identify key issues, determine the correct legal framework, and guide families through the most appropriate pathways. The demand for our services, coupled with the growing complexity of cases, has required additional time and in-depth casework to secure positive, lasting outcomes for the children, young people, and families we support.

SNAP Cymru Services and Approach

SNAP Cymru delivers a comprehensive range of bilingual services to support families of children and young people with, or who may have, Additional Learning Needs (ALN) or disabilities. Our core aim is to help every child and young person in Wales achieve their full potential in education by resolving issues related to assessment and Individual Development Plans (IDPs), discrimination, exclusion, bullying, attendance, and access to health and social care.

Our services include independent professional advocacy, formal disagreement resolution, mediation, discrimination advice, and tailored training for young people, parents, and professionals.

With nearly 40 years of experience, SNAP Cymru is a trusted and respected organisation, recognised by the Welsh Government, the Education Tribunal for Wales, Estyn, local authorities, schools, and other education and health professionals. We are well known to families across Wales, many of whom self-refer or are signposted to us by professionals and partner organisations.



Rooted in communities across Wales, we operate from local offices and accessible drop-in venues. Our specialist caseworkers provide flexible support, including home visits where necessary, as well as virtual appointments via platforms such as Teams, Google Meet, and Zoom. We also offer telephone and email support, underpinned by secure IT systems to ensure confidentiality and accessibility.

Our interactive bilingual website provides a rich source of up-to-date information and practical advice. Families can reach us through the website, telephone helpline, email, or social media. We actively encourage professionals and partner organisations to refer or signpost families to our services.

SNAP Cymru continues to actively engage with the Welsh Government, local authorities, and both regional and local networks to help shape and inform education policy and practice. SNAP Cymru is proud to contribute to the Additional Learning Needs (ALN) Legislative Framework Review, offering insight, experience, and specialist knowledge to support meaningful improvements in the system.

This report outlines the work carried out by SNAP Cymru under our service level agreements and contracts during the period 1st April 2024 to 31st March 2025. The data presented is drawn from internal Case Management System (CMS), IT data analytics and is supplemented by feedback from families and professionals who accessed SNAP Cymru services throughout the year.

Key Achievements 2024 - 2025 ALL WALES

1. More people are contacting and accessing information from SNAP Cymru than ever before, our Social Media has had a 6% increase in followers

2. SNAP Cymru's helpline continues to be a vital first point of contact for many families accessing SNAP Cymru services.

3. The website appeared nearly a million times in search results this year and is visited by 37,000 users. Impressive for a small specialist organisation

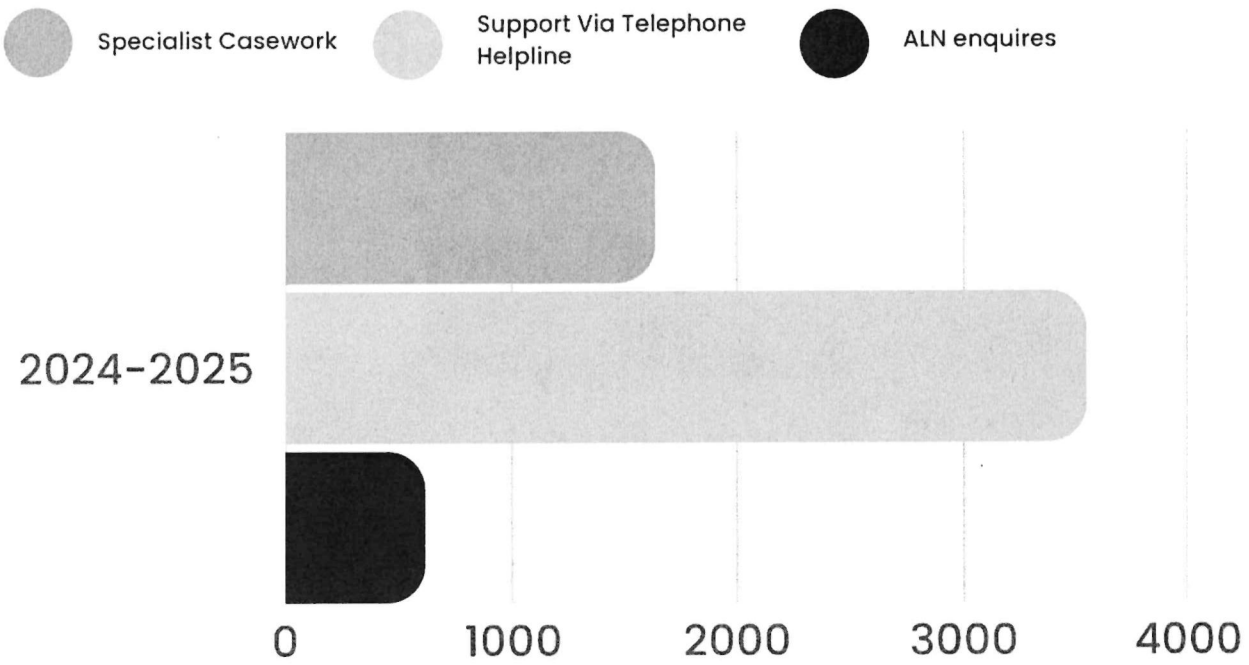
4. SNAP Cymru is proud to hold the Legal Aid Agency Specialist Quality Mark (SQM) for education advice

5. 5,798 Families received direct support from SNAP Cymru services.

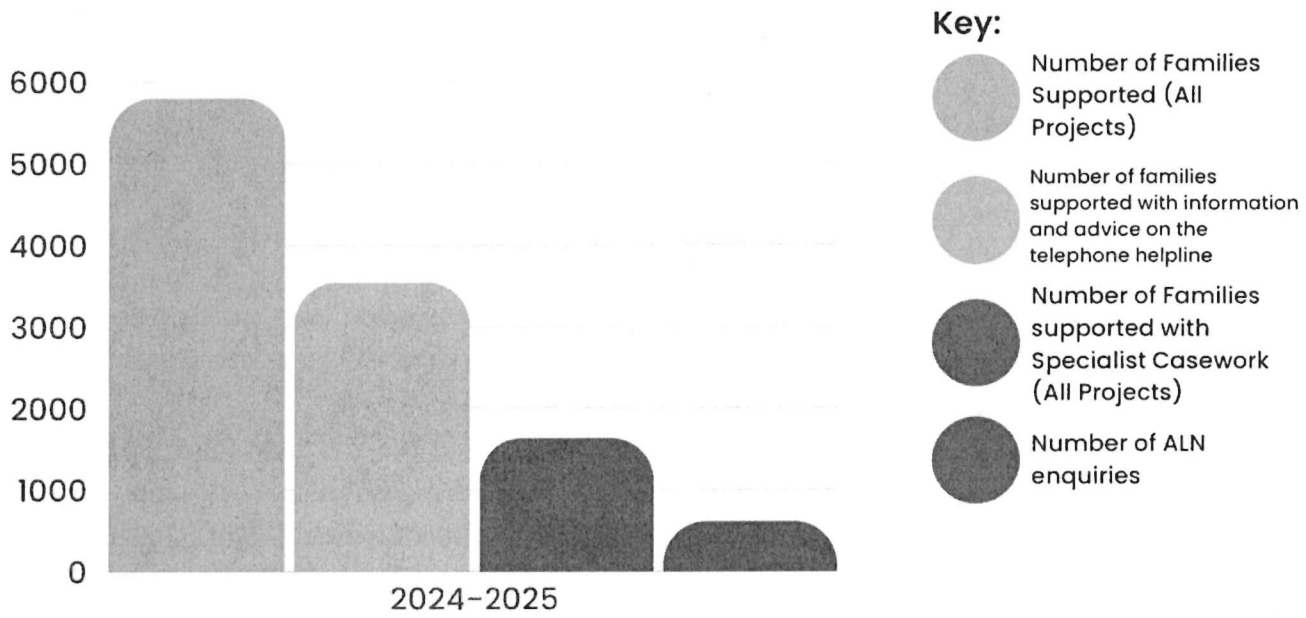
6. 97% of families when asked told us they were satisified with the service they had received from SNAP Cymru

Casework services

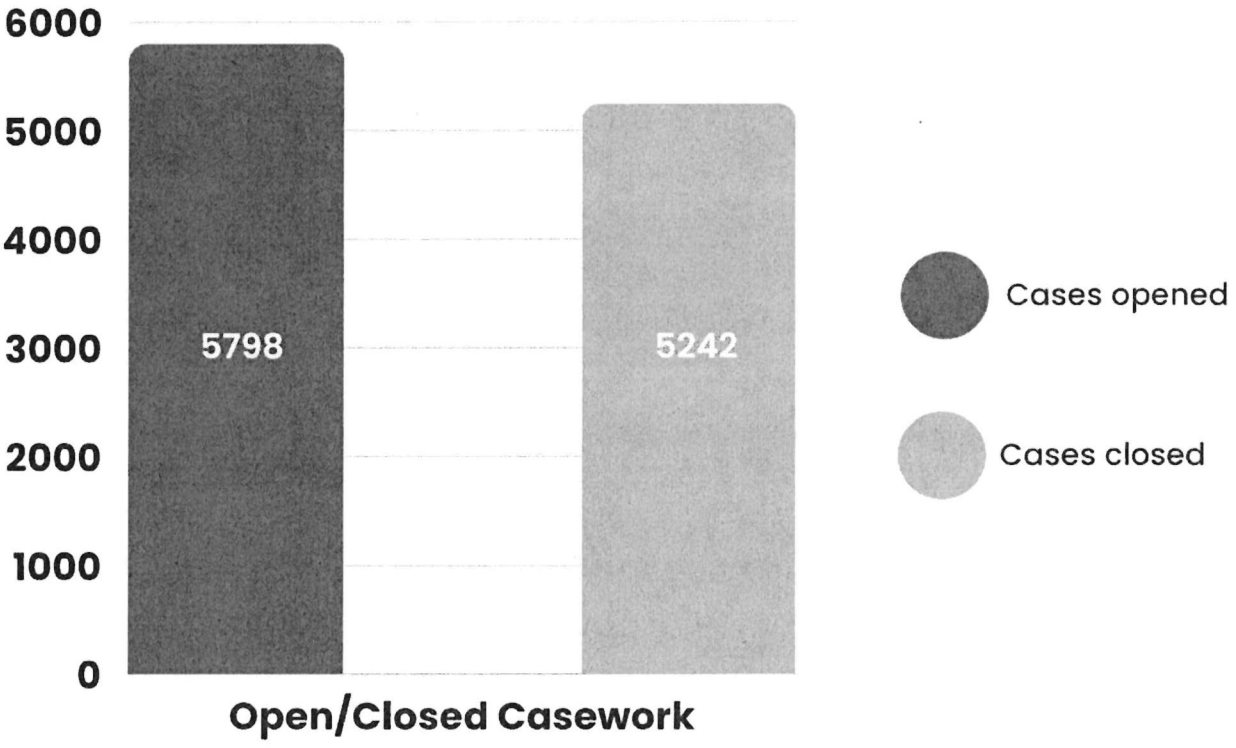
Key:



All Wales Volumes 2024-2025



All Wales Casework Volumes 2024-2025





Other ways families access support

SNAP Cymru website

SNAP Cymru's bilingual website offers free, accessible advice and guidance in both English and Welsh. All resources are available to download at no cost, giving families and professionals easy access to trusted information.

As a key part of the organisations triage model, the website helps manage demand on casework services. Secure enquiry forms feed directly into Casework Management Systems (CMS), enabling efficient, streamlined support.

Developed in-house, the site includes clear guidance on ALN legislation, education rights, and support options. In April 2025, SNAP Cymru launched an AI-powered chatbot to improve accessibility and help users find accurate information quickly and independently.

Visitors to SNAP Cymru's digital services



Visibility
The SNAP Cymru website appeared in search results nearly 1 million times this year.

Engagement
With nearly 37,000 annual clicks, the site is attracting steady traffic from organic search.

CTR Health
A 3.72% CTR is healthy, indicating a fair conversion of impressions into site visits.

In summary, this is a strong reach — particularly for a specialist organisation like SNAP Cymru.

Social Media

SNAP Cymru's social media presence continues to grow, supported by a proactive and engaging approach that includes sharing key information, updates on events, and both promotional and ALN-related content. These platforms serve as a valuable resource for both families and professionals, helping to raise awareness and improve access to support.

Facebook

From April 1st 2024 to 31st March 2025, the reach on Facebook has increased by 3%, meaning posts have been viewed by over 94,000 people.

SNAP's Facebook page is followed by over 9,500 people, with many posts reaching between 3,000 and 5,000 people in our audience. The highest reaching post was with over 15,000.

Instagram

SNAP's reach on Instagram between 1st April 2024 - 31st March 2025 sits at 1,280, since the account launched in December 2024. It currently has just over 141 followers and expect this to increase rapidly over the coming year.

By analysing engagement data to better understand which platforms and content formats families prefer, the organisation aims to present information in a way that is accessible, user-friendly, and tailored to the specific needs of families requesting support and guidance.

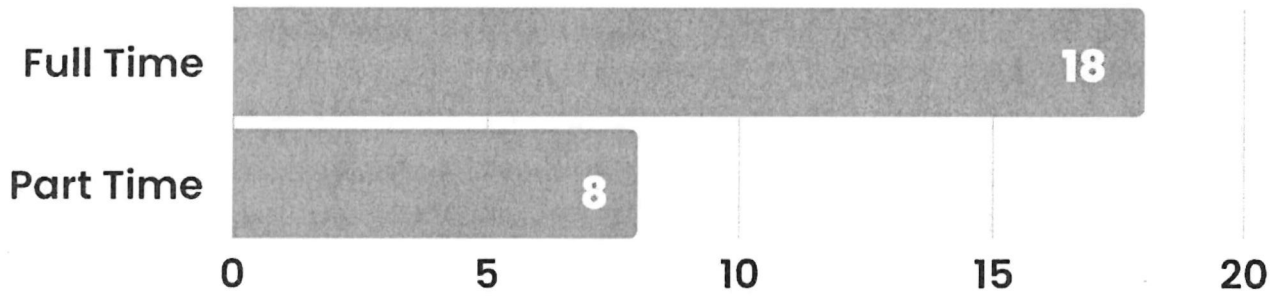
Media

SNAP Cymru has continued to respond to media enquiries, providing informed statements and commentary on key issues where appropriate. This has included participation in interviews, particularly around the educational needs of children and young people in Wales.



Staffing

2024/25 Staff:



The total number of staff during 2024/25 was 26 people; 23 full time equivalent.

High Quality Advice

SNAP Cymru holds the Legal Aid Agency's Specialist Quality Mark (SQM) for Education Advice—an important accreditation that reflects our commitment to excellence in client care and best practice. The SQM is awarded only to organisations that demonstrate the highest standards in management and service delivery. Accredited organisations undergo rigorous, independent assessments on a regular basis to ensure continued compliance in key areas such as client care, case management, and risk management. This achievement reinforces SNAP Cymru's dedication to delivering high-quality, trusted support to the families we serve.

SPECIALIST QUALITY MARK

SQM

Effective Support

SNAP Cymru recognises that challenges faced by children and young people rarely occur in isolation and often have wide-ranging implications for their well-being and life chances. By intervening early, we help to prevent issues from escalating, providing timely and effective support.

Each year, SNAP Cymru supports thousands of children, families, and professionals through free, bilingual information, resources, and guidance delivered via our website and social media channels. To ensure equitable access, we also provide printed bilingual materials for those with limited digital connectivity.

Our bilingual helpline has remained fully operational throughout the year, staffed by experienced practitioners and trained volunteers. Many enquiries are resolved efficiently at this point, while more complex issues are escalated to our specialist casework service for tailored, in-depth support.

Capacity Building – Working in Communities

SNAP Cymru adopts an empowerment-based model to build the knowledge, confidence, and resilience of families and professionals. We support individuals to understand their rights, navigate systems effectively, and—where possible—resolve issues independently.

Recognising that matters involving Additional Learning Needs (ALN), equality, and education law can be highly complex, we apply a structured triage process to monitor each case and tailor our support accordingly. This includes providing proactive input at critical stages, while stepping back appropriately as families gain confidence and knowledge.

Many complex cases require sustained involvement and significant professional expertise to reach positive outcomes. Our overarching aim is to prevent Adverse Childhood Experiences (ACEs) and ensure that every child and young person has the opportunity to reach their full potential.

Through this work, we build capacity within families to engage effectively with schools, professionals, and wider services. In parallel, our specialist caseworkers offer support and guidance to professionals, promoting stronger, more effective partnerships with the families they serve.





Volunteering

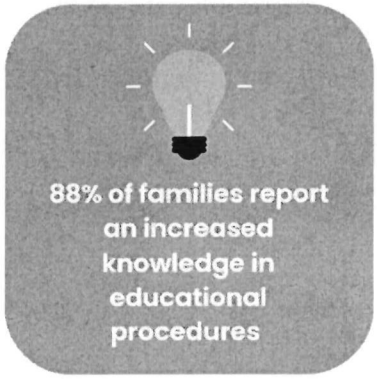
As a volunteering organisation, SNAP Cymru is committed to building capacity by recruiting and training volunteers to a high standard. Volunteers play a vital role in supporting staff across a wide range of activities and, once fully trained, many go on to deliver casework services directly to families. Through their experience with SNAP Cymru, volunteers—particularly younger individuals—gain valuable skills, confidence, and experience, often progressing into quality employment, further education, or higher-level training opportunities.

SNAP Cymru is proud to be recipients of Her Late Majesty Queen Elizabeth II Diamond Jubilee Award, recognising our national contribution to advancing education, promoting inclusion, and championing equality across Wales.

SNAP Cymru benchmarks the quality of our volunteer management by participating in the Wales Volunteering Network, helping us to ensure best practice. The impact evidence shows that volunteering not only enhances organisational reputation but also significantly increases our capacity to support more families.

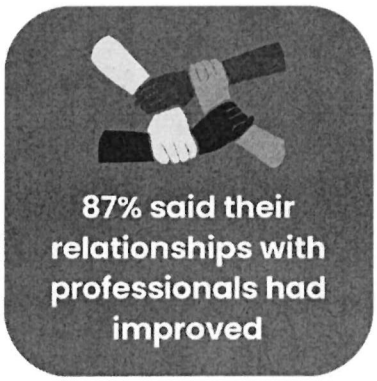
SNAP Cymru is incredibly proud that volunteers contribute across all areas of the organisation, and thanks them sincerely for their invaluable gift of time and dedication.

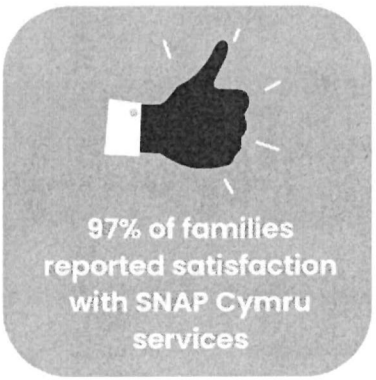
Our Impact













This year, SNAP Cymru supported 113 families who sought help with appeals to the Education Tribunal for Wales. Our specialist caseworkers worked closely with families to resolve over 98% of cases satisfactorily without the need to proceed to tribunal. This early intervention approach significantly reduced stress for families, led to better outcomes for children, and delivered an estimated cost saving of nearly £2 million to families and the public purse.

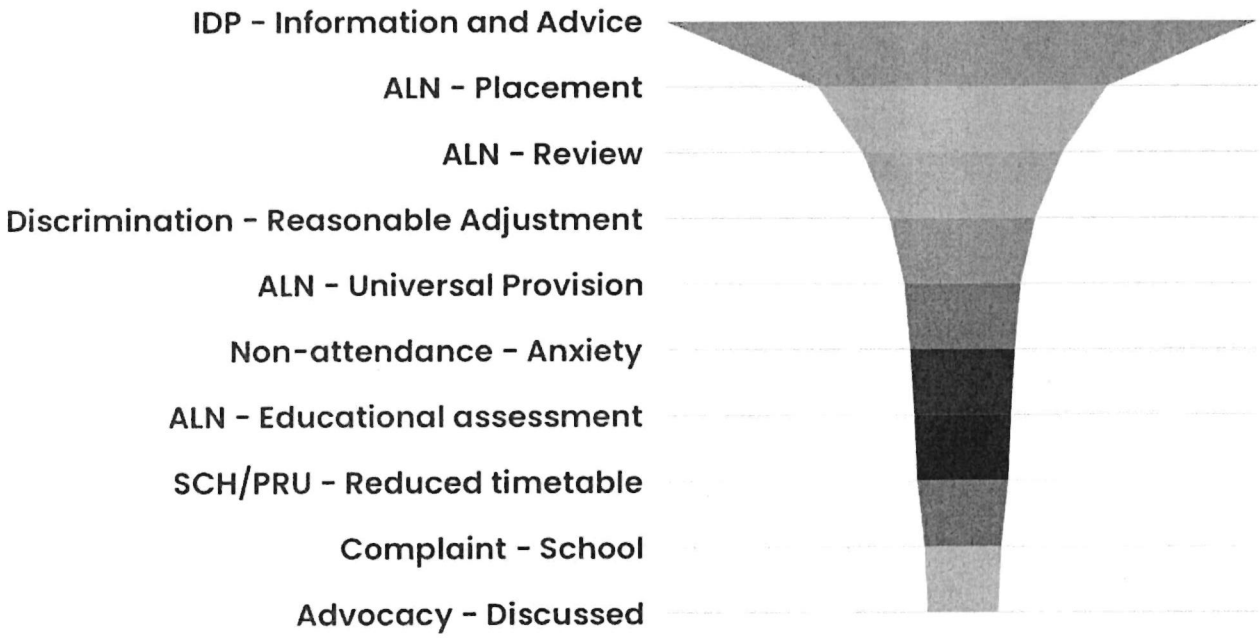
Why Resolving Problems Matter

Unresolved problems don't just impact individual families—they also affect the wider communities in which they live, work, and contribute. By working with families to resolve issues early, SNAP Cymru creates significant social value, helping families return to living ordinary, stable lives without having to constantly fight for their child's rights.

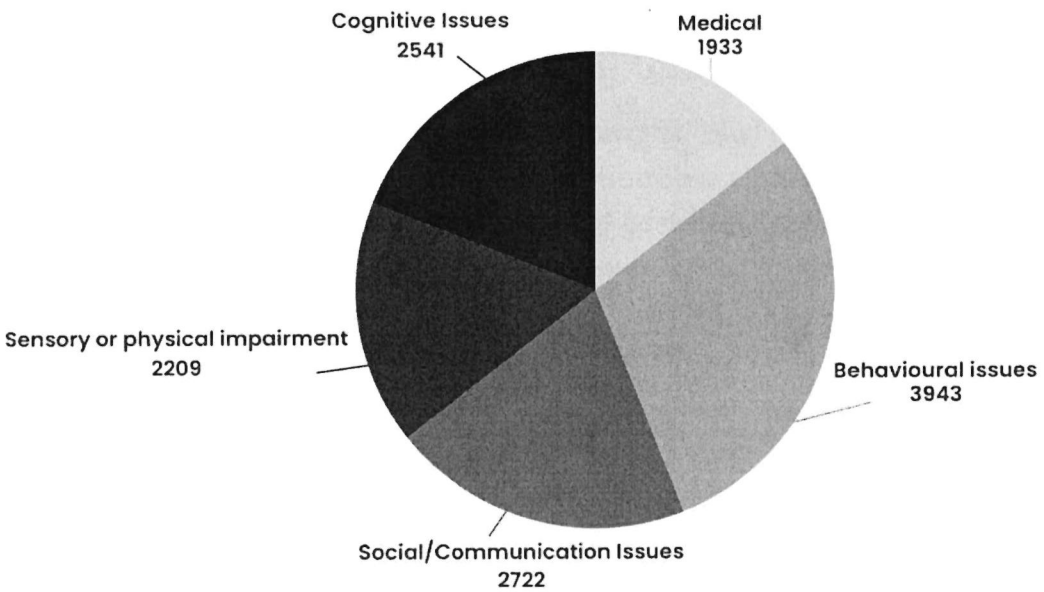
Almost every family we supported told us their issue had a negative and lasting impact on their lives and their child's wellbeing, sometimes for years. Many felt overwhelmed and lacked the confidence to take action before coming to SNAP Cymru. Most approached us only when the situation had become urgent, highlighting the need for timely, accessible, and expert support.



Top 10 Matters 2024-2025



Categories of Need





Most reported type of need

Type of Need	Number of cases
ASD	1847
Undiagnosed	1167
ADHD/ADD	605
Behavioural Difficulties	352
Mental Health	219
Neurological Conditions	216
Global Development Delay	108
Dyslexia	70
Speech, Language, Communication	67
Moderate Learning Difficulty	47
Chromosomal Condition	44



Education and Training

SNAP Cymru trains our own staff and volunteers to a high standard. Ongoing professional and personal learning is valued and recognised as a major contributing factor for the personal and professional development of staff and volunteers improving the effectiveness of the services provided. They have a responsibility to undertake ongoing professional learning to continue the development of skills, knowledge and understanding required to successfully fulfill the role.

SNAP Cymru has provided a range of information and training opportunities related to education, disability, equality, and diversity to families and professionals. Take up has been extremely high.

Quality Management

SNAP Cymru is a proud member of Advice Network Wales and operates a formal signposting and referral system to other advice and advocacy providers, ensuring families can access the most appropriate support.

We value the learning gained from all feedback, both positive and adverse, and use it to drive continuous improvement. This year, we received eleven formal complaints. Each was thoroughly investigated, and action plans were developed where necessary to address any identified issues. All complaints were resolved successfully.

Regular reviews of our practice ensure that feedback informs service development and helps us maintain high-quality standards across our work.

Welsh National Principles of Public Engagement

Our trustees and staff work to the 12 principles, and they are visible for staff, volunteers and visitors to our offices.

Children and Young Persons' Participation

SNAP Cymru is committed to the voice of the child, the meaningful involvement of children and young people in the decisions that involve them, and their future. We seek to improve and promote the engagement and full participation of children and young people. 'The United Nations Convention on the Rights of the Child' (UNCRC) is embedded in our practice.

Digital Media and Communication

More people are accessing SNAP Cymru online. We continue to develop our digital media presence, content and activities to ensure accurate, up to date, relevant information is freely available. The SNAP Cymru AI chatbot has been developed and was soft-launched in April 2025.

We regularly use platforms and tools such as Eventbrite for ticketing and registration for SNAP Cymru events and training. This simplifies our planning and enables better access for more participants.



3. Planning for the future

Like many third sector organisations, planning for the future presents ongoing challenges. SNAP Cymru remains committed to reviewing and strengthening our strategic business plan, with a focus on seeking and diversifying income streams to reduce reliance on statutory and historical funding sources—some of which are now in decline.

The organisation will continue to review and reflect on our working practices, ensuring we build and sustain a highly skilled and expert workforce capable of responding to the increasing complexity and demand for services. Embracing technology will also remain central to the strategy, helping to improve accessibility and deliver timely support to families and professionals across Wales.

As a charity, SNAP Cymru is committed to delivering value for money to funders while staying true to our charitable objectives. The organisation is proud to be the only independent, quality-assured, pan-Wales charity providing specialist, expert support for educational issues.

All services, processes, and procedures will continue to be quality assured, ensuring alignment with the Specialist Quality Mark (SQM) and other standards of excellence.

To support our financial sustainability, SNAP Cymru has developed a range of professional training modules, which will be marketed throughout the year as capacity allows. We see this as a valuable and growing income stream that complements our core mission.

SNAP Cymru's updated volunteer recruitment strategy is designed to increase volunteer hours while offering high-quality training and development opportunities. We deeply value our volunteers' gift of time, recognising their vital contribution to the success and reach of our services.

In addition, we are committed to minimising our environmental impact. The increased use of video conferencing has significantly reduced staff mileage, leading to both cost savings and lower carbon emissions. The shift to cloud-based IT systems has further reduced our reliance on physical servers, cutting both energy usage and costs. By embracing digital platforms and services, we have also decreased our reliance on printed materials and postal services, supporting a more sustainable and efficient way of working.

In an uncertain climate, the above plan will give Trustees and the Chief Executive confidence to respond swiftly and confidently to unexpected challenges, including funding uncertainties and growing service demands.



4. Strategic Report - Financial Review of the Year

Review of the year

The Charity is reporting an overall deficit for the year on unrestricted funds of £81,337 and a deficit on restricted funds of £4,707. At the end of financial year, the level of unrestricted reserves has decreased from £821,211 to £739, 874, the level of restricted reserves has decreased from £10,174 to £5,467.

Investment Policy

The Charity has no investment powers except to place any surplus funds into instant or fixed term deposit accounts.

Reserves Policy

The trustees acknowledge the need to retain the level of available reserves held to ensure the continuance of at least the current level of service delivery. The annual staff costs are currently just over £700K and the trustees are aware of the time delays when applying for new funding streams. This policy is reviewed on an ongoing basis throughout the year when finance reports are presented, having regard to the financial and operational risks faced by the Charity. The trustees have determined that the minimum level of cash reserves below which they feel it would be imprudent to continue operations would be £300k. To assist with their monitoring of reserves, the trustees have set aside a designated reserve of this amount to ensure the continuance of a national service.

This forms part of the minimum reserve levels reviewed by the Trustees. As well as physical cash, the Charity will need reserves to provide sufficient resources to structure a voluntary withdraw should it not be able to continue. The Charity believes that it will have a three-month window at any given time within which such plans would need to be enacted.

5. Regulatory information

Structure, Governance and Management - legal status

The Charity is a limited company, registration number 2832114, and is governed by its Memorandum and Articles of Association. It is registered with the Charity Commission, number 1027599.

Structure, Governance and Management Financial Controls and Benchmarking

Control over the client affairs is affected by an inspection by both the Trustees and the external auditors.

People of significant control within the organisation are: Chief Executive Officer Caroline Rawson, Chair George Rogers, and Finance Director Lindsay Brewis.

These persons lead annual reviews and benchmarking procedures ensuring that all members are fully briefed of historical projects and are fully aware of the viability and certainty of ongoing projects considering new and emerging trends with market competition. Benchmarking policy and procedure considers the hallmarks and principles as set out in the following guidance: The hallmarks of an effective charity - Charity Commission (2008); The Good Governance Code - ACEVO, NCVO (December 2020).

Organisational Structure

SNAP Cymru is managed by its Trustees who are nominated to the National Executive Committee (NEC) via the membership. The Board of Trustees endeavours to ensure a degree of regional representation for the area, in which the organisation works and to include parental representation where possible. SNAP Cymru is currently active within all counties in Wales. The NEC develops policy and strategic direction with the Chief Executive Officer and managers responsible for operational activities.

Reference and Administrative Details

Registered Company number
02832114 (England and Wales)

Registered Charity number
1027599

Registered office
10 Coopers Yard. Curran Road, Cardiff CF10 5NB

Trustees
G Rogers - Chair
L Brewis- Finance Director
JHK Boughey - Vice Chair
J Sharpe
K Stevenson
H Roberts
B Wills

Chief Executive Office
Caroline Rawson - Chief Executive Officer
Ruth Phillips - Assistant Chief Officer

Auditors
Menzies LLP, Auditors. 5th Floor, Hodge House, 114-116 St Mary Street, Cardiff, CF10 1DY

Reference and administrative details Bankers
Santander. Business Banking Centre. 301 St Vincent Street, Glasgow G2 5NB

Solicitors
Geldards LLP. Dumfries House. Dumfries Way, Cardiff CF10 3ZF

Induction and Training of New Trustees
Trustees are nominated to the Board of Trustees and may be appointed at any time. Each Officer stands for an initial period of two years before retiring but shall be eligible to stand for re-election without further nomination. A Trustee induction pack and training has been developed and access to training regarding the roles and responsibilities of Trustees is arranged to update individuals of changing legislation and guidance. Trustees also have access to the company solicitor who is expert within charitable law and Legal advice from DAS insurers.

Statement of Trustees Responsibilities

The Trustees (who are also the directors of SNAP Cymru 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;
- 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.

Auditors

The auditors, Menzies LLP, Statutory Auditors, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 27/09/25 and signed on the board's behalf by:

.....

L Brewis - Trustee

REGISTERED COMPANY NUMBER: 02832114 (England and Wales)
REGISTERED CHARITY NUMBER: 1027599

Financial Statements for the Year Ended 31st March 2025

for

SNAP Cymru

Menzies LLP, Statutory Auditors
5th Floor Hodge House
114-116 St Mary Street
Cardiff
CF10 1DY

SNAP Cymru

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Report of the Independent Auditors to the Members of SNAP Cymru

Opinion
We have audited the financial statements of SNAP Cymru (the 'charitable company') for the year ended 31st March 2025 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:
- give a true and fair view of the state of the charitable company's affairs as at 31st March 2025 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
In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

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 this gives rise to a material misstatement in the financial statements themselves. 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.

Report of the Independent Auditors to the Members of
SNAP Cymru

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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our planning procedures identify the legal and regulatory frameworks applicable to the operations and financial statements of the company. These are reviewed internally with the audit team including relevant industry experience and expectations as well as externally with the client management. The key laws and regulations we considered in this context were the UK Companies Act 2006, 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', UK GAAP (FRS 102) and relevant tax legislation.

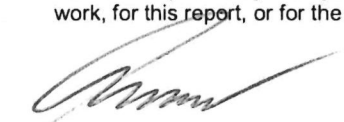
Once identified, we assess the risks of material misstatements in relation to the laws and regulations, irregularities, including fraud and adjust our testing accordingly. Our audit procedures include:

- Discussing with Trustees and management which areas of the business they believe to be more susceptible to fraud, and whether they have any knowledge or suspicion of fraudulent activities;
- Obtaining an understanding of the key controls put in place by the company to address risks identified, assessing the effectiveness of those and discussing how these are maintained and monitored internally;
- Assessing the risk of management override and review and testing of journal entries made into the accounting system;
- Discussing with Trustees and Management the legal and regulatory obligations of the business and whether they have any knowledge or suspicion of non compliance.

Despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularities likely involve collusion, forgery, intentional misrepresentation, or the override of internal controls.

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.



Clive Edwards (Senior Statutory Auditor)
for and on behalf of Menzies LLP, Statutory Auditors
5th Floor Hodge House
114-116 St Mary Street
Cardiff
CF10 1DY
Date: 17 October 2025

SNAP Cymru

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31st March 2025

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
Income and endowments from					
Donations and legacies	2	14,630	-	14,630	3,429
Charitable activities	5				
Charitable activity		635,905	134,652	770,557	925,843
Other trading activities	3	3,820	-	3,820	41,438
Investment income	4	7,682	-	7,682	5,325
Total		662,037	134,652	796,689	976,035
Expenditure on					
Raising funds	6	266	-	266	266
Charitable activities	7				
Charitable activity		743,108	139,359	882,467	966,845
Total		743,374	139,359	882,733	967,111
NET INCOME/(EXPENDITURE)		(81,337)	(4,707)	(86,044)	8,924
Reconciliation of funds					
Total funds brought forward		821,211	10,174	831,385	822,461
Total funds carried forward		739,874	5,467	745,341	831,385

The notes form part of these financial statements

SNAP Cymru (Registered number: 02832114)

Statement of Financial Position
31st March 2025

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
Fixed assets					
Tangible assets	13	68,516	5,467	73,983	83,981
Current assets					
Debtors	14	64,898	-	64,898	122,427
Cash at bank and in hand		625,198	-	625,198	653,257
		690,096	-	690,096	775,684
Creditors					
Amounts falling due within one year	15	(18,738)	-	(18,738)	(28,280)
Net current assets		671,358	-	671,358	747,404
Total assets less current liabilities		739,874	5,467	745,341	831,385
NET ASSETS		739,874	5,467	745,341	831,385
Funds	17				
Unrestricted funds				739,874	821,211
Restricted funds				5,467	10,174
Total funds				745,341	831,385

The financial statements were approved by the Board of Trustees and authorised for issue on 27/09/25 and were signed on its behalf by:

G Rogers - Trustee

L Brewis - Trustee

27/09/25

The notes form part of these financial statements

SNAP Cymru

Statement of Cash Flows
for the Year Ended 31st March 2025

	Notes	2025 £	2024 £
Cash flows from operating activities			
Cash generated from operations	1	(41,341)	(7,963)
Net cash used in operating activities		(41,341)	(7,963)
Cash flows from investing activities			
Purchase of tangible fixed assets		-	(6,948)
Sale of tangible fixed assets		5,600	-
Interest received		7,682	5,325
Net cash provided by/(used in) investing activities		13,282	(1,623)
Change in cash and cash equivalents in the reporting period		(28,059)	(9,586)
Cash and cash equivalents at the beginning of the reporting period		653,257	662,843
Cash and cash equivalents at the end of the reporting period		625,198	653,257

The notes form part of these financial statements

Notes to the Statement of Cash Flows for the Year Ended 31st March 2025

1. Reconciliation of net (expenditure)/income to net cash flow from operating activities

	2025 £	2024 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(86,044)	8,924
Adjustments for:		
Depreciation charges	9,999	10,494
Profit on disposal of fixed assets	(5,600)	-
Interest received	(7,682)	(5,325)
Decrease/(increase) in debtors	57,529	(30,441)
(Decrease)/increase in creditors	(9,543)	8,385
Net cash used in operations	(41,341)	(7,963)

2. Analysis of changes in net funds

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank and in hand	653,257	(28,059)	625,198
	653,257	(28,059)	625,198
Total	653,257	(28,059)	625,198

The notes form part of these financial statements

1. Accounting policies

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The financial statements have been prepared on a going concern basis. The Trustees have reviewed and considered relevant information, including the annual budget and future cash flows in making their assessment.

Income
Donations are recognised when they are received.

Income derived from events is recognised as earned (that is, as the related goods or services are provided).

Investment income is recognised on a receivable basis.

The income for the year is attributable to the company's principal activity, namely to provide parents of children with special needs with independent information and support, helping them to become partners with professionals as they make decisions about their child's education. This activity is split into geographical projects of which is separately funded by the relevant local authority supplemented by other sources. Where the income given is restricted to a geographical area it is treated as a restricted fund.

Revenue grants are credited to the income and expenditure account in the year to which they relate. Where grants have been received but relate to a future accounting period, that part of the grant received is deferred to the appropriate period. Capital grants are recognised as incoming resources in the year of receipt and credited to a restricted fund. This fund is reduced by the annual depreciation charge relating to the asset concerned.

Expenditure
Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Costs of generating funds are the costs of trading for fundraising purposes.

Charitable expenditure 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 necessary to support them.

Support Costs
Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs
Governance costs include costs of the preparation and examination of the statutory accounts, the costs of trustee meetings and the cost of any legal advice to trustees on governance or constitutional matters.

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
Fixtures and fittings	-	10% on cost
Motor vehicles	-	25% on cost
Computer equipment	-	20% on cost

Individual fixed assets costing £500 or more are initially recorded at cost

Taxation
The company is a registered charity and as all its activities are primary purpose it is therefore exempt from taxation.

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1. **Accounting policies - continued**

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

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

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

Hire purchase and leasing commitments
Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits
The charity operates a defined contribution pension scheme. Contributions are charged in the statement of financial activities as they become payable in accordance with the rules of the scheme.

Debtors, creditors and cash
Current assets and liabilities, including cash held at bank are recognised at cost or valuation as at the year end.

Claw back
No adjustment is made for any grant claw back until such time as notification has been received by the funder.

2. **Donations and legacies**

	2025	2024
	£	£
Donations	14,630	3,429

3. **Other trading activities**

	2025	2024
	£	£
Shop income	2,802	41,188
Other Income	1,018	250
	3,820	41,438

4. **Investment income**

	2025	2024
	£	£
Deposit account interest	7,682	5,325

continued...

5. Income from charitable activities

	Activity	2025 £	2024 £
Local Authority Grants	Charitable activity	631,046	615,768
Families First	Charitable activity	-	105,000
Welsh Government	Charitable activity	134,652	141,714
Other income	Charitable activity	867	867
Training income	Charitable activity	3,992	62,494
		770,557	925,843

6. Raising funds

Other trading activities

	2025 £	2024 £
Fundraising costs	266	266

7. Charitable activities costs

	Direct Costs £	Support costs (see note 8) £	Totals £
Charitable activity	651,936	230,531	882,467

8. Support costs

	Management £	Finance £	Governance costs £	Totals £
Charitable activity	227,603	(5,600)	8,528	230,531

9. Net income/(expenditure)

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

	2025 £	2024 £
The auditing of accounts of any associate of the charity	7,507	7,047
Other non-audit services	1,021	958
Depreciation - owned assets	9,998	10,494
Other operating leases	2,749	2,420
Surplus on disposal of fixed assets	(5,600)	-

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10. Trustees' remuneration and benefits

There were no trustees' remuneration or other benefits for the year ended 31st March 2025 nor for the year ended 31st March 2024.

Trustees' expenses

During the year trustees were reimbursed for travel expenses of £127 (2024: £nil).

11. Staff costs

	2025	2024
	£	£
Wages and salaries	637,291	704,327
Social security costs	50,188	52,479
Other pension costs	13,360	14,194
	700,839	771,000

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

	2025	2024
Charitable activities	21	26
Administration	5	5
	26	31

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2025	2024
£60,001 - £70,000	1	-

During the year a total of £201,696 (2024: £209,017) was paid by the charity in relation to key management salaries. Key management personnel are considered to be 5 individuals who directly impact on the strategic direction of the Charity.

12. Comparatives for the statement of financial activities

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Income and endowments from			
Donations and legacies	3,429	-	3,429
Charitable activities			
Charitable activity	679,129	246,714	925,843
Other trading activities	41,438	-	41,438
Investment income	5,325	-	5,325
Total	729,321	246,714	976,035
Expenditure on			
Raising funds	266	-	266
Charitable activities			
Charitable activity	720,687	246,158	966,845
Total	720,953	246,158	967,111

continued...

12. Comparatives for the statement of financial activities - continued

	Unrestricted funds £	Restricted funds £	Total funds £
NET INCOME	8,368	556	8,924
Reconciliation of funds			
Total funds brought forward	812,842	9,619	822,461
Total funds carried forward	821,210	10,175	831,385

13. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Motor vehicles £	Computer equipment £	Totals £
Cost					
At 1st April 2024	76,475	8,496	8,575	55,548	149,094
Disposals	-	-	(8,575)	-	(8,575)
At 31st March 2025	76,475	8,496	-	55,548	140,519
Depreciation					
At 1st April 2024	12,236	8,496	8,146	36,235	65,113
Charge for year	1,530	-	429	8,039	9,998
Eliminated on disposal	-	-	(8,575)	-	(8,575)
At 31st March 2025	13,766	8,496	-	44,274	66,536
Net book value					
At 31st March 2025	62,709	-	-	11,274	73,983
At 31st March 2024	64,239	-	429	19,313	83,981

14. Debtors

	2025 £	2024 £
Amounts falling due within one year:		
Trade debtors	42,026	103,976
Other debtors	-	232
VAT	100	100
Prepayments	19,022	14,369
	61,148	118,677
Amounts falling due after more than one year:		
Other debtors	3,750	3,750
Aggregate amounts	64,898	122,427

continued...

15. Creditors: amounts falling due within one year

	2025	2024
	£	£
Trade creditors	4,193	8,039
Social security and other taxes	221	221
Other creditors	3,399	3,144
Accruals and deferred income	10,925	16,876
	18,738	28,280

16. Leasing agreements

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

	2025	2024
	£	£
Within one year	46,889	44,114
Between one and five years	16,523	27,199
	63,412	71,313

Total operating leases treated as an expense in the year totalled £47,738 (2024: £48,470).

17. Movement in funds

	At 1.4.24	Net movement in funds	At 31.3.25
	£	£	£
Unrestricted funds			
General fund	821,211	(81,337)	739,874
Restricted funds			
Welsh Government	4,385	(877)	3,508
Pen y Cymoedd Wind Farm Community Fund CIC	361	(334)	27
Citizens Advice Covid-19 Grant	304	(235)	69
Voluntary Action Merthyr Covid Grant	460	(351)	109
AVOW - Comic Relief Voluntary Services Emergency Fund	139	(92)	47
Glamorgan Voluntary Services	1,631	(1,030)	601
SCVS Third Sector Integrated Care Fund	1,031	(652)	379
Bavo (Bridgend) Third Sector Covid Grant	530	(335)	195
NPTCVS - Third Sector Integrated Care Fund	1,333	(801)	532
	10,174	(4,707)	5,467
TOTAL FUNDS	831,385	(86,044)	745,341

continued...

17. Movement in funds - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	662,037	(743,374)	(81,337)
Restricted funds			
Welsh Government	134,652	(135,529)	(877)
Pen y Cymoedd Wind Farm Community Fund CIC	-	(334)	(334)
Citizens Advice Covid-19 Grant	-	(235)	(235)
Voluntary Action Merthyr Covid Grant	-	(351)	(351)
AVOW - Comic Relief Voluntary Services Emergency Fund	-	(92)	(92)
Glamorgan Voluntary Services	-	(1,030)	(1,030)
SCVS Third Sector Integrated Care Fund	-	(652)	(652)
Bavo (Bridgend) Third Sector Covid Grant	-	(335)	(335)
NPTCVS - Third Sector Integrated Care Fund	-	(801)	(801)
	134,652	(139,359)	(4,707)
TOTAL FUNDS	796,689	(882,733)	(86,044)

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	512,842	8,369	521,211
Designated	300,000	-	300,000
	812,842	8,369	821,211
Restricted funds			
Welsh Government	-	4,385	4,385
Pen y Cymoedd Wind Farm Community Fund CIC	695	(334)	361
Citizens Advice Covid-19 Grant	539	(235)	304
Voluntary Action Merthyr Covid Grant	811	(351)	460
AVOW - Comic Relief Voluntary Services Emergency Fund	231	(92)	139
Glamorgan Voluntary Services	2,661	(1,030)	1,631
SCVS Third Sector Integrated Care Fund	1,683	(652)	1,031
Bavo (Bridgend) Third Sector Covid Grant	865	(335)	530
NPTCVS - Third Sector Integrated Care Fund	2,134	(801)	1,333
	9,619	555	10,174
TOTAL FUNDS	822,461	8,924	831,385

continued...

17. Movement in funds - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	729,321	(720,952)	8,369
Restricted funds			
Families First	105,000	(105,000)	-
Welsh Government	141,714	(137,329)	4,385
Pen y Cymoedd Wind Farm Community Fund CIC	-	(334)	(334)
Citizens Advice Covid-19 Grant	-	(235)	(235)
Voluntary Action Merthyr Covid Grant	-	(351)	(351)
AVOW - Comic Relief Voluntary Services Emergency Fund	-	(92)	(92)
Glamorgan Voluntary Services	-	(1,030)	(1,030)
SCVS Third Sector Integrated Care Fund	-	(652)	(652)
Bavo (Bridgend) Third Sector Covid Grant	-	(335)	(335)
NPTCVS - Third Sector Integrated Care Fund	-	(801)	(801)
	246,714	(246,159)	555
TOTAL FUNDS	976,035	(967,111)	8,924

General funds are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Welsh Government - funding managed by Citizens Advice Cymru, received for the provision of information, advice and guidance.

Pen y Cymoedd Wind Farm Community Fund to support crisis support to vulnerable families facing lockdown with children and young people with disabilities.

Voluntary Action Merthyr Covid Grant.

Citizens Advice Covid-19 Funding Grant awarded for purchase of equipment in response to Covid-19 Crisis.

AVOW - Comic Relief Voluntary Services Emergency Fund.

Third Sector Capital Investment Fund - Glamorgan Voluntary Service (GVS) - Cardiff & Vale -Covid grant

SCVS - Third Sector Integrated Care Fund (ICF) - COVID-19 Related Discretionary Capital Grant.

BAVO (Bridgend) - Third Sector Covid Grant fund.

NPTCVS - Third Sector Intergrated Care Fund (ICF) - COVID-19 Related Discretionary Capital Grant - Neath Port Talbot

Swansea Council - Child Development Fund - Early Help Grant.

Capital grants received are recorded as fixed assets under restricted funds and depreciated over their useful economic life.

Designated fund
As set out in the Trustees reserves policy in section 4 of the Annual Report, a minimum contingency cash reserve is required and the designated fund above is to enact that thought process.

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18. Employee benefit obligations

The charity operates a defined contribution pension scheme. The pension cost charge for the period represents contributions payable by the charity to the scheme and amounted to £13,360 (2024 - £14,194).

Contributions totalling £2,888 (2024 - £2,633) were payable to the scheme at the end of the period and are included in creditors.

19. Related party disclosures

Except for trustee expenses reimbursed as disclosed in Note 10, there were no related party transactions for the year ended 31 March 2025.

20. Members' liability

The charity is a private company limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

SNAP CYMRU

England & Wales - Charity number 1027599

Accounts



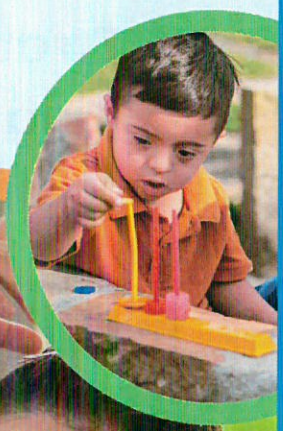


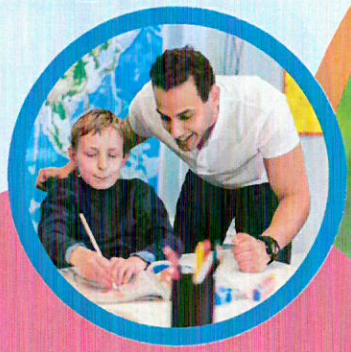
SNAP Cymru

Annual Report

2023-2024











The Queen's Diamond Jubilee Volunteering Award 2012

SQM

Helplines Partnership MEMBER

Investing in Volunteers / Buddsoddi mewn Gwirfoddolwyr

Ariennir gan **Lywodraeth Cymru**

Funded by **Welsh Government**

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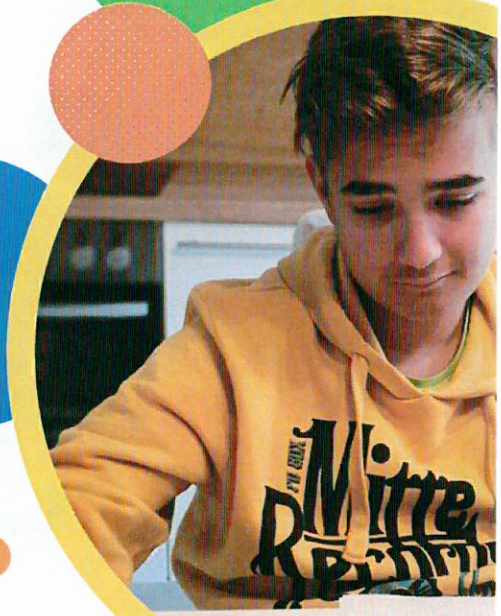
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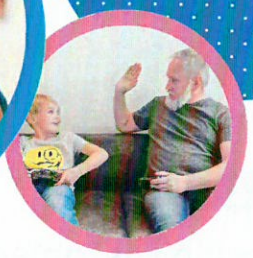












1.Introduction:

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 31st March 2024. 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 1st January 2019).

Objectives and Activities:

SNAP Cymru's Charitable Objects are to advance the education of people in Wales including those with Special Educational Needs (SEN) and Additional Learning Needs (ALN) and those who are disabled.

1. to provide or assist in providing information, advice and support to enable children and young people and their parents or guardians to participate fully and equally in society
2. to assist parents and guardians of children and young people in their understanding of relevant legislation
3. and through this to facilitate their contribution and involvement in their life choices.

Mission Statement

SNAP Cymru will empower families (parents, carers, children and young people) to have their voices heard within Education, Health and Social Care and support them to work in partnership to influence policy and practice in the planning and delivery of services at both local and national levels.

Public Benefit

We review our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous twelve months. It also helps us remain focused on our stated objectives. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities thus ensuring that it continues in its purpose in providing advice and support to voluntary and other agencies in promoting the relief of persons who are in poverty, sickness and distress.

Social Investments

Previous analysis estimates that for every £1 invested in SNAP Cymru activities there is over £20 of social value created. We are proud of the added value we achieve through our appropriately experienced and expert volunteers who provide value additional time and support to the charity.



2. Report of the Trustees for the year ended 31st March 2024

SNAP Cymru has successfully and efficiently provided Independent Family Partnership Services across Wales. During 2024 we were contracted to provide face to face advice and casework along with advocacy services in 20 Local Authorities in Wales. We also provide discrimination in education advice and support along with formal disagreement resolution to all local authorities in Wales.

Working with two systems - (SEN and ALN Legislation in Wales)

Within the area special educational needs, as the legislative changes embed it continues to add complexity to the support families need. Many children and young people come to us with unmet needs requiring a high level of complex casework.

The new Additional Learning Needs (ALN) legislation (ALN & Educational Tribunal Act 2018) is currently being implemented using a phased approach. This means in Wales we are currently working with two systems – the new ALN and the old SEN legislation which remains in place for those families who have not yet moved over to the new ALN system. Working with 22 Local Authorities, they all have their own policies, interpretations of the law and code which understandably is still in development. All this has been challenging enough for staff to navigate but has also been particularly confusing for families. As a result, staff have needed to explore and identify issues quickly, determining which system they fall into. With such high demand also, it added to the complexity of the cases we dealt with, as well as the additional casework time required to achieve satisfactory outcomes.









SNAP Cymru provided Disagreement Resolution and Discrimination in Education Services to the 22 Local Authorities in Wales.
This year we have supported children, young people and their families with a range of discrimination issues including exclusion from school trips, educational visits and events; schools not providing reasonable adjustments such as hearing equipment, ramps, and chairs. We have also worked with schools to help them understand their duties under the 2010 Equality Act, providing information and advice and training when requested.

SNAP Cymru worked with Swansea Families First to deliver targeted interventions when the identified needs of a child or young person cannot be met within their setting, or by universal services available to all families in Swansea. We also delivered additional casework to families and advice to professionals funded by Local Health Boards.
The provision included specialist casework, telephone helpline, advice service, information via e-mail, website and post. SNAP Cymru is a member of the UK National Information Advice & Support Service (NIASS), which continues to inform our development and practice.

This report provides information on the work carried out by SNAP Cymru in respect of the service level agreements and contracts held. The report is for the period 1st April 2023 to 31st March 2024. The data information for the report is from the SNAP Cymru CMS database and feedback from families and professionals who used SNAP Cymru services.

Key Achievements 2023 - 2024 ALL WALES

1. More people are contacting and accessing information from SNAP Cymru than ever before, our Social Media has had a 12% increase in followers

2. More families are using the services of SNAP Cymru.
Our telephone helpline has seen an increase of 2% compared to last year.

3. We travelled across Wales and delivered 26 'From SEN to ALN' & 'Mind the Gap' events so parents and carers could share feedback about ALN reform directly to the Welsh Governement

4. SNAP Cymru continues to hold the Legal Aid Agency Specialist Quality Mark (SQM) and Investing in Volunteers Award

5. 5981 Families supported this year, a 5% increase from last year

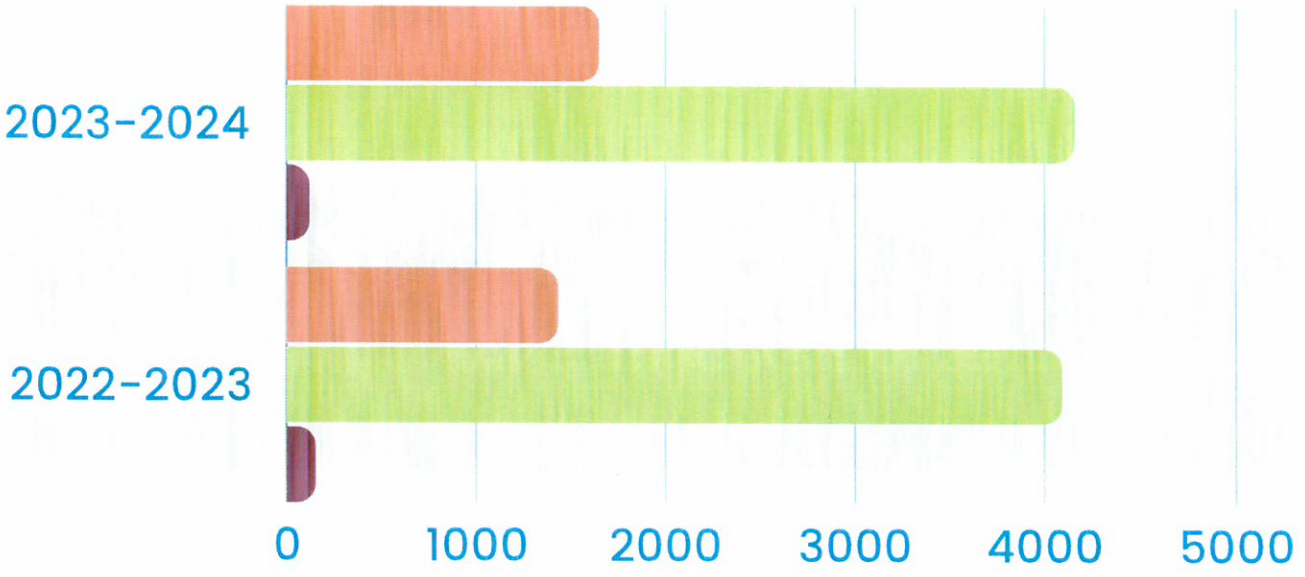
6. 99% of families when asked told us they were satisified with the service they had received from SNAP Cymru

Key:

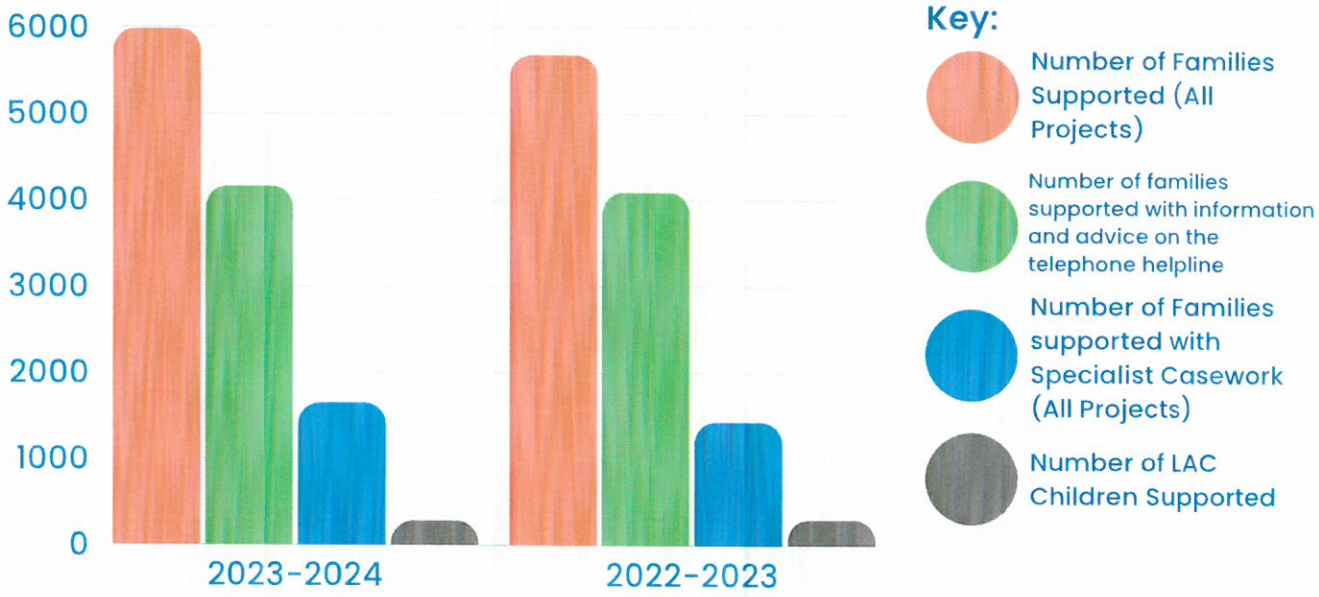
Specialist Casework

Support Via Telephone Helpline

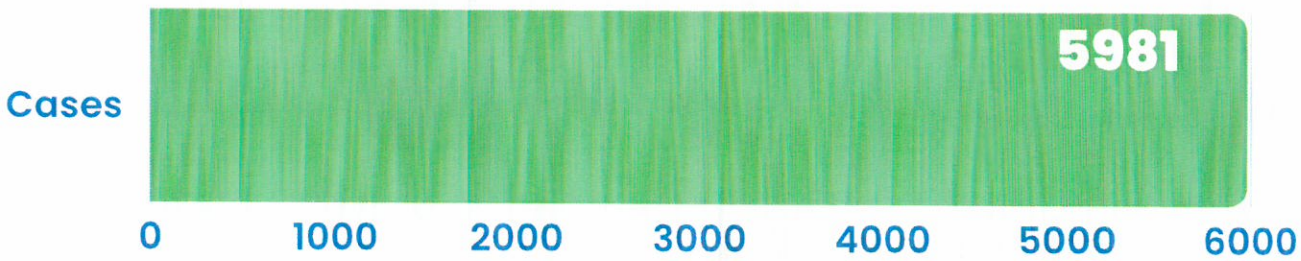
Early Help Project



All Wales Telephone Helpline and Specialist Casework Support - 3 Year Review



All Wales Casework 2023-2024

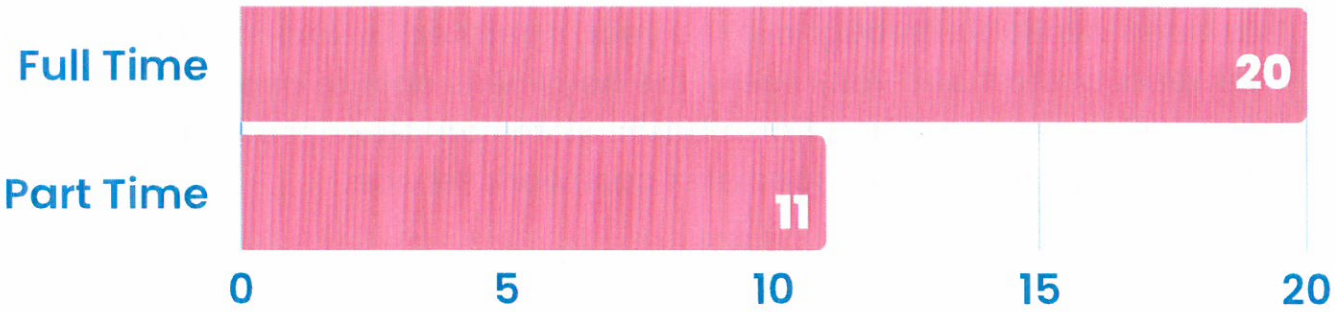


5513 cases closed this year - this equates to 92% of all SNAP Cymru cases



Staffing

2023/24 Staff:



The total number of staff during 2023/2024 was 31 people; 27 full time equivalent.

High Quality Advice

SNAP Cymru holds the Legal Aid Agency's Specialist Quality Mark (SQM) for Education Advice. This important accreditation highlights the organisations commitment to client care and best practice.

As a standard that is only awarded to organisations who meet the highest levels of management and customer care, SQM accredited organisations undergo rigorous independent assessments on a regular basis. This ensures that they meet required standards of excellence in areas such as client care, case management and risk management.

Effective Support

Problems don't happen in isolation and can have consequences which may affect the life chances for children and young people. Solving them can stop these situations escalating. Each year we help thousands of children and their families, along with professionals' access free bilingual information resources and support via our website and social media. Printed bilingual materials are available for families with limited IT and printing equipment. SNAP Cymru's bilingual helpline has been available throughout the year, operated by experienced members of staff and volunteers, the helpline is able to deal with many issues often on a task and finish basis. More complex casework is referred to SNAP Cymru's specialist casework service.

Capacity Building - Working in Communities

SNAP works an 'empowerment model'. This means that we aim to support parents, carers, children, and young People (families) to develop their knowledge, take control, build resilience, and empower them to take their issues forward themselves when possible. However, we acknowledge that ALN, Equality and Education Law can be very complex, so we triage and monitor each case thoroughly, proactively supporting and stepping back appropriately as a case progresses. Complex cases can and often do take many hours to complete to deliver a satisfactory outcome. Our aim is to prevent Adverse Childhood Experiences (ACE). We do this by building capacity in the community by helping families to feel able, confident, and empowered to liaise effectively with schools, professionals and others when dealing with issues around their child's education – for this service, Family Partnership, and Independent Advocacy. We also work with professionals, often assisting them with information and advice to enable them to work in partnership with the families they support.





Volunteering

As a volunteering organization, SNAP Cymru is building capacity by recruiting and training volunteers to a high standard. They support staff in a variety of ways and when trained and ready, they deliver casework services to families too. Through volunteering with SNAP Cymru, and by gaining skills, confidence and experience, many volunteers (especially younger volunteers) move on to quality employment, further education, and higher-level training opportunities.

SNAP Cymru is the proud holder of our late Queen's Diamond Jubilee Award in recognition of our unique role, on a national scale, to advance the education of people in Wales, to promote inclusion and seek equality for all.

Investing in Volunteers Quality Mark (IIV)

SNAP Cymru works to benchmark the quality of volunteer management and activity through Investing in Volunteers. Impact evidence demonstrates that volunteering enhances our reputation and enables us to do more.

SNAP Cymru volunteers empower people to build sustainable communities.

Accessible

SNAP Cymru delivers a range of bilingual services to families who have or may have Children with ALN, SEN, and disabilities to help them achieve their fullest potential in education and resolve matters that include assessments, discrimination, exclusion bullying, attendance, health, and social care.

We also provide independent professional advocacy, disagreement resolution, discrimination advice, and training for young people, parents, and professionals.

We have been doing this for nearly 40 years.

Coming from a unique perspective, we are trusted by Welsh Government, the Education Tribunal, ESTYN, LA's, Schools, and professionals and are well known to families throughout Wales.

Most of our referrals come directly from families and educational professionals.

Rooted in local communities we have offices and accessible drop in venues across Wales. Caseworkers can also deliver face to face services in families homes as required, as well as working over video such as Teams, Google meet and Zoom. Some families prefer to work over the phone and via email. We have excellent and secure IT systems in place to enable this. SNAP Cymru has an interactive bilingual website which holds a wealth of information and advice. Families can access services through the website, telephone helpline, by email and via social media.

We accept referrals from professionals and partner organisations and encourage them to signpost and refer families to our services.



Our Impact

SNAP Cymru actively support children, young people and their families to participate in decision-making about their future and their choices.



92% of families report an increased knowledge in educational procedures



89% of families told us that they felt an increased confidence to advocate effectively on behalf of their child



88% said their confidence in liaising with professionals had improved



81% said their relationships with professionals had improved



99% of families reported satisfaction with SNAP Cymru services

99% reported a successful outcome, 0.5% did not respond and 0.5% said no.

Why it's important to resolve problems

If left unsolved, problems don't just affect families – they affect the community they live and work in too.

- Working with families to solve them creates considerable value to society, and helps them lead 'ordinary' lives, without the need to fight on behalf of their children.
- Nearly all families we helped told us that their problem negatively affected them and their children's lives, sometimes for years!
- Many didn't feel confident about taking action to resolve their problem before coming to SNAP Cymru.
- Most came to us when they needed to take action urgently.



Top 10 Matters 2023-2024

IDP - Information and Advice

ALN - Placement

ALN - Review

ALN - Universal Provision School

Discrimination - Reasonable Adjustment

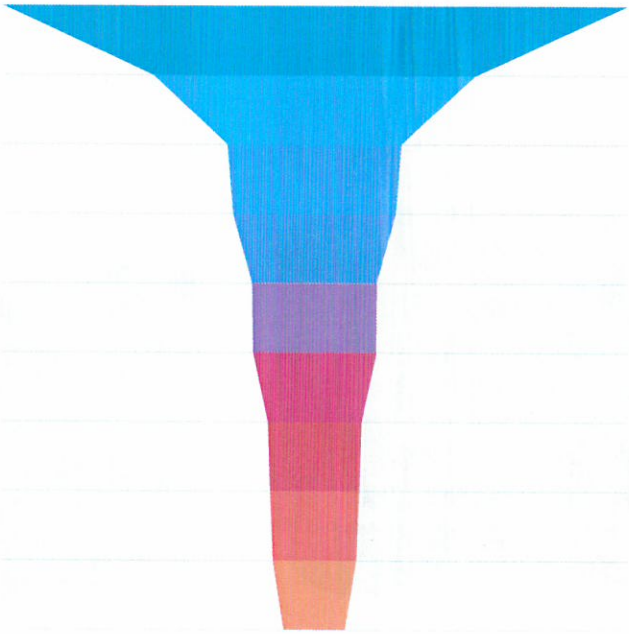
Non-attendance - Anxiety

SCH/PRU - Reduced timetable

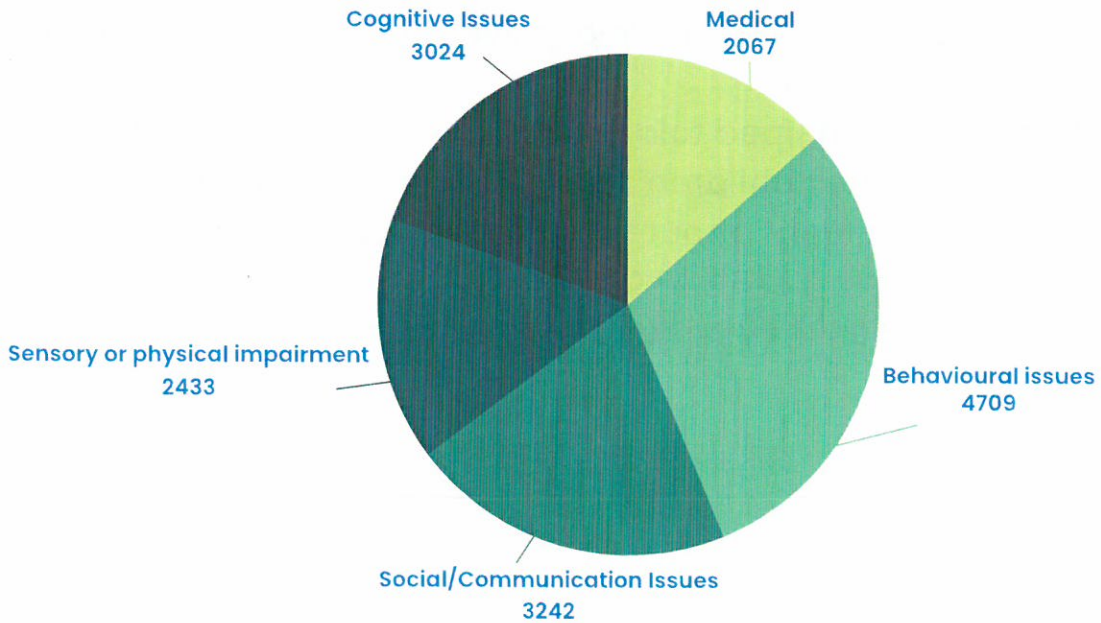
ALN - Educational assessment

Complaint - School

ALN - Description of ALP in IDP



Categories of Need







Most reported type of need

Type of Need	Number of cases
ASD	2034
Undiagnosed	1196
ADHD/ADD	639
Behavioural Difficulties	490
Mental Health	321
Global Development Delay	153
Dyslexia	136
Speech, Language, Communication	85
Chromosomal Condition	92
Moderate Learning Difficulty	52
Other (including Visual and hearing impairments, Epilepsy, Cerebral Palsy etc)	783



Education and Training

SNAP Cymru trains our own staff and volunteers to a high standard. Ongoing professional and personal learning is valued and recognised as a major contributing factor for the personal and professional development of staff and volunteers improving the effectiveness of the services provided. They have a responsibility to undertake ongoing professional learning to continue the development of skills, knowledge and understanding required to successfully fulfill the role.

SNAP Cymru has provided a range of information and training opportunities related to education, disability, equality, and diversity to families and professionals. Take up has been extremely high.

Quality Management

We are a member of Advice Network Wales operating a formal signpost and referral system to other advice and advocacy providers.

SNAP Cymru values the learning that comes from both positive and adverse comments or complaints.
We regularly review practice and seek to make improvements and changes when we receive adverse comments or complaints. There has been fourteen formal complaints received this year. Each complaint is thoroughly investigated, and an action plan drawn up to address any issues if required. All complaints have been resolved successfully.

Welsh National Principles of Public Engagement

Our trustees and staff work to the 12 principles, and they are visible for staff, volunteers and visitors to our offices.

Children and Young Persons' Participation

SNAP Cymru is committed to the voice of the child, the meaningful involvement of children and young people in the decisions that involve them, and their future. We seek to improve and promote the engagement and full participation of children and young people. 'The United Nations Convention on the Rights of the Child' (UNCRC) is embedded in our practice.

Digital Media and Communication

SNAP Cymru has developed digital media presence and activity to make accurate, up to date, relevant information freely available. We regularly use platforms and tools such as Eventbrite and Mail Chimp for ticketing and registration for events. This simplifies our planning and enables better access for more participants.







SNAP Cymru website

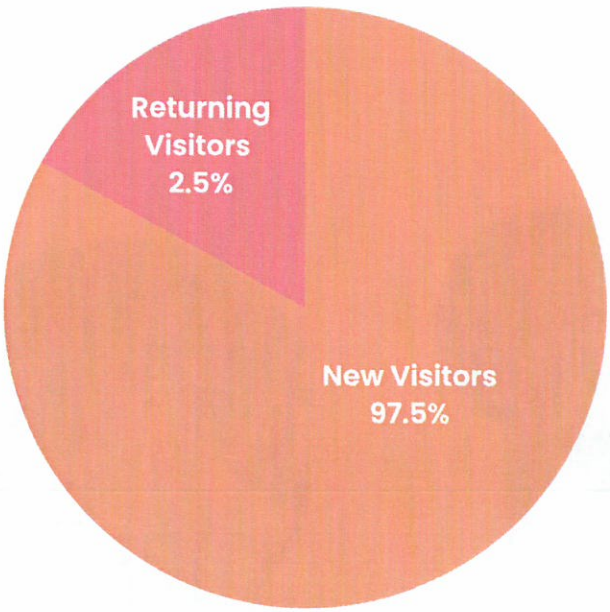
Website www.snapcymru.org

Our bilingual website offers free information, advice and guidance in English and Welsh. Our published bilingual literature is available to download free of charge.

SNAP Cymru is aware of how extremely important it is for an organisation which provides information to have a good-looking, easy-to-use, responsive website. Many people, while doing their research, review our company's online presence and families and professionals see it as a reliable source of information. The website also acts as an essential part of our triage approach to managing demand on our casework service. Secure web enquiry forms are integrated to our Casework Management System (CMS).

SNAP Cymru's website has been entirely developed in house. The website includes information, advice, and guidance for the new ALN legislation as well as support for those children and young people who remain in the old system.

Annual Review of SNAP Cymru website Statistics



We had 156,829 page views

Generally, more people access our website at the start of new school terms

March is the month that has seen the highest number of users

Media

SNAP Cymru has continued to respond to enquiries from the media providing statements in response to particular issues when appropiate. This has included radio and television interviews concerning the educational needs of children in Wales.

Social Media

SNAP Cymru's social media presence continues to increase with a proactive approach including information, events, and sharing both promotional SEN and ALN information. This is a useful rescource for familes and proffesionals.

Facebook

From April 1st 2023 to 31st March 2024, our reach on Facebook has increased by 6%, meaning our posts have been viewed by over 92,000 people.

Our Facebook page is followed by over 8,800 people, with many of our posts reaching between 5,000 and 7,000 people in our audience. Our highest reaching post was with over 26,000.

X

Our impressions (views) on X between 1st April 2023 - 31st March 2024 sits at 53,661, which is a 5% increase from the previous year. We currently have just over 3,000 followers.

We are continuing the process of looking into our analytics, to consider what type of platform and content our families choose to interact with. Moving forward, we hope to continue to present information in an accessible, user-friendly way.

3. Future Plans

Due to the changes in legislation, planning for the future has been challenging. However, we will continue to review our strategic business plan to seek additional income to reduce the risk of reliance on statutory and historic funding streams.

We will review and reflect on our working practices, using our learning to implement the positive changes to ensure that we are efficient and effective in meeting our charitable objectives and provide value for money to our funders.

The long-term commitment of our staff and volunteers and the time and experience they have given to SNAP Cymru has helped us deliver fantastic services and overcome the challenges we face in maintaining and improving our viability. As the only independently quality assured pan Wales charity to offer independent specialist, expert help with a range of educational issues we strive to ensure our continued existence. Good internal communication ensures that we can think and act together for sustainability. Staff and volunteers are the greatest part of SNAP Cymru's resilience, allowing the Trustees and Chief Executive to act confidently and quickly after unexpected events including difficulties accessing funding and the challenges faced to meet a growing demand for our services.

Specialist Quality Mark

We are delighted that the SQM for Education Advice was successfully renewed during April. In preparation for this rigorous audit, we reviewed all services, practice, policies and procedures to ensure SNAP Cymru compliance.

Training and information events

Funded by the Welsh Government, we are planning to further deliver from SEN to ALN and POST-16 training events throughout Wales on top of the 24 training and information events we held this year. SNAP Cymru has developed a range of professional training modules which will be marketed throughout the year. We see this as an important funding stream going forward.

Office re-locations

With one lease coming to an end, we have successfully re-located some staff to a new office premises located in Upper Boat after the year end. The relocation took place as planned with no impact to services

Retail

Due to the warehouse lease coming to an end, SNAP Cymru will be closing its retail operation in April 2024. The shop owned by SNAP Cymru, Elizabeth House in Middleton Street Llandrindod Wells is to be re-purposed.

Volunteering

SNAP Cymru's volunteer recruitment strategy will continue to increase volunteer hours along with high quality training and development opportunities. We value our volunteers gift of time.

Staff and volunteers

We value our staff and volunteers and the skills and experience they bring to the organisation. This year, we will continue to seek ways to enhance the package we are able to offer, enabling us to retain a high quality workforce.

Sustainability

Our staffing structure remains in line with contract values and spend.
We have new resources and developed training to support the continuing ALN reforms, inclusion, equality and to raise awareness of discrimination. Training demand is high. SNAP Cymru will take advantage of this by offering high quality and affordable training to professionals and others. We will continue to seek new ways of improving accessibility for isolated communities and other hard to reach groups and individuals.

Environmental

We will continue to monitor the impact SNAP Cymru's activities has on the environment. For example, the development of video conferencing has led to a decrease in mileage throughout the organisation saving on costs and emissions. The development of cloud based IT systems has decreased the need for physical servers, saving purchase costs and energy and the development enhanced working practices has decreased the need for printing and posting.

4. Strategic Report - Financial Review of the Year

Review of the year

The Charity is reporting an overall surplus for the year on unrestricted funds of £8,368 and a surplus on restricted funds of £556. At the end of financial year, the level of unrestricted reserves has increased from £812,842 to £821,210, the level of restricted reserves has increased from £9,619 to £10,175.

Investment Policy

The Charity has no investment powers except to place any surplus funds into instant or fixed term deposit accounts.

Reserves Policy

The trustees acknowledge the need to retain the level of available reserves held to ensure the continuance of at least the current level of service delivery. The annual staff costs are currently just over £770K and the trustees are aware of the time delays when applying for new funding streams. This policy is reviewed on an ongoing basis throughout the year when finance reports are presented, having regard to the financial and operational risks faced by the Charity. The trustees have determined that the minimum level of cash reserves below which they feel it would be imprudent to continue operations would be £300k. To assist with their monitoring of reserves, the trustees have set aside a designated reserve of this amount to ensure the continuance of a national service.

This forms part of the minimum reserve levels reviewed by the Trustees. As well as physical cash, the Charity will need reserves to provide sufficient resources to structure a voluntary withdraw should it not be able to continue. The Charity believes that it will have a three-month window at any given time within which such plans would need to be enacted.



Forward Planning

SNAP Cymru relies heavily upon external funding which has become increasingly competitive through tendering processes. Charities are competing for a smaller funding pot available to the third sector. In addition, SNAP Cymru delivers projects for which restricted income is received, whilst this funding is crucial to project delivery it is sometimes insufficient to satisfy the organisation's objectives and risks core activities.

We continue to review our strategic business plan to seek additional sustainable income to reduce the risk of reliance on statutory funding streams. We are working to improve and streamline our data collation and dissemination to meet contractual obligations and also seek longer term contracts for our service delivery. We will build on our growing reputation in training and policy work through developing and marketing our expertise within the field of family partnership and education to meet new demands and opportunities.

5. Regulatory information

Structure, Governance and Management - legal status

The Charity is a limited company, registration number 2832114, and is governed by its Memorandum and Articles of Association. It is registered with the Charity Commission, number 1027599.

Structure, Governance and Management Financial Controls and Benchmarking

Control over the client affairs is affected by an inspection by both the Trustees and the external auditors.

People of significant control within the organisation are: Chief Executive Officer Caroline Rawson, Chair George Rogers, and Finance Director Lindsay Brewis.

These persons lead annual reviews and benchmarking procedures ensuring that all members are fully briefed of historical projects and are fully aware of the viability and certainty of ongoing projects considering new and emerging trends with market competition. Benchmarking policy and procedure considers the hallmarks and principles as set out in the following guidance: The hallmarks of an effective charity - Charity Commission (2008); The Good Governance Code - ACEVO, NCVO (December 2020).

Organisational Structure

SNAP Cymru is managed by its Trustees who are nominated to the National Executive Committee (NEC) via the membership. The Board of Trustees endeavours to ensure a degree of regional representation for the area, in which the organisation works and to include parental representation where possible. SNAP Cymru is currently active within all counties in Wales. The NEC develops policy and strategic direction with the Chief Executive Officer and managers responsible for operational activities.

Reference and Administrative Details

Registered Company number
02832114 (England and Wales)

Registered Charity number
1027599

Registered office
10 Coopers Yard. Curran Road, Cardiff CF10 5NB

Trustees
G Rogers - Chair
L Brewis- Finance Director
J Sharpe
JHK Boughey
K Stevenson
H Roberts
B Wills

Chief Executive Office
Caroline Rawson - Chief Executive Officer
Ruth Phillips - Assistant Chief Officer

Auditors
Haines Watts Wales LLP, Auditors. 7 Neptune Court. Vanguard Way, Cardiff CF24 5PJ

Reference and administrative details Bankers
Santander. Business Banking Centre. 301 St Vincent Street, Glasgow G2 5NB

Solicitors
Geldards LLP. Dumfries House. Dumfries Way, Cardiff CF10 3ZF

Induction and Training of New Trustees
Trustees are nominated to the Board of Trustees and may be appointed at any time. Each Officer stands for an initial period of two years before retiring but shall be eligible to stand for re-election without further nomination. A Trustee induction pack and training has been developed and access to training regarding the roles and responsibilities of Trustees is arranged to update individuals of changing legislation and guidance. Trustees also have access to the company solicitor who is expert within charitable law and Legal advice from DAS insurers.

Statement of Trustees Responsibilities

The Trustees (who are also the directors of SNAP Cymru 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;
- 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.

Auditors

The auditors, Haines Watts Wales LLP, Statutory Auditors, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 28/09/24 and signed on the board's behalf by:

.....

L Brewis - Trustee

REGISTERED COMPANY NUMBER: 02832114 (England and Wales)
REGISTERED CHARITY NUMBER: 1027599

Financial Statements for the Year Ended 31st March 2024

for

SNAP Cymru

SNAP Cymru

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Report of the Independent Auditors to the Members of SNAP Cymru

Opinion

We have audited the financial statements of SNAP Cymru (the 'charitable company') for the year ended 31st March 2024 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2024 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

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 this gives rise to a material misstatement in the financial statements themselves. 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.

Report of the Independent Auditors to the Members of SNAP Cymru

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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our planning procedures identify the legal and regulatory frameworks applicable to the operations and financial statements of the company. These are reviewed internally with the audit team including relevant industry experience and expectations as well as externally with the client management. The key laws and regulations we considered in this context were the UK Companies Act 2006, 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', UK GAAP (FRS 102) and relevant tax legislation.

Once identified, we assess the risks of material misstatements in relation to the laws and regulations, irregularities, including fraud and adjust our testing accordingly. Our audit procedures include:

- Discussing with Trustees and management which areas of the business they believe to be more susceptible to fraud, and whether they have any knowledge or suspicion of fraudulent activities;
- Obtaining an understanding of the key controls put in place by the company to address risks identified, assessing the effectiveness of those and discussing how these are maintained and monitored internally;
- Assessing the risk of management override and review and testing of journal entries made into the accounting system;
- Discussing with Trustees and Management the legal and regulatory obligations of the business and whether they have any knowledge or suspicion of non compliance.

Despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularities likely involve collusion, forgery, intentional misrepresentation, or the override of internal controls.

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.

Clive Edwards (Senior Statutory Auditor)
for and on behalf of Haines Watts Wales LLP, Statutory Auditors
7 Neptune Court
Vanguard Way
Cardiff
CF24 5PJ

Date: 11 October 2011

SNAP Cymru

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31st March 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Income and endowments from					
Donations and legacies	2	3,429	-	3,429	1,634
Charitable activities	5				
Charitable activity		679,129	246,714	925,843	919,228
Other trading activities	3	41,438	-	41,438	56,077
Investment income	4	5,325	-	5,325	1,373
Total		729,321	246,714	976,035	978,312
Expenditure on					
Raising funds	6	266	-	266	285
Charitable activities	7				
Charitable activity		720,687	246,158	966,845	982,543
Total		720,953	246,158	967,111	982,828
NET INCOME/(EXPENDITURE)		8,368	556	8,924	(4,516)
Reconciliation of funds					
Total funds brought forward		812,842	9,619	822,461	826,977
Total funds carried forward		821,210	10,175	831,385	822,461

The notes form part of these financial statements

SNAP Cymru (Registered number: 02832114)

Statement of Financial Position
31st March 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Fixed assets					
Tangible assets	13	73,807	10,174	83,981	87,527
Current assets					
Debtors	14	122,427	-	122,427	91,986
Cash at bank and in hand		653,257	-	653,257	662,843
		775,684	-	775,684	754,829
Creditors					
Amounts falling due within one year	15	(28,280)	-	(28,280)	(19,895)
Net current assets		747,404	-	747,404	734,934
Total assets less current liabilities		821,211	10,174	831,385	822,461
NET ASSETS		821,211	10,174	831,385	822,461
Funds	17				
Unrestricted funds				821,211	812,842
Restricted funds				10,174	9,619
Total funds				831,385	822,461

The financial statements were approved by the Board of Trustees and authorised for issue on 28/9/2024 and were signed on its behalf by:

G Rogers - Trustee

L Brewis - Trustee

The notes form part of these financial statements

SNAP Cymru

Statement of Cash Flows
for the Year Ended 31st March 2024

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from operations	1	(7,963)	144,153
Net cash (used in)/provided by operating activities		(7,963)	144,153
Cash flows from investing activities			
Purchase of tangible fixed assets		(6,948)	(3,861)
Interest received		5,325	1,373
Net cash used in investing activities		(1,623)	(2,488)
Change in cash and cash equivalents in the reporting period		(9,586)	141,665
Cash and cash equivalents at the beginning of the reporting period		662,843	521,178
Cash and cash equivalents at the end of the reporting period		653,257	662,843

The notes form part of these financial statements

Notes to the Statement of Cash Flows for the Year Ended 31st March 2024

1. Reconciliation of net income/(expenditure) to net cash flow from operating activities

	2024 £	2023 £
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	8,924	(4,516)
Adjustments for:		
Depreciation charges	10,494	9,841
Interest received	(5,325)	(1,373)
(Increase)/decrease in debtors	(30,441)	142,517
Increase/(decrease) in creditors	8,385	(2,316)
Net cash (used in)/provided by operations	(7,963)	144,153

2. Analysis of changes in net funds

	At 1.4.23 £	Cash flow £	At 31.3.24 £
Net cash			
Cash at bank and in hand	662,843	(9,586)	653,257
	662,843	(9,586)	653,257
Total	662,843	(9,586)	653,257

The notes form part of these financial statements

1. Accounting policies

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The financial statements have been prepared on a going concern basis. The Trustees have reviewed and considered relevant information, including the annual budget and future cash flows in making their assessment.

Income
Donations are recognised when they are received.

Income derived from events is recognised as earned (that is, as the related goods or services are provided).

Investment income is recognised on a receivable basis.

The income for the year is attributable to the company's principal activity, namely to provide parents of children with special needs with independent information and support, helping them to become partners with professionals as they make decisions about their child's education. This activity is split into geographical projects of which is separately funded by the relevant local authority supplemented by other sources. Where the income given is restricted to a geographical area it is treated as a restricted fund.

Revenue grants are credited to the income and expenditure account in the year to which they relate. Where grants have been received but relate to a future accounting period, that part of the grant received is deferred to the appropriate period. Capital grants are recognised as incoming resources in the year of receipt and credited to a restricted fund. This fund is reduced by the annual depreciation charge relating to the asset concerned.

Expenditure
Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Costs of generating funds are the costs of trading for fundraising purposes.

Charitable expenditure 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 necessary to support them.

Support Costs
Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs
Governance costs include costs of the preparation and examination of the statutory accounts, the costs of trustee meetings and the cost of any legal advice to trustees on governance or constitutional matters.

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
Fixtures and fittings	-	10% on cost
Motor vehicles	-	25% on cost
Computer equipment	-	20% on cost

Individual fixed assets costing £500 or more are initially recorded at cost

Taxation
The company is a registered charity and as all its activities are primary purpose it is therefore exempt from taxation.

continued...

1. **Accounting policies - continued**

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

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

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

Hire purchase and leasing commitments
Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits
The charity operates a defined contribution pension scheme. Contributions are charged in the statement of financial activities as they become payable in accordance with the rules of the scheme.

Debtors, creditors and cash
Current assets and liabilities, including cash held at bank are recognised at cost or valuation as at the year end.

Claw back
No adjustment is made for any grant claw back until such time as notification has been received by the funder.

2. **Donations and legacies**

	2024	2023
	£	£
Donations	3,429	1,634

3. **Other trading activities**

	2024	2023
	£	£
Shop income	41,188	56,077
Other Income	250	-
	41,438	56,077

4. **Investment income**

	2024	2023
	£	£
Deposit account interest	5,325	1,373

continued...

5. Income from charitable activities

	Activity	2024 £	2023 £
Local Authority Grants	Charitable activity	615,768	651,512
Families First	Charitable activity	105,000	105,000
Small grants - received in year	Charitable activity	-	3,600
Welsh Government	Charitable activity	141,714	128,240
Other income	Charitable activity	867	826
Training income	Charitable activity	62,494	30,050
		925,843	919,228

6. Raising funds

Other trading activities

	2024 £	2023 £
Fundraising costs	266	285

7. Charitable activities costs

	Direct Costs £	Support costs (see note 8) £	Totals £
Charitable activity	724,942	241,903	966,845

8. Support costs

	Management £	Governance costs £	Totals £
Charitable activity	233,898	8,005	241,903

9. Net income/(expenditure)

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

	2024 £	2023 £
The auditing of accounts of any associate of the charity	7,047	7,636
Other non-audit services	958	995
Depreciation - owned assets	10,494	9,841
Other operating leases	1,114	1,189

continued...

10. Trustees' remuneration and benefits

There were no trustees' remuneration or other benefits for the year ended 31st March 2024 nor for the year ended 31st March 2023.

Trustees' expenses

During the year trustees were reimbursed for travel expenses of £nil (2023: £22).

11. Staff costs

	2024	2023
	£	£
Wages and salaries	704,327	700,492
Social security costs	52,479	55,543
Other pension costs	14,194	13,803
	771,000	769,838

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

	2024	2023
Charitable activities	26	28
Administration	5	4
	31	32

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

During the year a total of £209,017 (2023: £164,979) was paid by the charity in relation to key management salaries. Key management personnel are considered to be 4 individuals who directly impact on the strategic direction of the Charity.

12. Comparatives for the statement of financial activities

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Income and endowments from			
Donations and legacies	1,634	-	1,634
Charitable activities			
Charitable activity	685,988	233,240	919,228
Other trading activities	56,077	-	56,077
Investment income	1,373	-	1,373
Total	745,072	233,240	978,312
Expenditure on			
Raising funds	285	-	285
Charitable activities			
Charitable activity	745,473	237,070	982,543
Total	745,758	237,070	982,828
NET INCOME/(EXPENDITURE)	(686)	(3,830)	(4,516)

continued...

12. Comparatives for the statement of financial activities - continued

	Unrestricted funds £	Restricted funds £	Total funds £
Reconciliation of funds			
Total funds brought forward	813,528	13,449	826,977
Total funds carried forward	812,842	9,619	822,461

13. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Motor vehicles £	Computer equipment £	Totals £
Cost					
At 1st April 2023	76,475	8,496	8,575	48,600	142,146
Additions	-	-	-	6,948	6,948
At 31st March 2024	76,475	8,496	8,575	55,548	149,094
Depreciation					
At 1st April 2023	10,707	8,496	6,431	28,985	54,619
Charge for year	1,529	-	1,715	7,250	10,494
At 31st March 2024	12,236	8,496	8,146	36,235	65,113
Net book value					
At 31st March 2024	64,239	-	429	19,313	83,981
At 31st March 2023	65,768	-	2,144	19,615	87,527

14. Debtors

	2024 £	2023 £
Amounts falling due within one year:		
Trade debtors	103,976	75,071
Other debtors	232	1,668
VAT	100	100
Prepayments	14,369	13,896
	118,677	90,735
Amounts falling due after more than one year:		
Other debtors	3,750	1,251
Aggregate amounts	122,427	91,986

continued...

15. Creditors: amounts falling due within one year

	2024	2023
	£	£
Trade creditors	8,039	5,416
Social security and other taxes	221	221
Other creditors	3,144	2,988
Accruals and deferred income	16,876	11,270
	28,280	19,895

16. Leasing agreements

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

	2024	2023
	£	£
Within one year	44,114	47,200
Between one and five years	27,199	25,783
	71,313	72,983

Total operating leases treated as an expense in the year totalled £48,470 (2023: £47,366).

17. Movement in funds

	At 1.4.23	Net movement in funds	At 31.3.24
	£	£	£
Unrestricted funds			
General fund	512,842	8,369	521,211
Designated	300,000	-	300,000
	812,842	8,369	821,211
Restricted funds			
Welsh Government	-	4,385	4,385
Pen y Cymoedd Wind Farm Community Fund CIC	695	(334)	361
Citizens Advice Covid-19 Grant	539	(235)	304
Voluntary Action Merthyr Covid Grant	811	(351)	460
AVOW - Comic Relief Voluntary Services Emergency Fund	231	(92)	139
Glamorgan Voluntary Services	2,661	(1,030)	1,631
SCVS Third Sector Integrated Care Fund	1,683	(652)	1,031
Bavo (Bridgend) Third Sector Covid Grant	865	(335)	530
NPTCVS - Third Sector Integrated Care Fund	2,134	(801)	1,333
	9,619	555	10,174
TOTAL FUNDS	822,461	8,924	831,385

continued...

17. Movement in funds - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	729,321	(720,952)	8,369
Restricted funds			
Families First	105,000	(105,000)	-
Welsh Government	141,714	(137,329)	4,385
Pen y Cymoedd Wind Farm Community Fund CIC	-	(334)	(334)
Citizens Advice Covid-19 Grant	-	(235)	(235)
Voluntary Action Merthyr Covid Grant	-	(351)	(351)
AVOW - Comic Relief Voluntary Services Emergency Fund	-	(92)	(92)
Glamorgan Voluntary Services	-	(1,030)	(1,030)
SCVS Third Sector Integrated Care Fund	-	(652)	(652)
Bavo (Bridgend) Third Sector Covid Grant	-	(335)	(335)
NPTCVS - Third Sector Integrated Care Fund	-	(801)	(801)
	246,714	(246,159)	555
TOTAL FUNDS	976,035	(967,111)	8,924

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	At 31.3.23 £
Unrestricted funds			
General fund	513,528	(686)	512,842
Designated	300,000	-	300,000
	813,528	(686)	812,842
Restricted funds			
Pen y Cymoedd Wind Farm Community Fund CIC	1,029	(334)	695
Citizens Advice Covid-19 Grant	774	(235)	539
Voluntary Action Merthyr Covid Grant	1,162	(351)	811
AVOW - Comic Relief Voluntary Services Emergency Fund	323	(92)	231
Glamorgan Voluntary Services	3,691	(1,030)	2,661
SCVS Third Sector Integrated Care Fund	2,335	(652)	1,683
Bavo (Bridgend) Third Sector Covid Grant	1,200	(335)	865
NPTCVS - Third Sector Integrated Care Fund	2,935	(801)	2,134
	13,449	(3,830)	9,619
TOTAL FUNDS	826,977	(4,516)	822,461

continued...

17. Movement in funds - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	745,072	(745,758)	(686)
Restricted funds			
Families First	105,000	(105,000)	-
Welsh Government	128,240	(128,240)	-
Pen y Cymoedd Wind Farm Community Fund CIC	-	(334)	(334)
Citizens Advice Covid-19 Grant	-	(235)	(235)
Voluntary Action Merthyr Covid Grant	-	(351)	(351)
AVOW - Comic Relief Voluntary Services Emergency Fund	-	(92)	(92)
Glamorgan Voluntary Services	-	(1,030)	(1,030)
SCVS Third Sector Integrated Care Fund	-	(652)	(652)
Bavo (Bridgend) Third Sector Covid Grant	-	(335)	(335)
NPTCVS - Third Sector Integrated Care Fund	-	(801)	(801)
	233,240	(237,070)	(3,830)
TOTAL FUNDS	978,312	(982,828)	(4,516)

General funds are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Families First - was received for the provision of Early Years, Young People Services, training and well being.

Welsh Government - funding managed by Citizens Advice Cymru, received for the provision of information, advice and guidance.

Pen y Cymoedd Wind Farm Community Fund to support crisis support to vulnerable families facing lockdown with children and young people with disabilities.

Voluntary Action Merthyr Covid Grant.

Citizens Advice Covid-19 Funding Grant awarded for purchase of equipment in response to Covid-19 Crisis.

AVOW - Comic Relief Voluntary Services Emergency Fund.

Third Sector Capital Investment Fund - Glamorgan Voluntary Service (GVS) - Cardiff & Vale -Covid grant

SCVS - Third Sector Integrated Care Fund (ICF) - COVID-19 Related Discretionary Capital Grant.

BAVO (Bridgend) - Third Sector Covid Grant fund.

NPTCVS - Third Sector Intergrated Care Fund (ICF) - COVID-19 Related Discretionary Capital Grant - Neath Port Talbot

Capital grants received are recorded as fixed assets under restricted funds and depreciated over their useful economic life.

Designated fund
As set out in the Trustees reserves policy on page 9, a minimum contingency cash reserve is required and the designated fund above is to enact that thought process.

Transfer between funds
Fund transfers for the reallocation of the apportionment of costs.

continued...

18. Employee benefit obligations

The charity operates a defined contribution pension scheme. The pension cost charge for the period represents contributions payable by the charity to the scheme and amounted to £14,194 (2023 - £13,803).

Contributions totalling £2,633 (2023 - £2,477) were payable to the scheme at the end of the period and are included in creditors.

19. Related party disclosures

As at 31 March 2024, a balance of £232 is owed by the Chief Operating Officer in relation to an interest free loan of £5,000.

20. Members' liability

The charity is a private company limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidat

SNAP CYMRU

England & Wales - Charity number 1027599

Accounts



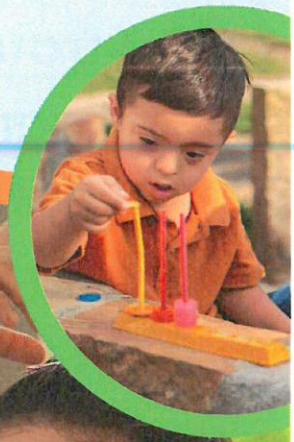


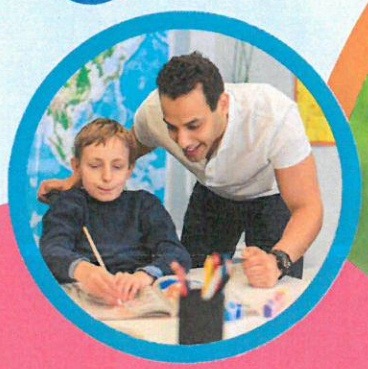
SNAP Cymru

Annual Report

2022-2023











The Queen's Diamond Jubilee Volunteering

SQM

Helplines Partnership MEMBER

Investing in Volunteers / Buddsoddi mewn Gwirfoddolwyr

Ariennir gan Lywodraeth Cymru

Funded by Welsh Government

Contents

1. Introduction

2. Report of the Trustees for the year ended 31st March 2023

3. Future Plans

4. Strategic Report - Financial Review of the Year

5. Regulatory Information













1.Introduction:

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 31st March 2023. 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 1st January 2019).

Objectives and Activities:

SNAP Cymru's Charitable Objects are to advance the education of people in Wales including those with Special Educational Needs (SEN) and Additional Learning Needs (ALN) and those who are disabled.

1. to provide or assist in providing information, advice and support to enable children and young people and their parents or guardians to participate fully and equally in society
2. to assist parents and guardians of children and young people in their understanding of relevant legislation
3. and through this to facilitate their contribution and involvement in their life choices.

Mission Statement

SNAP Cymru will empower families (parents, carers, children and young people) to have their voices heard within Education, Health and Social Care and support them to work in partnership to influence policy and practice in the planning and delivery of services at both local and national levels.

Public Benefit

We review our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous twelve months. It also helps us remain focused on our stated objectives. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities thus ensuring that it continues in its purpose in providing advice and support to voluntary and other agencies in promoting the relief of persons who are in poverty, sickness and distress.

Social Investments

Previous analysis estimates that for every £1 invested in SNAP Cymru activities there is over £20 of social value created. We are proud of the added value we achieve through our appropriately experienced and expert volunteers who provide value additional time and support to the charity.



2. Report of the Trustees for the year ended 31st March 2023

SNAP Cymru has successfully and efficiently provided Independent Family Partnership Services across Wales. In 2022 we were contracted to provide face to face advice and casework along with advocacy services in 20 Local Authorities in Wales.

Working with two systems - (SEN and ALN Legislation in Wales)

Within the area special educational needs, legislative changes to Additional Learning Needs (ALN) have added complexity to the support families needed this year. Many children and young people come to us with unmet needs requiring complex casework.

New Additional Learning Needs (ALN) legislation (ALN & Educational Tribunal Act 2018) has been introduced and is currently being implemented using a phased approach lasting at least 3 school years. This means in Wales we are currently working with two systems – the new ALN and the old SEN legislation which remains in place for those families who have not yet moved over to the new ALN system. Working with 22 Local Authorities, they all have their own policies, interpretations of the law and code which understandably is still in development. All this has been challenging enough for staff to navigate but has also been particularly confusing for families. As a result, staff have needed to explore and identify issues quickly, determining which system they fall into. With such high demand also, it added to the complexity of the cases we dealt with, as well as the additional casework time required to achieve satisfactory outcomes.







SNAP Cymru provided Disagreement Resolution and Discrimination in Education Services to 22 Local Authorities as required.
This year we have supported children, young people and their families with a range of discrimination issues including exclusion from school trips, educational visits and events; schools not providing reasonable adjustments such as hearing equipment, ramps, and chairs. We have also worked with schools to help them understand their duties under the 2010 Equality Act, providing information and advice and training when requested.

SNAP Cymru worked with Swansea Families First to deliver targeted interventions when the identified needs of a child or young person cannot be met within their setting, or by universal services available to all families in Swansea. We also delivered additional casework to families and advice to professionals funded by Local Health Boards.
The provision included specialist casework, telephone helpline, advice service, information via e-mail, website and post. SNAP Cymru is a member of the UK National Information Advice & Support Service (NIASS), which continues to inform our development and practice.

This report provides information on the work carried out by SNAP Cymru in respect of the service level agreements and contracts held. The report is for the period 1st April 2022 to 31st March 2023. The data information for the report is from the SNAP Cymru CMS database and feedback from families and professionals who have accessed SNAP Cymru services.

Key Achievements 2022 - 2023 ALL WALES

1. More people are contacting and accessing information from SNAP Cymru than ever before, our Social Media has had a 70% increase in followers

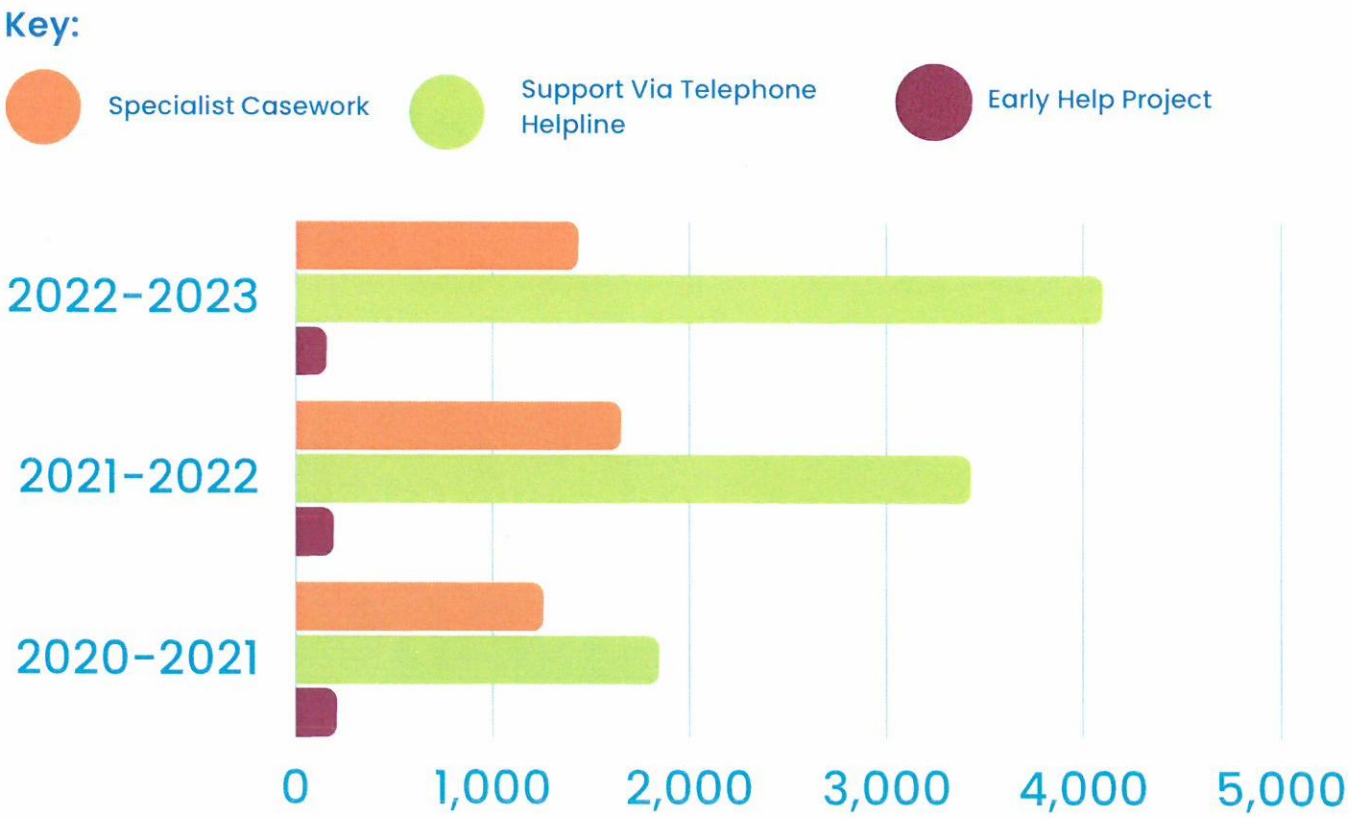
2. More families then ever before are using the services of SNAP Cymru Our telephone helpline has seen an increase of 20% compared to last year.

3. We travelled across Wales and delivered 14 'From SEN to ALN' events so parents and carers could share feedback about ALN reform directly to the Welsh Governement

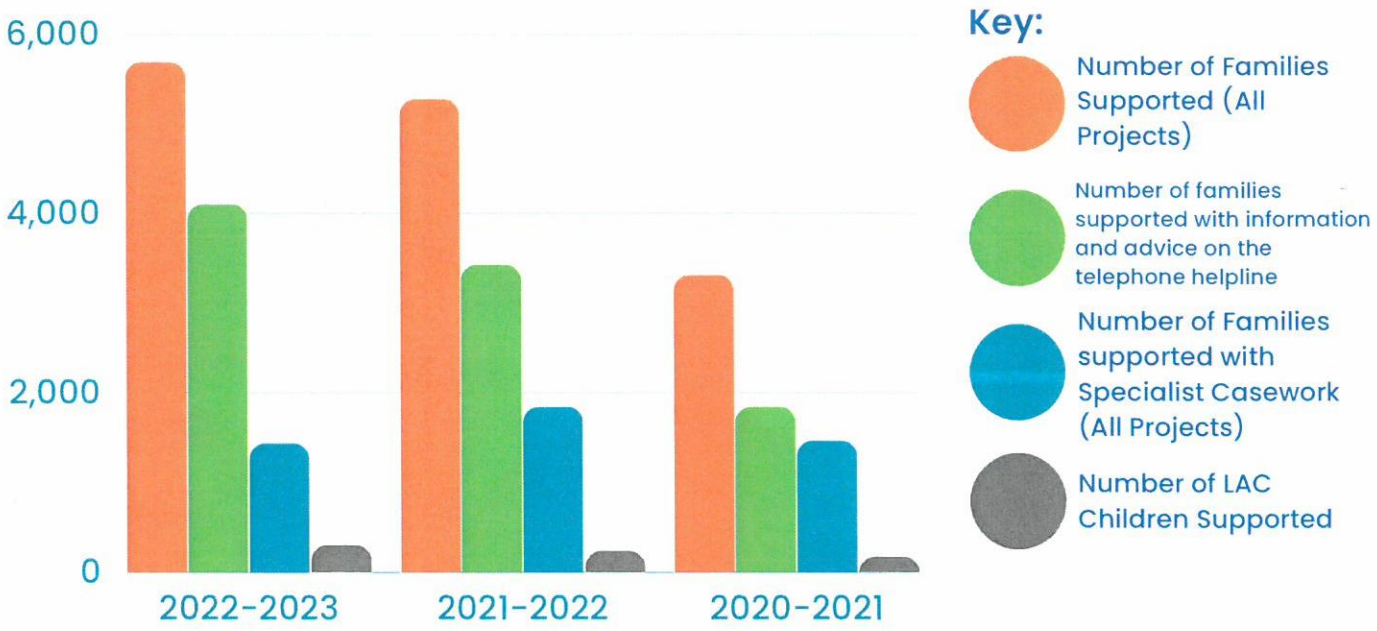
4. SNAP Cymru continues to hold the Legal Aid Agency Specialist Quality Mark (SQM) and Investing in Volunteers Award

5. 5686 Families supported this year, an 8% increase from last year

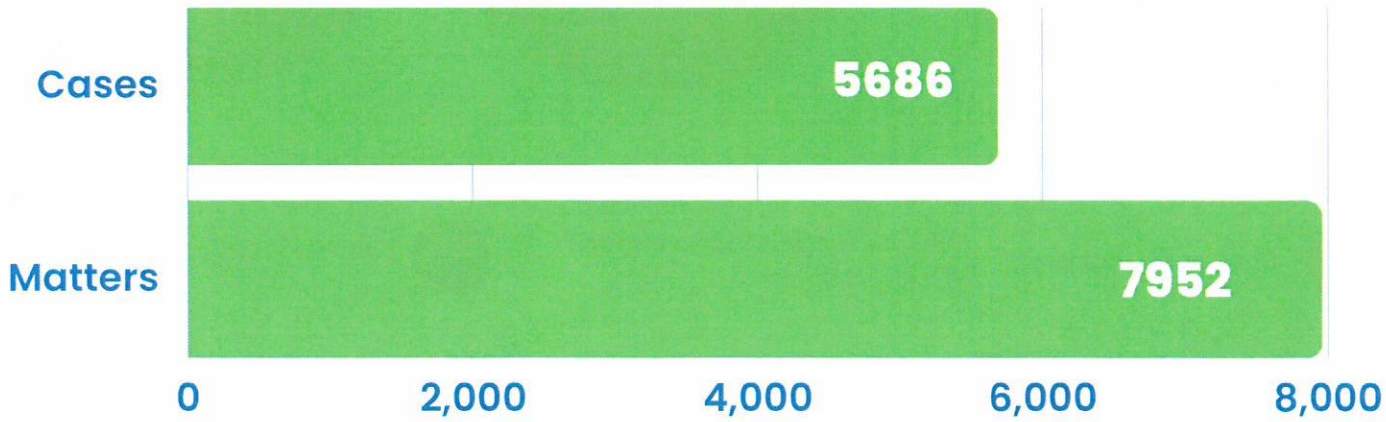
6. 99% of families when asked told us they were satisified with the service they had received from SNAP Cymru



All Wales Telephone Helpline and Specialist Casework Support - 3 Year Review



All Wales Casework 2022-2023



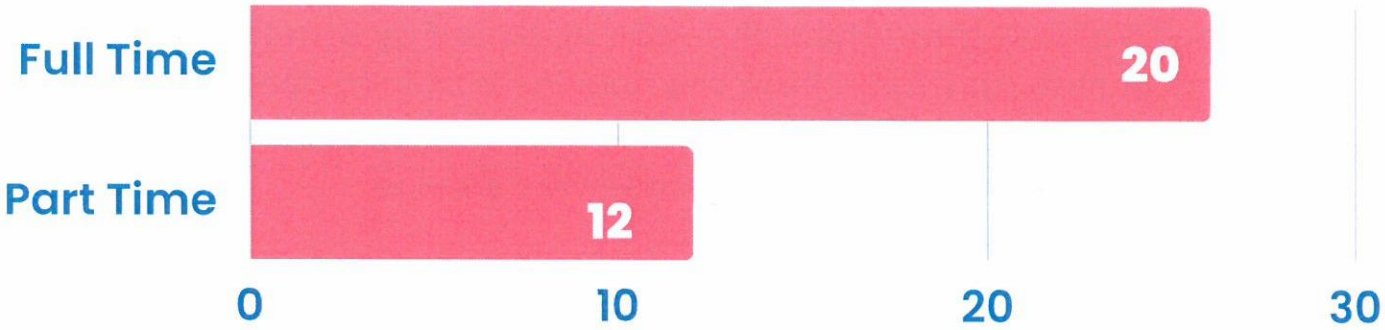
5049 cases closed this year - this equates to 89% of all SNAP Cymru cases





Staffing

2022/23 Staff:



The total number of staff during 2022/2023 was 32 people; 27 full time equivalent.

High Quality Advice

SNAP Cymru holds the Legal Aid Agency's Specialist Quality Mark (SQM) for Education Advice. This important accreditation highlights the organisations commitment to client care and best practice.

As a standard that is only awarded to organisations who meet the highest levels of management and customer care, SQM accredited organisations undergo rigorous independent assessments on a regular basis. This ensures that they meet required standards of excellence in areas such as client care, case management and risk management.

Effective Support

Problems don't happen in isolation and can have consequences which may affect the life chances for children and young people. Solving them can stop these situations escalating. Each year we help thousands of children and their families, along with professionals' access free bilingual information resources and support via our website and social media. Printed bilingual materials are available for families with limited IT and printing equipment. SNAP Cymru's bilingual helpline has been available throughout the year, operated by experienced members of staff and volunteers, the helpline is able to deal with many issues often on a task and finish basis. More complex casework is referred to SNAP Cymru's specialist casework service.

Capacity Building - Working in Communities

SNAP works an 'empowerment model'. This means that we aim to support parents, carers, children, and young People (families) to develop their knowledge, take control, build resilience, and empower them to take their issues forward themselves when possible. However, we acknowledge that ALN, Equality and Education Law can be very complex, so we triage and monitor each case thoroughly, proactively supporting and stepping back appropriately as a case progresses. Complex cases can and often do take many hours to complete to deliver a satisfactory outcome. Our aim is to prevent Adverse Childhood Experiences (ACE). We do this by building capacity in the community by helping families to feel able, confident, and empowered to liaise effectively with schools, professionals and others when dealing with issues around their child's education – for this service, Family Partnership, and Independent Advocacy. We also work with professionals, often assisting them with information and advice to enable them to work in partnership with the families they support.





Volunteering

As a volunteering organization, SNAP Cymru is building capacity by recruiting and training volunteers to a high standard. They support staff in a variety of ways and when trained and ready, they deliver casework services to families too. Through volunteering with SNAP Cymru, and by gaining skills, confidence and experience, many volunteers (especially younger volunteers) move on to quality employment, further education, and higher-level training opportunities.

SNAP Cymru is the proud holder of The Queen's Diamond Jubilee Award in recognition of our unique role, on a national scale, to advance the education of people in Wales, to promote inclusion and seek equality for all.

Investing in Volunteers Quality Mark (IIV)

SNAP Cymru works to benchmark the quality of volunteer management and activity through Investing in Volunteers. Impact evidence demonstrates that volunteering enhances our reputation and enables us to do more.

SNAP Cymru volunteers empower people to build sustainable communities.

Accessible

SNAP Cymru delivers a range of bilingual services to families who have or may have Children with ALN, SEN, and disabilities to help them get the right education and resolve matters that include assessments, discrimination, exclusion bullying, attendance, health, and social care.

We also provide independent professional advocacy, disagreement resolution, discrimination advice, and training for young people, parents, and professionals.

We have been doing this for nearly 40 years.

Coming from a unique perspective, we are trusted by Welsh Government, the Education Tribunal, ESTYN, LA's, Schools, and professionals and are well known to families throughout Wales.

Most of our referrals come directly from families and educational professionals.

Rooted in local communities we have offices and accessible drop in venues across Wales. Caseworkers can also deliver face to face services in family's homes as required, as well as working over video conferencing platforms such as Teams, Google meet and Zoom. Some families prefer to work over the phone and via email. We have excellent and secure IT systems in place to enable this. SNAP Cymru has an interactive bilingual website which holds a wealth of information and advice. Families can access services through the website, telephone helpline, by email and via social media. We accept referrals from professionals and partner organisations and encourage them to signpost and refer families to our services.



Our Impact

SNAP Cymru actively support children, young people and their families to participate in decision-making about their future and their choices.



89% of families report an increased knowledge in educational procedures



82% of families told us that they felt an increased confidence to advocate effectively on behalf of their child



83% said their confidence in liaising with professionals had improved



61% said their relationships with professionals had improved



93% of families reported satisfaction with SNAP Cymru services



Almost 91% reported a successful outcome, 9% did not respond, less than 1% said no.

Why it's important to resolve problems

If left unsolved, problems don't just affect families – they affect the community they live and work in too.

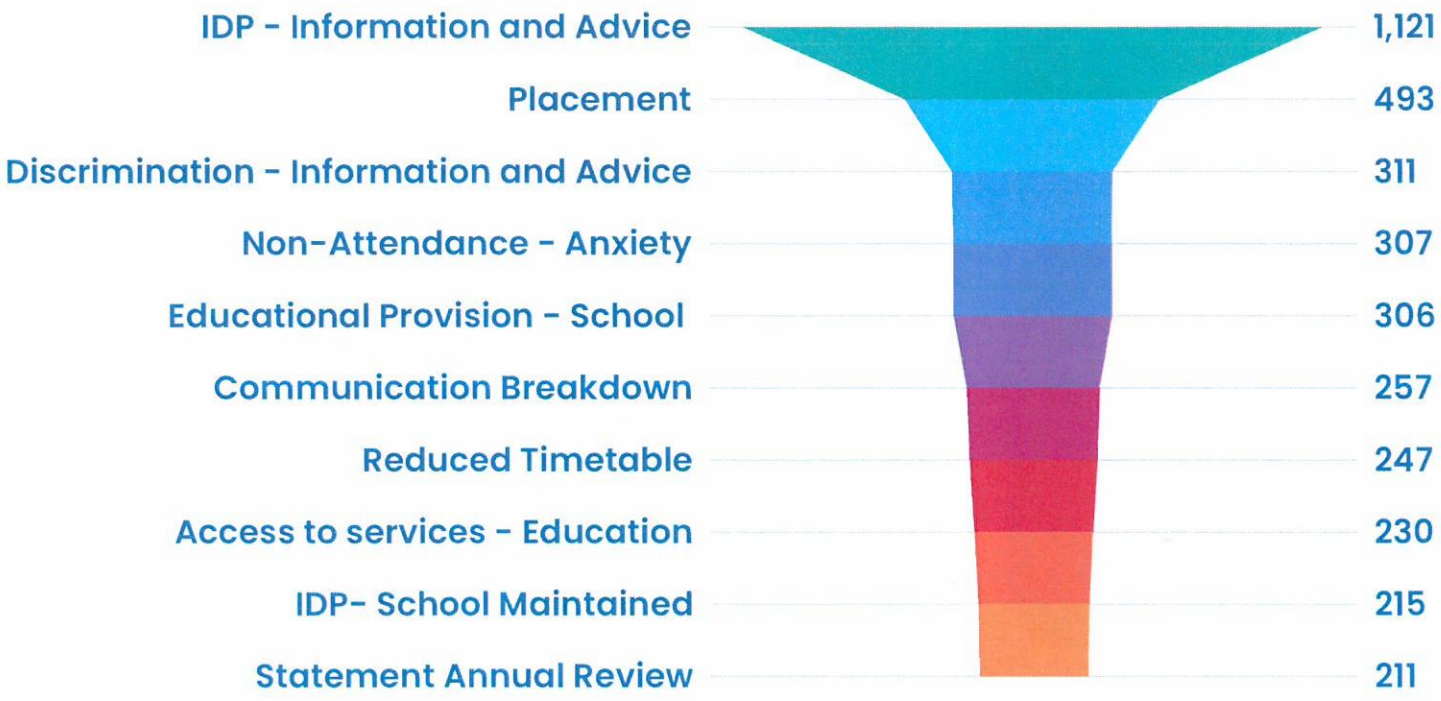
- Working with families to solve them creates considerable value to society, and helps them lead 'ordinary' lives, without the need to fight on behalf of their children.
- Nearly all families we helped told us that their problem negatively affected them and their children's lives, sometimes for years!
- Many didn't feel confident about taking action to resolve their problem before coming to SNAP Cymru.
- Most came to us when they needed to take action urgently.



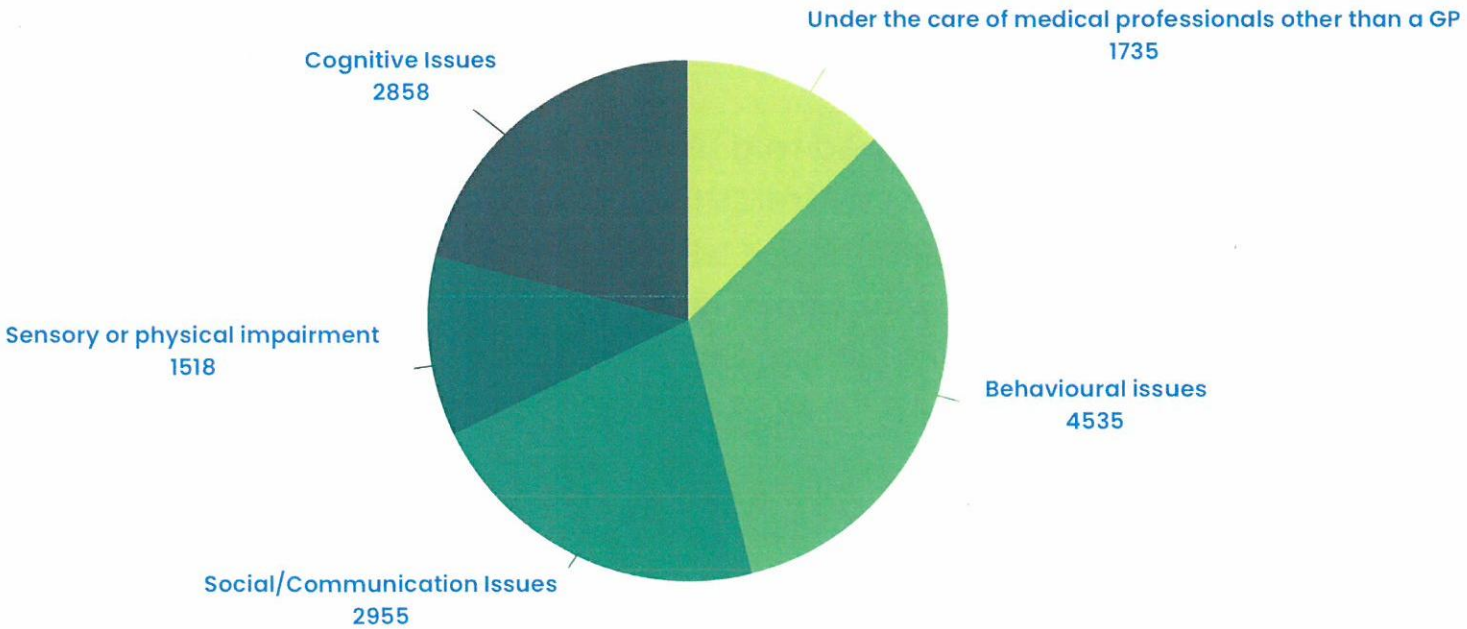


Top 10 Matters 2022-2023

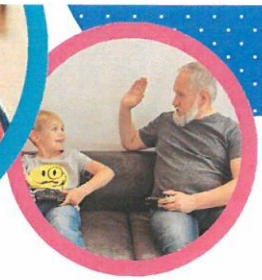
Number of New Matters recorded = 7952



Categories of Need







Most reported type of need

Type of Need	Number of cases
ASD	2008
Undiagnosed	1072
ADHD/ADD	658
Behavioural Difficulties	473
Mental Health	306
Global Development Delay	173
Dyslexia	146
Speech, Language, Communication	97
Chromosomal Condition	92
Moderate Learning Difficulty	69
Other (including Visual and hearing impairments, Epilepsy, Cerebral Palsy etc)	466



Education and Training

Professional and personal learning is valued and recognised as a major contributing factor for the personal and professional development of staff and volunteers improving the effectiveness of the services provided. They have a responsibility to undertake ongoing professional learning that develops skills, knowledge and understanding in support of this goal.

SNAP Cymru has provided a range of information and training opportunities related to education, disability, equality, and diversity. Take up has been extremely high.

Quality Management

We are a member of Advice Network Wales operating a formal signpost and referral system to other advice and advocacy providers. SNAP Cymru is regularly audited to ensure quality, compliance, and development.

SNAP Cymru values the learning that comes from both positive and adverse comments or complaints.
We disseminate effective practice and seek to make appropriate improvements when we receive adverse comments or complaints. There have been nine formal complaints received this year. Each complaint is thoroughly investigated, and an action plan drawn up to address any issues. All complaints have been resolved successfully.

Welsh National Principles of Public Engagement

Our trustees and staff work to the 12 principles, and they are visible for staff, volunteers and visitors to our offices.

Children and Young Persons' Participation

SNAP Cymru is committed to the meaningful involvement of children and young people in the decisions that involve them, and their future and we seek to improve and promote the engagement and full participation of children and young people. 'The United Nations Convention on the Rights of the Child' (UNCRC) is embedded in our practice.

Digital Media and Communication

SNAP Cymru has developed digital media presence and activity to make accurate, up to date, relevant information freely available. We regularly use platforms and tools such as Eventbrite and Mail Chimp for ticketing and registration for events. This simplifies our planning and enables better access for more participants.







We launched our brand new SNAP Cymru website in April 2022

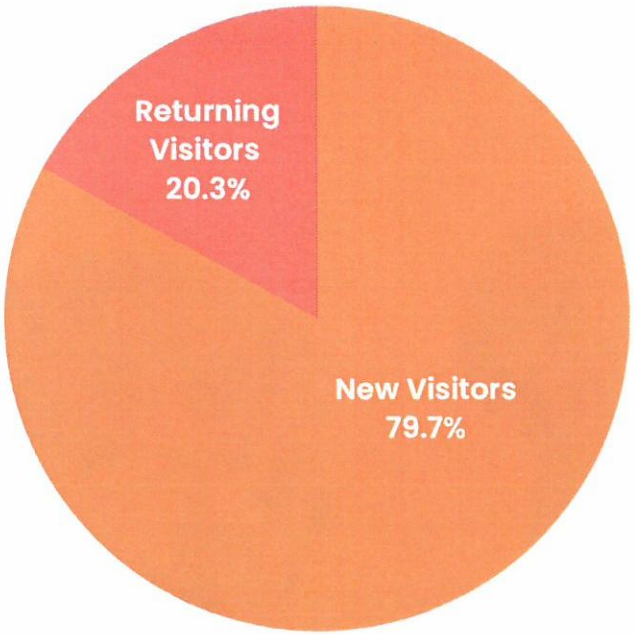
Website http://www.snapcymru.org

Our bilingual website offers free information, advice and guidance in English and Welsh. Our published bilingual literature is available to download free of charge.

SNAP Cymru is aware of how extremely important it is for an organisation which provides information to have a good-looking, easy-to-use, responsive website. Many people, while doing their research, review our company's online presence and families and professionals see it as a reliable source of information. The website also acts as an essential part of our triage approach to managing demand on our casework service. Secure web enquiry forms are integrated to our Casework Management System (CMS).

SNAP Cymru's new website has been entirely developed in house. The new website includes information, advice, and guidance for the new ALN legislation as well as support for those children and young people who remain in the old system.

Annual Review of SNAP Cymru website Statistics



We had 121,526 page views

Generally, more people access our website at the start of new school terms

October is the month that has seen the highest number of users

Media

SNAP Cymru has continued to respond to enquiries from the media providing statements in response to particular issues when appropiate. This has included radio and television interviews concerning the changing legislative environment.

Social Media

SNAP Cymru's social media presence continues to increase with a proactive approach including information, events, and sharing both promotional SEN and ALN information. This is a useful rescource for familes and proffesionals.

Facebook

From April 1st 2022 to 1st April 2023, our reach on Facebook has increased by 53.4%, meaning our posts have been viewed by over 96,000 people.

Our Facebook page is followed by over 8,000 people, with many of our posts reaching between 3,000 and 6,000 people in our audience.

Twitter (Now known as X)

Our impressions (views) on twitter between 1st April 2022 - 1st April 2023 sits at 51,106, which is a 28.71% increase from the previous year. We currently have just under 3,000 followers.

We've taken some time over this year to look into our analytics, to consider what type of content our families choose to interact with. Moving forward, we hope to continue to present information in an accessible, user-friendly way.

3. Future Plans

Due to the changes in legislation, planning for the future has been challenging. However, we will continue to review our strategic business plan to seek additional income to reduce the risk of reliance on statutory and historic funding streams.

We will review and reflect on our working practices, using our learning to implement the positive changes to ensure that we are efficient and effective in meeting our charitable objectives and provide value for money to our funders.

The long-term commitment of our staff and volunteers and the time and experience they have given to SNAP Cymru has helped us deliver fantastic services and overcome the challenges we face in maintaining and improving our viability. As the only independently quality assured pan Wales charity to offer independent specialist, expert help with a range of educational issues we strive to ensure our continued existence. Good internal communication ensures that we can think and act together for sustainability. Staff and volunteers are the greatest part of SNAP Cymru's resilience, allowing the Trustees and Chief Executive to act confidently and quickly after unexpected events including difficulties accessing funding and the challenges faced to meet a growing demand for our services.

Specialist Quality Mark

With the SQM audit planned to take place in early Spring of 2024, we are preparing by reviewing all services, practice, policies and procedures to ensure SNAP Cymru complies with the rigorous external audit process.

Training and information events

Funded by the Welsh Government, we are planning to further deliver from SEN to ALN and post 16 training events throughout Wales. SNAP Cymru has developed a range of professional training modules which will be marketed throughout the year. We see this as an important funding stream going forward.

Office re-locations

With one lease coming to an end, we will be re-locating some staff to a new office premises. We hope to complete this move by the end of 2023, but we do not envisage any adverse effects on services.

Retail

Due to the warehouse lease coming to an end, SNAP Cymru will be closing our retail operation. The shop owned by SNAP Cymru, Elizabeth House in Middleton Street Llandrindod Wells will be re-purposed. Plans include opening a community advice hub which will be accessible to local and community groups.

Volunteering

SNAP Cymru's volunteer recruitment strategy will continue to increase volunteer hours along with high quality training and development opportunities. We value our volunteers gift of time.

Staff and volunteers

We value our staff and volunteers and the skills and experience they bring to the organisation. This year, we will continue to seek ways to enhance the package we are able to offer, enabling us to retain a high quality workforce.

Sustainability

Our staffing structure remains in line with contract values and spend.
We have new resources and developed training to support ALN reform, inclusion, equality and to raise awareness of discrimination. Training demand is high. SNAP Cymru intends to take advantage of this by offering high quality and affordable training to professionals and others.

We will continue to seek new ways of improving accessibility for isolated communities and other hard to reach groups and individuals.

Environmental

We will continue to monitor the impact SNAP Cymru's activities has on the environment. For example, the development of video conferencing has led to a decrease in mileage throughout the organisation saving on costs and emissions. The development of cloud based IT systems has decreased the need for physical servers, saving purchase costs and energy and the development enhanced working practices has decreased the need for printing and posting.

4. Strategic Report - Financial Review of the Year

Review of the year

The Charity is reporting an overall deficit for the year on unrestricted funds of £687 and a deficit on restricted funds of £3,830. At the end of financial year, the level of unrestricted reserves has decreased from £813,259 to £812,842, the level of restricted reserves has decreased from £13,449 to £9,619.

Investment Policy

The Charity has no investment powers except to place any surplus funds into instant or fixed term deposit accounts.

Reserves Policy

The trustees acknowledge the need to retain the level of available reserves held to ensure the continuance of at least the current level of service delivery. The annual staff costs are currently just under £770K and the trustees are aware of the time delays when applying for new funding streams. This policy is reviewed on an ongoing basis throughout the year when finance reports are presented, having regard to the financial and operational risks faced by the Charity. The trustees have determined that the minimum level of cash reserves below which they feel it would be imprudent to continue operations would be £300k. To assist with their monitoring of reserves, the trustees have set aside a designated reserve of this amount to ensure the continuance of a national service.

This forms part of the minimum reserve levels reviewed by the Trustees. As well as physical cash, the Charity will need reserves to provide sufficient resources to structure a voluntary withdraw should it not be able to continue. The Charity believes that it will have a three-month window at any given time within which such plans would need to be enacted.



Forward Planning

SNAP Cymru relies heavily upon external funding which has become increasingly competitive through tendering processes. Charities are competing for a smaller funding pot available to the third sector. In addition, SNAP Cymru delivers projects for which restricted income is received, whilst this funding is crucial to project delivery it is sometimes insufficient to satisfy the organisation's objectives.

We will review our strategic business plan to seek additional sustainable income to reduce the risk of reliance on statutory funding streams. We will continue to improve and streamline our data collation and dissemination to meet contractual reporting systems from funders and seek longer term contracts for our service delivery. We will build on our growing reputation in training and policy work through marketing our expertise within the field of family partnership and education to meet the demands and opportunities arising from new and emerging statutory reform affecting children, young people, and families.

5. Regulatory information

Structure, Governance and Management - legal status

The Charity is a limited company, registration number 2832114, and is governed by its Memorandum and Articles of Association. It is registered with the Charity Commission, number 1027599.

Structure, Governance and Management Financial Controls and Benchmarking

Control over the client affairs is affected by an inspection by both the Trustees and the external auditors.

People of significant control within the organisation are: Chief Executive Officer Caroline Rawson, Chairman Huw Roberts, and Finance Director George Rogers.

These persons lead annual reviews and benchmarking procedures ensuring that all members are fully briefed of historical projects and are fully aware of the viability and certainty of ongoing projects considering new and emerging trends with market competition. Benchmarking policy and procedure considers the hallmarks and principles as set out in the following guidance: The hallmarks of an effective charity - Charity Commission (2008); The Good Governance Code - ACEVO, NCVO (December 2020).

Organisational Structure

SNAP Cymru is managed by its Trustees who are nominated to the National Executive Committee (NEC) via the membership. The Board of Trustees endeavours to ensure a degree of regional representation for the area, in which the organisation works and to include parental representation where possible. SNAP Cymru is currently active within all counties in Wales. The NEC develops policy and strategic direction with the Chief Executive Officer and managers of the organisation. Operational management of the organisation is the responsibility of the Chief Executive Officer.

Reference and Administrative Details

Registered Company number
02832114 (England and Wales)

Registered Charity number
1027599

Registered office
10 Coopers Yard. Curran Road, Cardiff CF10 5NB

Trustees
H Roberts - Chair
L Brewis - Vice Chair
G Rogers- Finance Director
J Sharpe
JHK Boughey
K Stevenson

Chief Executive Office
Caroline Rawson - Chief Executive Officer
Francesca Wright - Assistant Chief Officer

Auditors
Haines Watts Wales LLP, Auditors. 7 Neptune Court. Vanguard Way, Cardiff CF24 5PJ

Reference and administrative details Bankers
Santander. Business Banking Centre. 301 St Vincent Street, Glasgow G2 5NB

Solicitors
Geldards LLP. Dumfries House. Dumfries Way, Cardiff CF10 3ZF

Induction and Training of New Trustees
Trustees are nominated to the Board of Trustees and may be appointed at any time. Each Officer stands for an initial period of two years before retiring but shall be eligible to stand for re-election without further nomination. A Trustee induction pack and training has been developed and access to training regarding the roles and responsibilities of Trustees is arranged to update individuals of changing legislation and guidance. Trustees also have access to the company solicitor who is expert within charitable law and Legal advice from DAS insurers.

Statement of Trustees Responsibilities

The Trustees (who are also the directors of SNAP Cymru 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;
- 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.

Auditors

The auditors, Haines Watts Wales LLP, Statutory Auditors, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on **30.09.2023** and signed on the board's behalf by:

L Brewis - Trustee

REGISTERED COMPANY NUMBER: 02832114 (England and Wales)
REGISTERED CHARITY NUMBER: 1027599

Report of the Trustees and

Financial Statements for the Year Ended 31st March 2023

for

SNAP Cymru

Haines Watts Wales LLP, Statutory Auditors
7 Neptune Court
Vanguard Way
Cardiff
CF24 5PJ

Contents of the Financial Statements for the Year Ended 31st March 2023

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SNAP Cymru

Report of the Trustees
for the Year Ended 31st March 2023

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 31st March 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Objectives and activities
Objectives and aims
SNAP Cymru's Charitable Objects are to advance the education of people in Wales including those with special educational needs and those who are disabled.

i. to provide or assist in providing information, advice and support to enable children and young people and their parents or guardians to participate fully and equally in society.

ii. to assist parents and guardians of children and young people in their understanding of relevant legislation.

iii. and through this to facilitate their contribution and involvement in life choices.

Mission statement
SNAP Cymru will empower families (parents, carers, children and young people) to have their voices heard within Educational, Health and Social Care and support them to work in partnership to influence policy and practice in the planning and delivery of services at both local and national levels.

Public benefit
We review our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous twelve months. The review also helps us ensure our aims, objectives and activities remained focused on our stated objectives. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities thus ensuring that it continues in its purpose in providing advice and support to voluntary and other agencies in promoting the relief of persons who are in poverty, sickness and distress.

Social investments
Previous analysis estimates that for every £1 invested in SNAP Cymru activities there is £20.61 of social value created. We are proud of the added value we achieve through our appropriately experienced and expert volunteers who provide value additional time and support to the charity.

Strategic report
Achievement and performance
Charitable activities
The end of this year has seen an unprecedented situation in Wales due to the COVID-19 lockdowns, closure and reopening of schools. During this time, SNAP Cymru staff and many volunteers have continued to work from home.

In September 2019 our CED Denise Inger died suddenly leaving the charity in the care of our two Assistant Directors. Following her succession plan in the first instance they have worked to improve on the work we have done and make us fit and successful during the Covid pandemic. Her legacy continues to be fulfilled by their and our staffs' hard work and dedication.

Families and professionals' access free bilingual information resources via our website and Facebook service. Printed bilingual materials are available for families with limited IT and printing equipment. This year, we have worked with 3,303 children and young people on 3,306 cases (all projects), which contained 8,851 matters. Helpline has been available throughout, bilingually.

Staffing
The number of staff for 2020/21 was 34 people, 28.25 full time equivalent.
This report provides detailed information on the work carried out for funders in respect of the service level agreements with SNAP Cymru.

The report is for the period 1st April 2020 to 31st March 2021. The data information for the report is from the SNAP Cymru CMS database and feedback from families and professionals who have accessed our Family Partnership Services.

Our advice is not only high quality but it's effective too.
SNAP Cymru holds the Legal Aid Agency's Specialist Quality Mark (SQM) for Education Advice. This important accreditation highlights the organisations commitment to client care and best practice.

As a standard that is only awarded to organisations who meet the highest levels of management and customer care, SQM accredited organisations undergo rigorous independent assessments on a regular basis. This ensures that they meet required standards of excellence in areas such as client care, case management and risk management.

Effective Support
Problems don't happen in isolation and can have severe consequences. Solving them stops these situations escalating. Each year we help thousands of children.

90% of families say that they couldn't have done it without us. 9 in 10 have been helped to solve at least one problem.

The Difference This Makes
We employ a flexible and efficient empowerment model, seeking solutions and the avoidance or escalation of conflict. We aim to give sufficient information, advice and support needed, enabling families to take the next steps themselves. In some Local Authorities funding is available for more complex casework which is referred to a locally based SNAP Cymru specialist caseworker for support. Cases take between 6 to 100 hours to complete.

SNAP Cymru has a positive impact on the education of people in Wales. We work to build resilience by engaging families and supporting them to identify and broker services and support. SNAP Cymru are passionate about our Welsh language. We support the Welsh Language strategy to achieve bilingual services for the increasing number of Welsh speakers.

Our Impact
- 88% of children and young people actively supported to participate in decision-making about their future and where possible, choices.
- 89% of families report an increased knowledge in educational procedures
- 87% of families told us that they felt an increased confidence to advocate effectively on behalf of their child
- 87% of families reported an improvement to their health and wellbeing after support
- 86% said their relationships with professionals had improved.

Why Resolving Problems Matter
If left unsolved, problems don't just affect families - they affect the community they live and work in too.

- Working with families to solve them creates considerable value to society, and helps them lead 'ordinary' lives, without the need to fight on behalf of their children.
- Nearly all families we helped told us that their problem negatively affected them and their children's lives, sometimes for years!
- Many didn't feel confident about taking action to resolve their problem before advice.
- Most came to us when they needed to take action urgently.

Covid 19
We understand how difficult it has been for school staff who are under extreme pressure currently. We have worked in partnership to support schools to resolve issues at the earliest opportunity. Also, by explaining to parents and carers we have encouraged them to understand schools, challenges and pressures, leading them to a better understanding, adjusting their expectations accordingly.

Unintended outcomes due to COVID-19
- Parents reporting CYP's with ASD, anxiety, school refusal and other similar conditions have much improved wellbeing without the pressure of having to attend school.
- ALN pupils reporting that they prefer the class sizes when attending for check in a catch up and "wish it could be like that all the time."
- Parents of children with ADHD reporting that the new structure of class bubbles has led to an improvement in their child's behaviour and learning at school.

Impact of COVID-19 On SNAP Cymru Working with Families
- Some families have required a significant amount of additional support as they struggle with caring for their child with ALN 24/7 - parents need time to talk. Staff and volunteers giving a 'listening ear' to families has been extremely well received.
- Some parents have required support with IT - for example one parent required a two-and-a-half-hour phone call in order for FYPO to support parent to complete parental advice for statutory assessment.
- SNAP has provided parents with links to online learning resources and activities to support their child during lockdown.
- Staff and volunteers have signposted parents to grant-making organisations, and partner agencies for support i.e., Citizens Cymru, Shelter Cymru, Trussell etc.
- Staff and volunteers have supported and reassured parents during this uncertain time with regular phone calls and contact during and outside normal working hours.

SNAP Cymru Projects and Services 2020 to 2021
SNAP Cymru received 3,306 cases during 2020/21.
1,831 to SNAP Cymru's telephone helpline
1,183 into specialist casework (SNAP Cymru Family Partnership)

209 into Swansea's Early Help Project, with a further 73 into other services and projects.

Family Partnership Services and Pupil Participation - Independent Parental Support (IPS)
SNAP Cymru has successfully and efficiently provided Independent Parental Services across Wales. In 2020/21 we were contracted to provide face to face IPS services in 19 Local Authorities in Wales and Disagreement Resolution Services to 22 Local Authorities as required. The provision included telephone helpline, advice service, information via e-mail, website and post. SNAP Cymru is a member of the UK National Information Advice & Support Service (NIASS), which continues to inform our development and practice.

During the pandemic, staff and volunteers continue to share their expertise and raise the voice of families at Local Authority panels and case reviews, albeit virtually over MS Teams and Zoom.

Above is the breakdown of cases into Family Partnership Services compared to last year's Shown below. This reduction in cases by 1,890 was as expected due to disruption caused by Covid 19.

Matters
Above are the top 10 matters from a total matter count of 8,851. Although fewer than 2019-2020, 9,696 by 845 (chart below), this number indicates the changing needs of families, children and young people. We believe families are being influenced to seek a formal assessment as the implementation of the ALNET act draws closer. Some families also needed more help due to the impact of school closures and lockdown periods during the pandemic. Many members of staff and volunteers gave families additional support, key working as necessary on a case-by-case basis to ensure the most vulnerable families retained access to education and services.

Over 2,500 cases included Children and Young People with a disability, with a further 727 not disclosing. Nearly 1,000 were Children and Young People with ASD 345 with ADHD / ADD, and 259 with Behavioural difficulties.

Exclusions - Exclusion casework is time consuming with little or no funding attached to it. As with most referrals, families find us by default rather than through a direct right to a service. Schools do not offer advice or advocacy to children and families.

Appeals Matters SENTW
Of the 247 SENTW matters recorded, 43% were considering an appeal. 27 % were lodged, 4%, withdrawn and 2% conceded. SNAP Cymru model of working using informal disagreement, mediation, negotiation, de-escalation and brokerage reduces the need for the formal Disagreement Resolution Service (DRS) and avoids appeals to SENTW. We provide DRS to 22 Local Authorities across Wales.

Early Help
The SNAP Cymru Early Help Service provides focused support for children and families at the point where problems emerge. The service works on the principle that the right support at the right time, at the onset of the problem, can prevent escalation of the difficulties families are encountering and may prevent the necessity of providing more intensive intervention later. We work with work in the whole family context addressing issues that affect the well-being of the family as well as the child or young person. We offer support at differing levels:
- Targeted intervention when the identified needs of the child or young person cannot be met by within their setting by the universal services available to all families
- Specific specialised support when a child or young person's needs are more complex or there are multiple needs.

The two charts below show the significant 77% increase in Early Help casework. This important work is helping young people to overcome a range of difficulties affecting their wellbeing, possibly hindering them from reaching their full potential.

Early Help Matter Types
This chart demonstrates the complex nature of the Early Help Project Casework.

Discrimination
This important project funded by Welsh Government in partnership with Citizens Cymru and Shelter Cymru provides discrimination casework, discrimination tribunal support and training for professionals including Local Authorities' and school staff.
This year we have supported children, young people and their families with a range of discrimination issues including exclusion from school trips, educational visits and events; schools not providing reasonable adjustments such as hearing equipment, ramps, and chairs. We have also worked with schools to help them understand their duties under the 2010 Equality Act, providing information and advice and training when requested. This chart demonstrates the value of early intervention and informal resolution processes.
Out of 601 matters recorded only 31 were considering making a claim, with only 5 claims lodged at SENTW.
N.B 'Family Discussion' generally consists of early information, advice and guidance and is avoidance work.

Volunteering
The key and essential feature of SNAP Cymru are the volunteers. Formal volunteering adds significant value to our activities throughout the organisation. We are proud that our volunteers are making a difference in communities across Wales. Many have continued to gift their time during the pandemic, mainly working from home via telephone, and video conferencing.

Through our volunteering programme we seek to further develop the skills, competencies and expertise of each volunteer and to make effective use of their gift of time and experience. Our volunteers come from a variety of backgrounds with a range of skills and expertise, consequently they undertake many different roles within our organisation to ensure we make best use of what they have to offer.
SNAP Cymru is proud recipients of The Queen's Diamond Jubilee Voluntary Organisations Award as recognition of our unique role, on a national scale, to advance the education of people in Wales, to promote inclusion and seek equality for all.

Investors in Volunteers Quality Mark (IIV)
Our practice has evolved over 30 years through PQASSO and Investors in People, SNAP Cymru continues working to benchmark the quality of volunteer management and activity through IIV. Impact evidence demonstrates that volunteering enhances our organisation's reputation and delivery of services. Longer term our volunteers empower people to build more sustainable communities.

Education and Training
Professional and personal learning is valued and recognised as a major contributing factor for the personal and professional development of staff and volunteers improving the effectiveness of the services provided. Staff and volunteers have a responsibility to undertake ongoing professional learning that develops skills, knowledge and understanding in support of this goal.

SNAP Cymru's training and approved accreditation centre works in partnership with AGORED Cymru to deliver and accredit bespoke and approved modules from the AGORED framework. The Centre is regularly audited, achieving 'excellent' status. We work in partnership with other organisations to develop and facilitate bespoke programmes, accredited to Level 4 of the Credit and Qualifications Framework for Wales (CQFW).

Staff, volunteers, beneficiaries, parents, carers, young people and professionals have accessed a range of information and training opportunities related to education, disability, equality and diversity.

Quality Management
We are a member of Advice Network Wales operating a formal signpost and referral system to other advice/ advocacy providers. SNAP Cymru is regularly audited to ensure quality, compliance and development.
SNAP Cymru values the organisational and systemic learning that can comes from positive and adverse comments or complaints. We disseminate effective practice and seek to make appropriate improvements when we receive adverse comments or complaints. There have been 5 complaints received this year. Each complaint is thoroughly investigated, and an action plan drawn up to address any issues. All complaints have been resolved successfully.

Welsh National Principles of Public Engagement
Our trustees and staff work to the 12 principles, and they are visible for staff, volunteers and visitors to our office.

Children and Young Persons' Participation
SNAP Cymru is committed to the meaningful involvement of children and young people in the decisions that involve them, and their future and we seek to improve and promote the engagement and full participation of children and young people. 'The United Nations Convention on the Rights of the Child (UNCRC)' is embedded in our practice.

Digital Media and Communication
SNAP Cymru has developed digital media presence and activity to make accurate, up to date, relevant information freely available. We regularly use platforms and tools such as Eventbrite and Mail Chimp for ticketing and registration for events. This simplifies our planning.

Website http://www.snapcymru.org
Our bilingual website offers free information, advice and guidance in English and Welsh. Our published bilingual literature is available to download. We received over 350,000 page visits to www.snapcymru.org.
SNAP Cymru is aware of how extremely important it is for an organisation which provides information to have a good-looking, easy-to-use responsive website. Many people, while doing their research, review our company's online presence and families and professionals see it as a reliable source of information. The website also acts as an essential part of our triage approach to managing demand on our casework service. Secure web enquiry forms are integrated to our Casework Management System (CMS).
Media

SNAP Cymru has continued to respond to enquiries from the media providing statements response to a particular issue. This has included radio and television interviews concerning the changing legislative environment. We have provided bilingual interviews for BBC Wales, ITV and Radio Wales.

Facebook
SNAP Cymru's social media presence continues to increase with a proactive approach including information, events, and sharing both promotional ALN specific and emergency

Financial review
Review of the year
The Charity is reporting an overall surplus for the year on unrestricted funds of £107,595 and restricted funds of £17,279. At the end of financial year, the level of unrestricted reserves has increased from £597,947 to £705,542.

The start of this year boded ill for charities everywhere with changes in legislation and educational practice threatening several income streams and creating new opportunities which might or might not come to fruition. Our staff supported us in every way and our excellent outcome, being able to maintain and bolster the necessary reserves. At the end of this year, we are now able to consolidate reserves, assess service capacity and seek to reinvest in the workforce to meet the new challenges of the current financial and Covid work planning.

Investment policy
The Charity has no investment powers except to place any surplus funds into instant or fixed term deposit accounts.

Strategic report

Financial review

Reserves policy

The trustees acknowledge the need to retain the level of available reserves held to ensure the continuance of at least the current level of service delivery. The annual staff costs are currently just under £639K and the trustees are aware of the time delays when applying for new funding streams. This policy is reviewed on an ongoing basis throughout the year when finance reports are presented, having regard to the financial and operational risks faced by the Charity. The trustees have determined that the minimum level of cash reserves below which they feel it would be imprudent to continue operations would be £500k. To assist with their monitoring of reserves, the trustees have set aside this designated reserve to ensure the continuance of a national service.

This forms part of the minimum reserve levels reviewed by the Trustees. As well as physical cash, the Charity will need reserves to provide sufficient resources to structure a voluntary withdraw should it not be able to continue. The Charity believes that it will have a three-month window at any given time within which such plans would need to be enacted.

The Charity relies heavily upon external funding which has become increasingly competitive through the tendering process, likewise charities are competing for a smaller funding pot available to the third sector to support our activities in furtherance of our charitable objects. Such funding sources are subject to change and cannot be guaranteed. In addition, the Charity undertakes project driven work for which restricted income is received, whilst this funding is crucial to project delivery it is sometimes insufficient to satisfy the Charity's objectives. As a result, the Charity has used some of its unrestricted reserves to support projects.

Business Planning

We will review our strategic business plan to seek additional sustainable income to reduce the risk of reliance on statutory funding streams. We will implement the changes required to improve and streamline our data collation and dissemination to meet contractual reporting systems from funders and seek longer term contracts for our service delivery. We will build on our growing reputation in training and policy work through marketing our expertise within the field of family partnership and education to meet the demands and opportunities arising from new and emerging statutory reform affecting children, young people and families.

Strategic report

Future plans

Coronavirus Covid19 Arrangements

SNAP Cymru will continue to provide services during the Coronavirus Covid19 pandemic. It will of necessity be a different service, but we are confident that it will remain a quality service. Most offices were closed as we are following Public Health Wales and government advice, and we are reviewing advice and announcements from Public Health Wales regularly and making adjustments as appropriate. SNAP Cymru is flexible, forward thinking and responsive to the needs of families in each Local Authority.

Communication

We are keeping in regular communication with our funders and with SENTW setting out how we are working and responding to their contingencies. Our approach is to listen, support and give appropriate, pragmatic and realistic advice.

Helpline

SNAP Cymru's dedicated helpline has continued to be staffed from 9.30 to 4.30 daily. This is based on a rota system of our all-Wales staff team and supported by a team of volunteers.

Casework

Our investment in ICT and systems and staff training and development meant we were able to migrate to remote working with no disruption of service. Our Case Management System was already cloud based and secured to safe harbour standards and all our staff have smart phones and laptops so that all our staff have full access to our case files and action records. The cloud has brought strength and flexibility for our service and has meant that we could keep working without being crippled due to unforeseen occurrences like the current pandemic.

Strategic Planning

Planning for the future in the face of the pandemic is challenging, however we will continue to review our strategic business plan to seek additional sustainable income to reduce the risk of reliance on statutory funding streams.
We will review and reflect on our working practices during the pandemic and use our learning to implement the positive changes to our practice to ensure that we are efficient, effective in meeting our charitable objectives and provide value for money for our funders.

The long-term commitment of our staff and volunteers and the time and experience they have given to the organisation has helped us to overcome the challenges we face in maintaining and improving our viability. As the only independently quality assured pan Wales charity to offer independent specialist, expert help with a range of educational issues we strive to ensure our continued existence. Good communication with the whole organisation ensures that we can think and act together for sustainability. The staff and volunteers are the greatest part of SNAP Cymru's resilience, allowing the Trustees and Chief Executives to act confidently and recover quickly after unplanned events and difficulties in funding and capacity to meet a growing demand for our service.

Property

The property, Elizabeth House in Middleton Street Llandrindod Wells operates as a service centre for Mid Wales and a charity boutique giving us higher visibility as a charity and improved access for beneficiaries.

Funding and Sustainability

As predicted 2020-21 has continued to be challenging for the third sector and organisations supporting children and families generally. We predict these challenges will be exacerbated by the current pandemic. Our staffing structure remains in line with contract values and spend.

We have disseminated new resources and delivered training to support inclusion and equality and to raise awareness of discrimination. Trained staff and volunteer teams complement national and local government strategy to help meet key priorities for children and families in Wales.

We continue to seek new ways of improving accessibility for isolated communities and other hard to reach groups and individuals. We are seeking more funds to provide much needed services for children and families whilst we continue to develop our visibility and sustainability.

Structure, governance and management

Structure, governance and management - Legal Status

The Charity is a limited company, registration number 2832114, and is governed by its Memorandum and Articles of Association. It is registered with the Charity Commission, number 1027599.

Structure, governance and management

Financial controls and Benchmarking

Control over the client affairs is affected by an inspection by both the Trustees and the external auditors.

People of significant control within the organisation are: Chief Executive Officers (Interim), Amanda Daniels and Caroline Rawson. Chairman Huw Roberts; Finance Director George Rogers. These persons lead annual reviews and benchmarking procedures ensuring that all members are fully briefed of historical projects and are fully aware of the viability and certainty of on - going projects considering new and emerging trends with market competition. Benchmarking policy and procedure considers the hallmarks and principles as set out in the following guidance: The hallmarks of an effective charity - Charity Commission (2008); The Good Governance Code - ACEVO, NCVO (October 2010); Governance best practice benchmarking - January 2016.

Organisational structure

Trustees are nominated to the Board of Trustees and may be elected annually by the voting board members at the Annual General Meeting. Each Officer stands for an initial period of two years before retiring but shall be eligible to stand for re-election without further nomination. A Trustee induction pack and training has been developed and access to training regarding the roles and responsibilities of Trustees is arranged to update individuals of changing legislation and guidance. Trustees also have access to the company solicitor who is expert within charitable law and Legal advice from DAS insurers.

Induction and training of new trustees

Trustees are nominated to the Board of Trustees and may be elected annually by the voting board members at the Annual General Meeting. Each Officer stands for an initial period of two years before retiring but shall be eligible to stand for re-election without further nomination. A Trustee induction pack and training has been developed and access to training regarding the roles and responsibilities of Trustees is arranged to update individuals of changing legislation and guidance. Trustees also have access to the company solicitor who is expert within charitable law and Legal advice from DAS insurers.

Reference and administrative details

Registered Company number

02832114 (England and Wales)

Registered Charity number

1027599

Registered office

10 Coopers Yard
Curran Road
Cardiff
CF10 5NB

Trustees

H Roberts Chair
L Brewis Vice Chair
G Rogers Finance Director
J Sharpe
S Jones (resigned 7.6.2022)
J H K Boughey Director
K Stevenson

Chief Executive Office

A Daniels (Retired 31.03.2022)
C Rawson
F Wright (Assistant CEO appointed 01.02.2022)

Auditors

Haines Watts Wales LLP, Statutory Auditors
7 Neptune Court
Vanguard Way
Cardiff
CF24 5PJ

Reference and administrative details
Bankers
Santander
Business Banking Centre
301 St Vincent Street
Glasgow
G2 5NB

Solicitors
Geldards LLP
Dumfries House
Dumfries Way
Cardiff
CF10 3ZF

Statement of trustees' responsibilities
The trustees (who are also the directors of SNAP Cymru 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;
- 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.

Auditors
The auditors, Haines Watts Wales LLP, Statutory Auditors, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 30/09/2023 and signed on the board's behalf by:

.....
L Brewis - Trustee

Report of the Independent Auditors to the Members of SNAP Cymru

Opinion

We have audited the financial statements of SNAP Cymru (the 'charitable company') for the year ended 31st March 2023 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2023 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

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 this gives rise to a material misstatement in the financial statements themselves. 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.

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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our planning procedures identify the legal and regulatory frameworks applicable to the operations and financial statements of the company. These are reviewed internally with the audit team including relevant industry experience and expectations as well as externally with the client management. The key laws and regulations we considered in this context were the UK Companies Act 2006, 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', UK GAAP (FRS 102) and relevant tax legislation.

Once identified, we assess the risks of material misstatements in relation to the laws and regulations, irregularities, including fraud and adjust our testing accordingly. Our audit procedures include:

- Discussing with Trustees and management which areas of the business they believe to be more susceptible to fraud, and whether they have any knowledge or suspicion of fraudulent activities;
- Obtaining an understanding of the key controls put in place by the company to address risks identified, assessing the effectiveness of those and discussing how these are maintained and monitored internally;
- Assessing the risk of management override and review and testing of journal entries made into the accounting system;
- Discussing with Trustees and Management the legal and regulatory obligations of the business and whether they have any knowledge or suspicion of non compliance.

Despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularities likely involve collusion, forgery, intentional misrepresentation, or the override of internal controls.

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.



Clive Edwards (Senior Statutory Auditor)
for and on behalf of Haines Watts Wales LLP, Statutory Auditors
7 Neptune Court
Vanguard Way
Cardiff
CF24 5PJ

Date: 30 September 2023

SNAP Cymru

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31st March 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
Income and endowments from					
Donations and legacies	2	1,634	-	1,634	2,716
Charitable activities	5				
Charitable activity		685,988	233,240	919,228	962,634
Other trading activities	3	56,077	-	56,077	46,882
Investment income	4	1,373	-	1,373	63
Total		745,072	233,240	978,312	1,012,295
Expenditure on					
Raising funds	6	285	-	285	351
Charitable activities	7				
Charitable activity		745,473	237,070	982,543	907,788
Total		745,758	237,070	982,828	908,139
NET INCOME/(EXPENDITURE)		(686)	(3,830)	(4,516)	104,156
Reconciliation of funds					
Total funds brought forward		813,528	13,449	826,977	722,821
Total funds carried forward		812,842	9,619	822,461	826,977

The notes form part of these financial statements

Statement of Financial Position
31st March 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
Fixed assets					
Tangible assets	13	77,908	9,619	87,527	93,507
Current assets					
Debtors	14	91,986	-	91,986	234,503
Cash at bank and in hand		662,843	-	662,843	521,178
		754,829	-	754,829	755,681
Creditors					
Amounts falling due within one year	15	(19,895)	-	(19,895)	(22,211)
Net current assets		734,934	-	734,934	733,470
Total assets less current liabilities		812,842	9,619	822,461	826,977
NET ASSETS		812,842	9,619	822,461	826,977
Funds	17				
Unrestricted funds				812,842	813,528
Restricted funds				9,619	13,449
Total funds				822,461	826,977

The financial statements were approved by the Board of Trustees and authorised for issue on 30.09.23 and were signed on its behalf by:

.....
G Rogers - Trustee

.....
L Brewis - Trustee

The notes form part of these financial statements

SNAP Cymru

Statement of Cash Flows
for the Year Ended 31st March 2023

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	144,153	(38,439)
Net cash provided by/(used in) operating activities		144,153	(38,439)
Cash flows from investing activities			
Purchase of tangible fixed assets		(3,861)	(4,457)
Interest received		1,373	63
Net cash used in investing activities		(2,488)	(4,394)
Change in cash and cash equivalents in the reporting period		141,665	(42,833)
Cash and cash equivalents at the beginning of the reporting period		521,178	564,011
Cash and cash equivalents at the end of the reporting period		662,843	521,178

The notes form part of these financial statements

Notes to the Statement of Cash Flows for the Year Ended 31st March 2023

1. Reconciliation of net (expenditure)/income to net cash flow from operating activities

	2023 £	2022 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(4,516)	104,156
Adjustments for:		
Depreciation charges	9,842	9,227
Interest received	(1,373)	(63)
Decrease/(increase) in debtors	142,517	(130,490)
Decrease in creditors	(2,316)	(21,269)
Net cash provided by/(used in) operations	144,154	(38,439)

2. Analysis of changes in net funds

	At 1.4.22 £	Cash flow £	At 31.3.23 £
Net cash			
Cash at bank and in hand	521,178	141,665	662,843
	521,178	141,665	662,843
Total	521,178	141,665	662,843

The notes form part of these financial statements

1. Accounting policies

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The financial statements have been prepared on a going concern basis. The Trustees have reviewed and considered relevant information, including the annual budget and future cash flows in making their assessment.

Income
Donations are recognised when they are received.

Income derived from events is recognised as earned (that is, as the related goods or services are provided).

Investment income is recognised on a receivable basis.

The income for the year is attributable to the company's principal activity, namely to provide parents of children with special needs with independent information and support, helping them to become partners with professionals as they make decisions about their child's education. This activity is split into geographical projects of which is separately funded by the relevant local authority supplemented by other sources. Where the income given is restricted to a geographical area it is treated as a restricted fund.

Revenue grants are credited to the income and expenditure account in the year to which they relate. Where grants have been received but relate to a future accounting period, that part of the grant received is deferred to the appropriate period. Capital grants are recognised as incoming resources in the year of receipt and credited to a restricted fund. This fund is reduced by the annual depreciation charge relating to the asset concerned.

Expenditure
Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Costs of generating funds are the costs of trading for fundraising purposes.

Charitable expenditure 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 necessary to support them.

Support Costs
Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs
Governance costs include costs of the preparation and examination of the statutory accounts, the costs of trustee meetings and the cost of any legal advice to trustees on governance or constitutional matters.

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
Fixtures and fittings	- 10% on cost
Motor vehicles	- 25% on cost
Computer equipment	- 20% on cost

Individual fixed assets costing £500 or more are initially recorded at cost

Taxation
The company is a registered charity and as all its activities are primary purpose it is therefore exempt from taxation.

continued...

1. Accounting policies - continued

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

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

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

Hire purchase and leasing commitments
Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits
The charity operates a defined contribution pension scheme. Contributions are charged in the statement of financial activities as they become payable in accordance with the rules of the scheme.

Debtors, creditors and cash
Current assets and liabilities, including cash held at bank are recognised at cost or valuation as at the year end.

Claw back
No adjustment is made for any grant claw back until such time as notification has been received by the funder.

2. Donations and legacies

	2023	2022
	£	£
Donations	1,634	2,716

3. Other trading activities

	2023	2022
	£	£
Shop income	56,077	46,882

4. Investment income

	2023	2022
	£	£
Deposit account interest	1,373	63

5. Income from charitable activities

	Activity	2023	2022
		£	£
Local Authority Grants	Charitable activity	651,512	646,735
Families First	Charitable activity	105,000	100,000
Small grants - received in year	Charitable activity	3,600	3,311
Welsh Government	Charitable activity	128,240	123,310
Children in Wales	Charitable activity	-	79,021
Other income	Charitable activity	826	757
Training income	Charitable activity	30,050	9,500
		919,228	962,634

continued...

6. Raising funds

Other trading activities

	2023	2022
	£	£
Fundraising costs	285	351

7. Charitable activities costs

	Direct Costs	Support costs (see note 8)	Totals
	£	£	£
Charitable activity	784,164	198,379	982,543

8. Support costs

	Management	Governance costs	Totals
	£	£	£
Charitable activity	189,726	8,653	198,379

9. Net income/(expenditure)

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

	2023	2022
	£	£
The auditing of accounts of any associate of the charity	7,636	6,450
Other non-audit services	995	795
Depreciation - owned assets	9,841	9,227
Other operating leases	1,189	1,374

10. Trustees' remuneration and benefits

There were no trustees' remuneration or other benefits for the year ended 31st March 2023 nor for the year ended 31st March 2022.

Trustees' expenses

During the year trustees were reimbursed for travel expenses of £22 (2022: £66).

11. Staff costs

	2023	2022
	£	£
Wages and salaries	700,492	649,446
Social security costs	55,543	48,679
Other pension costs	13,803	12,474
	769,838	710,599

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

	2023	2022
Charitable activities	28	26
Administration	4	5
	32	31

continued...

11. Staff costs - continued

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

During the year a total of £164,979 (2022: £164,993) was paid by the charity in relation to key management salaries. Key management personnel are considered to be 4 individuals who directly impact on the strategic direction of the Charity.

12. Comparatives for the statement of financial activities

	Unrestricted funds £	Restricted funds £	Total funds £
Income and endowments from			
Donations and legacies	2,716	-	2,716
Charitable activities			
Charitable activity	660,303	302,331	962,634
Other trading activities	46,882	-	46,882
Investment income	63	-	63
Total	709,964	302,331	1,012,295
Expenditure on			
Raising funds	351	-	351
Charitable activities			
Charitable activity	601,628	306,160	907,788
Total	601,979	306,160	908,139
NET INCOME/(EXPENDITURE)	107,985	(3,829)	104,156
Reconciliation of funds			
Total funds brought forward	705,542	17,279	722,821
Total funds carried forward	813,527	13,450	826,977

continued...

13. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Motor vehicles £	Computer equipment £	Totals £
Cost					
At 1st April 2022	76,475	8,496	8,575	44,739	138,285
Additions	-	-	-	3,861	3,861
At 31st March 2023	76,475	8,496	8,575	48,600	142,146
Depreciation					
At 1st April 2022	9,177	8,496	4,716	22,389	44,778
Charge for year	1,530	-	1,715	6,596	9,841
At 31st March 2023	10,707	8,496	6,431	28,985	54,619
Net book value					
At 31st March 2023	65,768	-	2,144	19,615	87,527
At 31st March 2022	67,298	-	3,859	22,350	93,507

14. Debtors

	2023 £	2022 £
Amounts falling due within one year:		
Trade debtors	75,071	220,443
Other debtors	1,668	1,668
VAT	100	100
Prepayments	13,896	9,373
	90,735	231,584
Amounts falling due after more than one year:		
Other debtors	1,251	2,919
Aggregate amounts	91,986	234,503

15. Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	5,416	6,702
Social security and other taxes	221	221
Other creditors	2,988	5,512
Accruals and deferred income	11,270	9,776
	19,895	22,211

continued...

16. Leasing agreements

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

	2023 £	2022 £
Within one year	47,200	47,044
Between one and five years	25,783	53,932
	72,983	100,976

Total operating leases treated as an expense in the year totalled £47,366 (2022: £43,202).

17. Movement in funds

	At 1.4.22 £	Net movement in funds £	At 31.3.23 £
Unrestricted funds			
General fund	513,528	(686)	512,842
Designated	300,000	-	300,000
	813,528	(686)	812,842
Restricted funds			
Pen y Cymoedd Wind Farm Community Fund CIC	1,029	(334)	695
Citizens Advice Covid-19 Grant	774	(235)	539
Voluntary Action Merthyr Covid Grant	1,162	(351)	811
AVOW - Comic Relief Voluntary Services Emergency Fund	323	(92)	231
Glamorgan Voluntary Services	3,691	(1,030)	2,661
SCVS Third Sector Integrated Care Fund	2,335	(652)	1,683
Bavo (Bridgend) Third Sector Covid Grant	1,200	(335)	865
NPTCVS - Third Sector Integrated Care Fund	2,935	(801)	2,134
	13,449	(3,830)	9,619
TOTAL FUNDS	826,977	(4,516)	822,461

continued...

17. Movement in funds - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	745,072	(745,758)	(686)
Restricted funds			
Families First	105,000	(105,000)	-
Welsh Government	128,240	(128,240)	-
Pen y Cymoedd Wind Farm Community Fund CIC	-	(334)	(334)
Citizens Advice Covid-19 Grant	-	(235)	(235)
Voluntary Action Merthyr Covid Grant	-	(351)	(351)
AVOW - Comic Relief Voluntary Services Emergency Fund	-	(92)	(92)
Glamorgan Voluntary Services	-	(1,030)	(1,030)
SCVS Third Sector Integrated Care Fund	-	(652)	(652)
Bavo (Bridgend) Third Sector Covid Grant	-	(335)	(335)
NPTCVS - Third Sector Integrated Care Fund	-	(801)	(801)
	233,240	(237,070)	(3,830)
TOTAL FUNDS	978,312	(982,828)	(4,516)

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	405,542	107,986	513,528
Designated	300,000	-	300,000
	705,542	107,986	813,528
Restricted funds			
Pen y Cymoedd Wind Farm Community Fund CIC	1,363	(334)	1,029
Citizens Advice Covid-19 Grant	1,009	(235)	774
Voluntary Action Merthyr Covid Grant	1,513	(351)	1,162
AVOW - Comic Relief Voluntary Services Emergency Fund	415	(92)	323
Glamorgan Voluntary Services	4,721	(1,030)	3,691
SCVS Third Sector Integrated Care Fund	2,987	(652)	2,335
Bavo (Bridgend) Third Sector Covid Grant	1,535	(335)	1,200
NPTCVS - Third Sector Integrated Care Fund	3,736	(801)	2,935
	17,279	(3,830)	13,449
TOTAL FUNDS	722,821	104,156	826,977

continued...

17. Movement in funds - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	709,964	(601,978)	107,986
Restricted funds			
Families First	100,000	(100,000)	-
Welsh Government	123,310	(123,310)	-
Pen y Cymoedd Wind Farm Community Fund			
CIC	-	(334)	(334)
Citizens Advice Covid-19 Grant	-	(235)	(235)
Voluntary Action Merthyr Covid Grant	-	(351)	(351)
AVOW - Comic Relief Voluntary Services			
Emergency Fund	-	(92)	(92)
Glamorgan Voluntary Services	-	(1,030)	(1,030)
SCVS Third Sector Integrated Care Fund	-	(652)	(652)
Bavo (Bridgend) Third Sector Covid Grant	-	(335)	(335)
NPTCVS - Third Sector Integrated Care Fund	-	(801)	(801)
Children In Wales	79,021	(79,021)	-
	302,331	(306,161)	(3,830)
TOTAL FUNDS	1,012,295	(908,139)	104,156

General funds are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Families First - was received for the provision of Early Years, Young People Services, training and well being.

Welsh Government - funding managed by Citizens Advice Cymru, received for the provision of information, advice and guidance.

Pen y Cymoedd Wind Farm Community Fund to support crisis support to vulnerable families facing lockdown with children and young people with disabilities.

Steve Morgan Foundation - Emergency Covid-19 Grant.

Voluntary Action Merthyr Covid Grant.

Citizens Advice Covid-19 Funding Grant awarded for purchase of equipment in response to Covid-19 Crisis.

AVOW - Comic Relief Voluntary Services Emergency Fund.

Third Sector Capital Investment Fund - Glamorgan Voluntary Service (GVS) - Cardiff & Vale -Covid grant

SCVS - Third Sector Integrated Care Fund (ICF) - COVID-19 Related Discretionary Capital Grant.

BAVO (Bridgend) - Third Sector Covid Grant fund.

NPTCVS - Third Sector Intergrated Care Fund (ICF) - COVID-19 Related Discretionary Capital Grant - Neath Port Talbot

Swansea Council - Child Development Fund - Early Help Grant.

Capital grants received are recorded as fixed assets under restricted funds and depreciated over their useful economic life.

Designated fund
As set out in the Trustees reserves policy on page 9, a minimum contingency cash reserve is required and the designated fund above is to enact that thought process.

continued...

17. Movement in funds - continued

Transfer between funds
Fund transfers for the reallocation of the apportionment of costs.

18. Employee benefit obligations

The charity operates a defined contribution pension scheme. The pension cost charge for the period represents contributions payable by the charity to the scheme and amounted to £13,803 (2022 - £12,474).

Contributions totalling £2,477 (2022 - £5,001) were payable to the scheme at the end of the period and are included in creditors.

19. Related party disclosures

As at 31 March 2023, a balance of £2,919 is owed by the Chief Operating Officer in relation to an interest free loan of £5,000.

20. Members' liability

The charity is a private company limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

SNAP CYMRU

England & Wales - Charity number 1027599

Accounts





SNAP Cymru
Annual Report
2021-2022











Ariennir gan
Lywodraeth Cymru
Funded by
Welsh Government

SQM

Helplines Partnership MEMBER

Investing in Volunteers

Agored Cymru

The Queen's Diamond Jubilee Volunteering Award 2012

Contents

1.Introduction

2.Report of the Trustees for year ending 2022

3.Future Plans

4.Strategic Report.

5.Regulatory Information

6.Financial Review of the Year













1.Introduction:

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 31st March 2022. 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 1st January 2019).

Objectives and activities:

SNAP Cymru's Charitable Objects are to advance the education of people in Wales including those with Additional Learning Needs (ALN) and those who are disabled.

1. to provide or assist in providing information, advice and support to enable children and young people and their parents or guardians to participate fully and equally in society
2. to assist parents and guardians of children and young people in their understanding of relevant legislation
3. and through this to facilitate their contribution and involvement in their life choices.

Mission Statement

SNAP Cymru will empower families (parents, carers, children and young people) to have their voices heard within Educational, Health and Social Care and support them to work in partnership to influence policy and practice in the planning and delivery of services at both local and national levels.

Public Benefit

We review our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous twelve months. The review also helps us ensure our aims, objectives and activities remained focused on our stated objectives. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities thus ensuring that it continues in its purpose in providing advice and support to voluntary and other agencies in promoting the relief of persons who are in poverty, sickness and distress.

Social Investments

Previous analysis estimates that for every £1 invested in SNAP Cymru activities there is over £20 of social value created. We are proud of the added value we achieve through our appropriately experienced and expert volunteers who provide value additional time and support to the charity.



2. Report of the Trustees for the year ended 31st March 2022

The end of this year has seen the ongoing and difficult situation remain due to COVID-19. Schools have reopened, but children and young people are finding the return difficult with many needing additional help with wellbeing, mental health issues and reintegrating into daily and learning routines. This has had additional impact on those with ALN and disabilities. During this time, SNAP Cymru staff and many volunteers have continued to work from home.

Following Denise Inger's succession plan the joint CEO's, Amanda Daniels and Caroline Rawson have worked together to improve on the work we have done and make us fit and successful through the ALN transformation, re negotiating service level agreements with funders, as well as the Covid pandemic. Her legacy continues to be fulfilled by their and our staff and volunteers hard work and dedication.

At Christmas, one of the CEO's, Amanda Daniels, made the difficult decision to retire and left SNAP Cymru at the end of March. Amanda has been with us for over 20 years working in a variety of roles at a senior level culminating with her sharing the CEO role with Caroline Rawson.
We would like to thank Amanda for her amazing work and dedication to SNAP Cymru.

Caroline Rawson became sole CEO on April 1st 2022.

This report provides detailed information on the work carried out for funders in respect of the service level agreements with SNAP Cymru. The report is for the period 1st April 2021 to 31st March 2022. The data information for the report is from the SNAP Cymru CMS database and feedback from families and professionals who have accessed our Family Partnership Services.



Key Achievements 2021-22

1. Launch of our brand new SNAP Cymru Website
2. Significantly improved access to the SNAP Cymru Telephone helpline including the Launch of our online appointment booking system
3. All SNAP staff trained on the new ALN Code
4. SNAP Cymru once again achieved the Legal Aid Agency Specialist Quality Mark (SQM) and Investing in Volunteers Award
5. Families receiving specialist casework have increased by 4% since 2019-20 and by 59% since last year 2020-21
6. More families then ever before are using the services of SNAP Cymru and we have quickly returned to pre-covid levels. Our telephone helpline has seen an increase of 85% since this time last year.

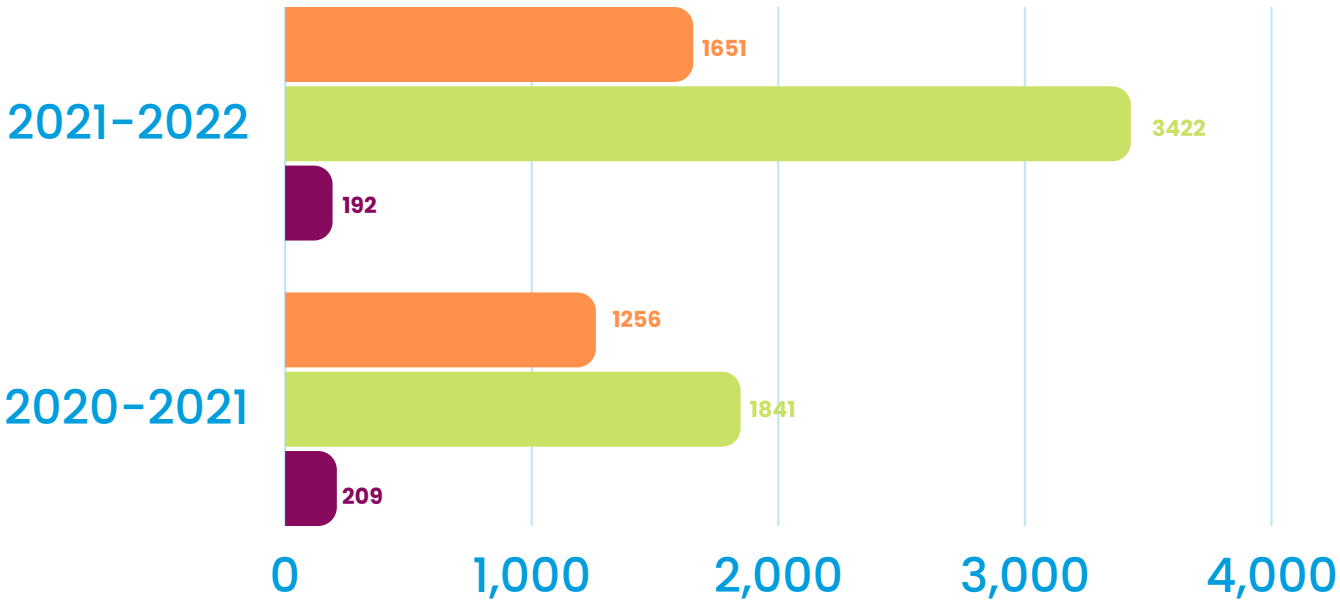
Overview of Projects

Key:

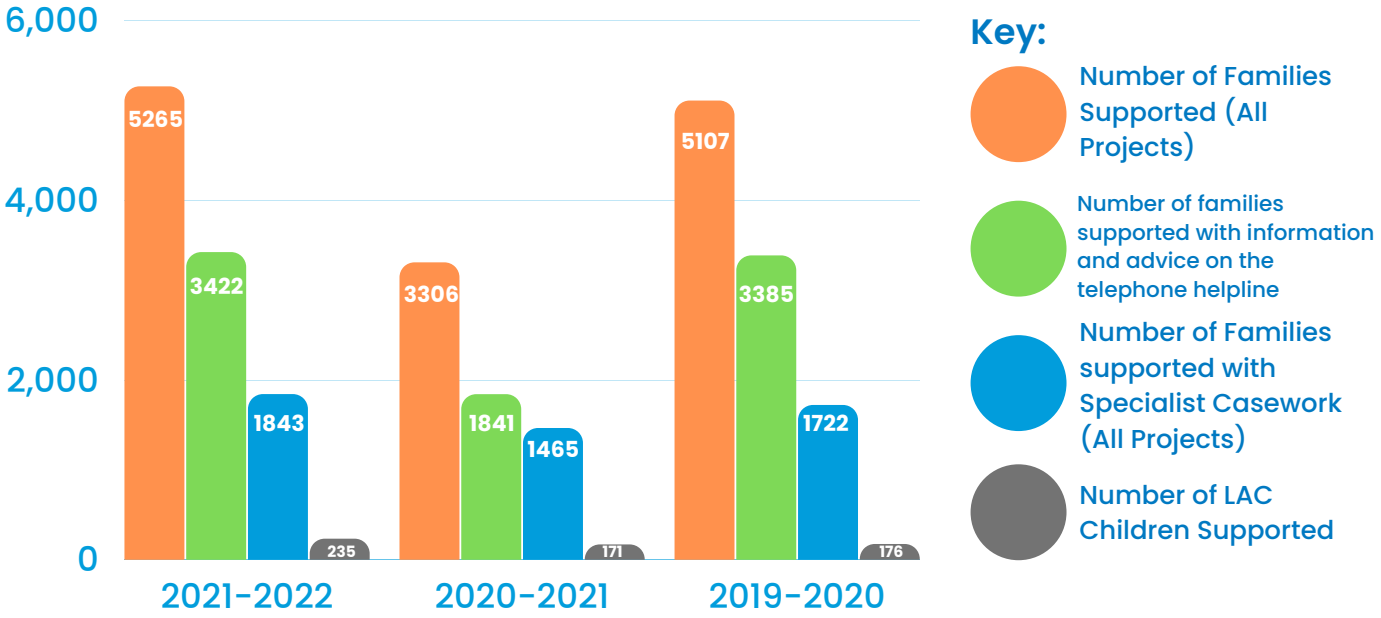
Specialist Casework

Support Via Telephone Helpline

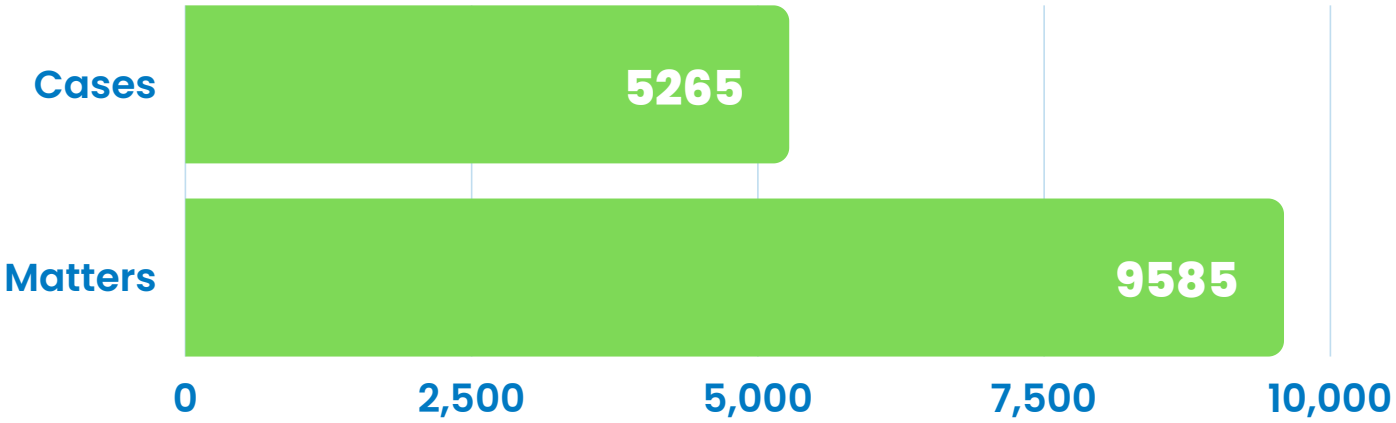
Early Help Project



All Wales Telephone Helpline and Specialist Casework Support - 3 Year Review



All Wales Casework 2021-2022



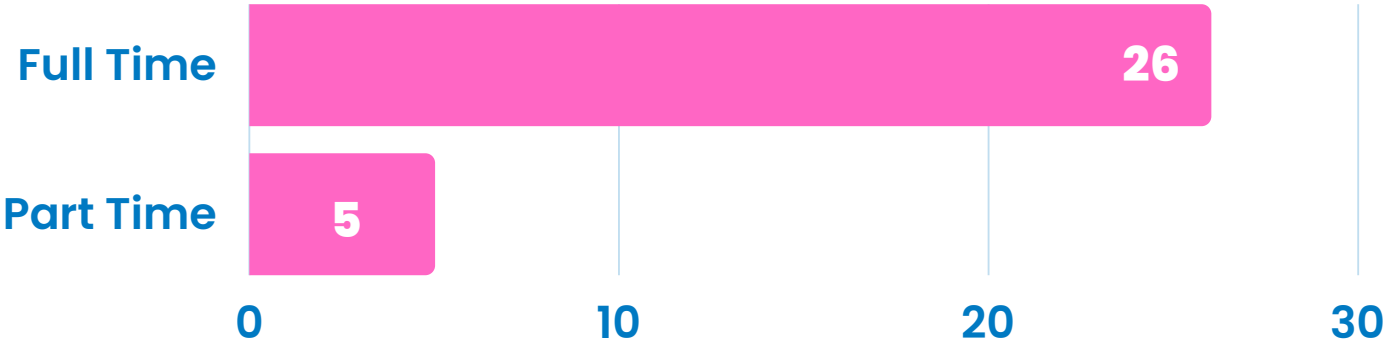
4722 cases closed this year -
this equates to 89% of all SNAP Cymru cases





Staffing

2021/22 Staff:



The total number of staff during 2021/22 was 31 people; 26 full time equivalent.

High Quality Advice

SNAP Cymru holds the Legal Aid Agency's Specialist Quality Mark (SQM) for Education Advice. This important accreditation highlights the organisations commitment to client care and best practice.
As a standard that is only awarded to organisations who meet the highest levels of management and customer care, SQM accredited organisations undergo rigorous independent assessments on a regular basis. This ensures that they meet required standards of excellence in areas such as client care, case management and risk management.

Effective Support

Problems don't happen in isolation and can have consequences which may affect the life chances for children and young people. Solving them can stop these situations escalating. Each year we help thousands of children and their families, along with professionals access free bilingual information resources and support via our website and Social Media. Printed bilingual materials are available for families with limited IT and printing equipment. SNAP Cymru's bilingual helpline has been available throughout the year, operated by experienced members of staff and volunteers, the helpline is able to deal with many issues often on a task and finish basis. More complex casework is referred to SNAP Cymru's specialist casework service*.

The Difference This Makes

We employ a flexible and efficient empowerment model, seeking solutions and the avoidance or escalation of conflict. We aim to give sufficient information, advice and support needed, enabling families to take the next steps themselves. *In most Local Authorities resources are available for more complex casework which is referred to a locally based SNAP Cymru specialist caseworker for support. Cases typically take between 15 to 100 hours to complete.

SNAP Cymru has a positive impact on the education of people in Wales. We work to build resilience by engaging families and supporting them to identify and broker services and support. We work in partnership to enable positive outcomes and build effective relationships. We at SNAP Cymru are passionate about our Welsh language. We support the Welsh Language strategy to achieve bilingual services for the increasing number of Welsh speakers.



Our Impact

SNAP Cymru actively support children, young people and their families to participate in decision-making about their future and their choices.



98% of families report an increased knowledge in educational procedures



95% of families told us that they felt an increased confidence to advocate effectively on behalf of their child



88% said their confidence in liaising with professionals had improved



85% said their relationships with professionals had improved



93% of families reported satisfaction with SNAP Cymru services

Almost 91% reported a successful outcome, 9% did not respond, less than 1% said no.



61% of families reported an improvement to their health and wellbeing after support, 38% did not respond, 1% said no

Why it's important to resolve problems

If left unsolved, problems don't just affect families – they affect the community they live and work in too.

- Working with families to solve them creates considerable value to society, and helps them lead 'ordinary' lives, without the need to fight on behalf of their children.
- Nearly all families we helped told us that their problem negatively affected them and their children's lives, sometimes for years!
- Many didn't feel confident about taking action to resolve their problem before advice.
- Most came to us when they needed to take action urgently.





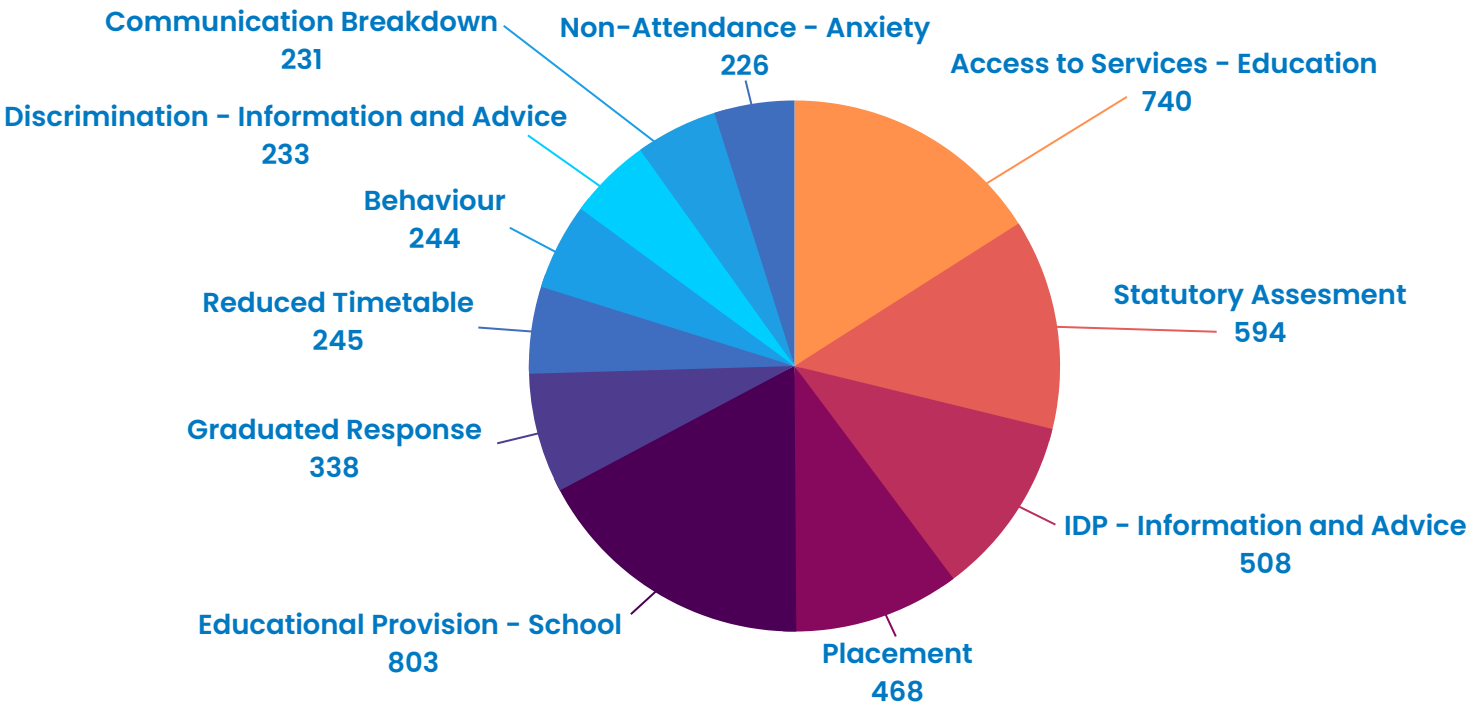
Family Partnership Services and Pupil Participation - Independent Parental Support (IPS)

SNAP Cymru has successfully and efficiently provided Independent Parental Services across Wales. In 2021/22 we were contracted to provide face to face IPS services in 20 Local Authorities in Wales and Disagreement Resolution Services to 22 Local Authorities as required. The provision included telephone helpline, advice service, information via e-mail, website and post. SNAP Cymru is a member of the UK National Information Advice & Support Service (NIASS), which continues to inform our development and practice.

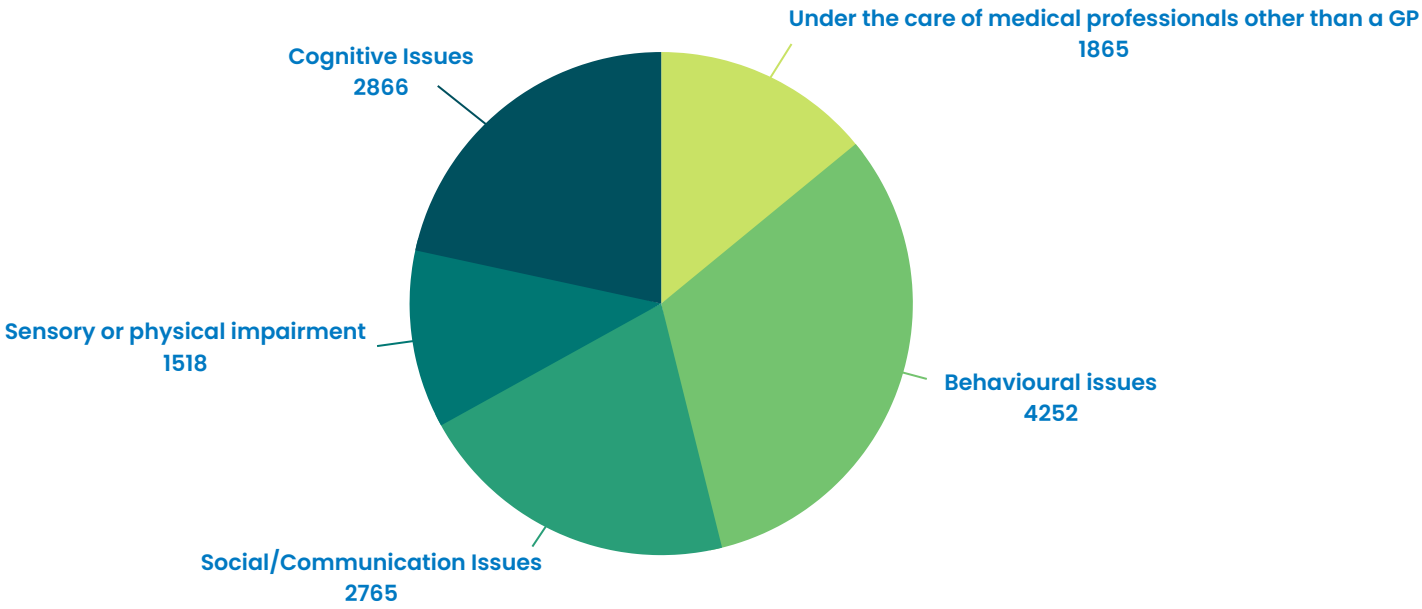
During the pandemic, staff and volunteers continued to share their expertise and raise the voice of families at Local Authority panels and case reviews, albeit virtually over MS Teams and Zoom.

Top Matters 2021-2022

Number of New Matters recorded = 9585



Categories of Need

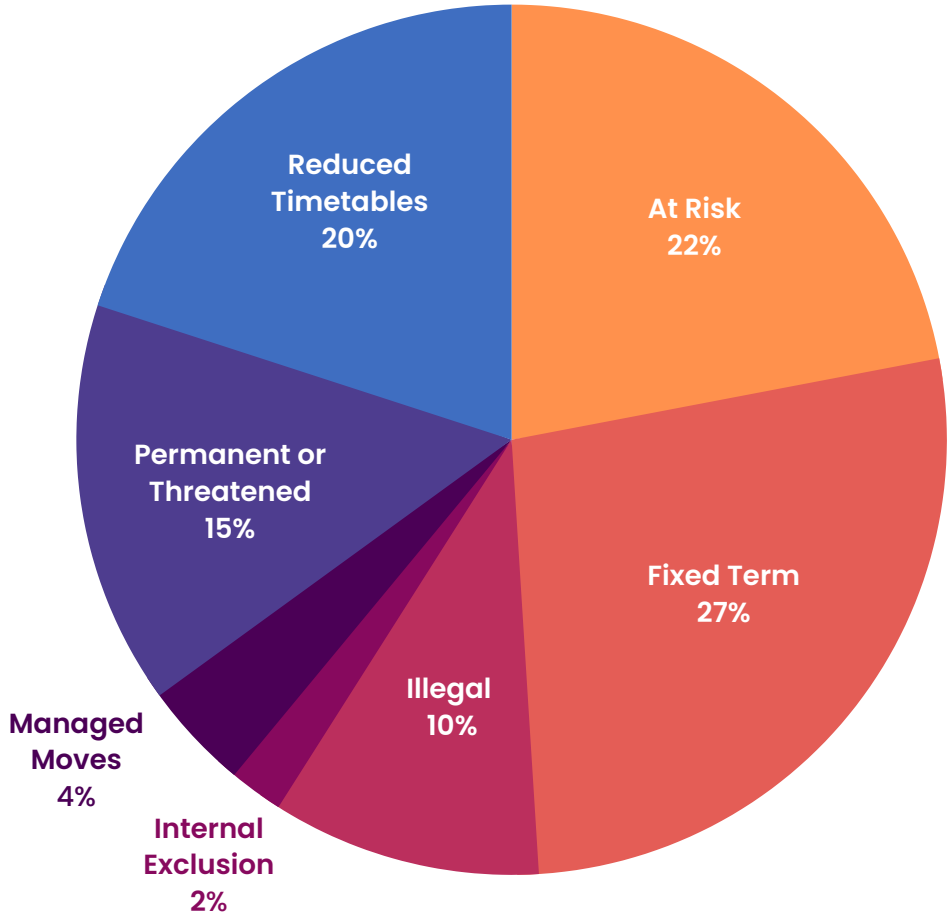


Most reported type of need

Type of Need	Number of cases
ASD	1915
Undiagnosed	968
ADHD/ADD	590
Behavioural Difficulties	343
Mental Health	236
Global Development Delay	200
Dyslexia	150
Speech, Language, Communication	111
Chromosomal Condition	71
Moderate Learning Difficulty	63

Exclusions

Exclusion casework is time consuming with little or no funding attached to it. As with most referrals, families find us by default rather than through a direct right to a service. Parents report that schools do not offer advice or advocacy to children and families about exclusions.



Of all the families talking to us about exclusion 7% were supported with Pupil Disciplinary Committee (PDC) preparation and meetings, 2%, were supported with independent appeals



Appeals Matters Special Educational Needs Tribunal for Wales (SENTW)

Of the 210 SENTW matters recorded:

44% were considering an appeal

19% were lodged

2% withdrawn

3% conceded

1% in our casework proceeded to a formal hearing

31% were resolved by casework mediation

SNAP Cymru's model of working using informal disagreement resolution, mediation, negotiation, de-escalation and brokerage reduces the need for the formal Disagreement Resolution Service (DRS) and avoids appeals to SENTW.
However, we also provide the formal DRS service to 22 Local Authorities across Wales. This service provides an opportunity for parties in dispute to meet and talk together on a formal basis to try and make agreements prior to attending the Special Educational Needs Tribunal. SNAP Cymru Mediators are skilled and experienced and are independent, and unconnected to the case.

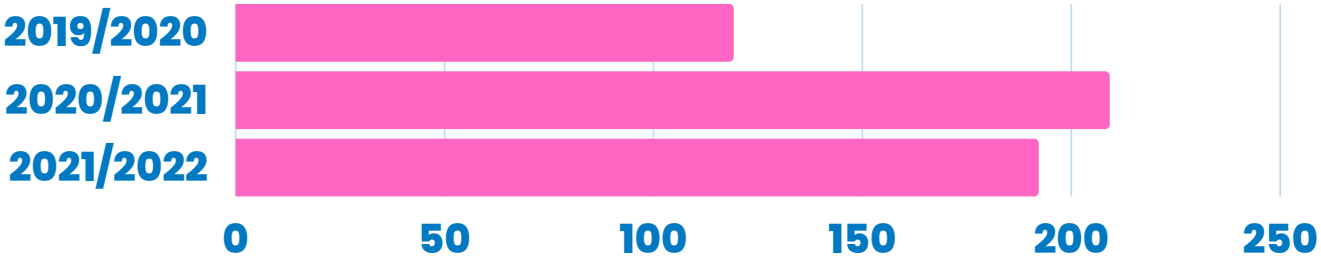
Early Help

The SNAP Cymru Early Help Service provides focused support for children and families at the point where problems emerge. The service works on the principle that the right support at the right time, at the onset of the problem, can prevent escalation of the difficulties families are encountering and may prevent the necessity of providing more intensive intervention later. We work with the whole family context addressing issues that affect the well-being of the family as well as the child or young person. We offer support at differing levels:

- Targeted intervention when the identified needs of the child or young person cannot be met by within their setting by the universal services available to all families
- Specific specialised support when a child or young person's needs are more complex or there are multiple needs.

This important work is helping young people to overcome a range of difficulties affecting their wellbeing, possibly hindering them from reaching their full potential.

Early Help Casework



Discrimination

This important project funded by Welsh Government in partnership with Citizens Cymru and Shelter Cymru provides discrimination casework, discrimination tribunal support and training for professionals including Local Authorities' and school staff.

This year we have supported children, young people and their families with a range of discrimination issues including exclusion from school trips, educational visits and events; schools not providing reasonable adjustments such as hearing equipment, ramps, and chairs. We have also worked with schools to help them understand their duties under the 2010 Equality Act, providing information and advice and training when requested.

Out of 462 discrimination matters recorded during 2021-22, 12 were considering making a claim, with just 4 claims lodged at SENTW.



Volunteering

The key and essential feature of SNAP Cymru are the volunteers. Formal volunteering adds significant value to our activities throughout the organisation. We are proud that our volunteers are making a difference in communities across Wales. Many have continued to gift their time during the pandemic, mainly working from home via telephone, and video conferencing.

Through our volunteering programme we seek to further develop the skills, competencies and expertise of each volunteer and to make effective use of their gift of time and experience. Our volunteers come from a variety of backgrounds with a range of skills and expertise, consequently they undertake many different roles within our organisation to ensure we make best use of what they have to offer.

SNAP Cymru is the proud recipient of The Queen's Diamond Jubilee Voluntary Organisations Award as recognition of our unique role, on a national scale, to advance the education of people in Wales, to promote inclusion and seek equality for all.

Investors in Volunteers Quality Mark (IIV)

Our practice has evolved over 30 years through PQASSO and Investors in People, SNAP Cymru continues working to benchmark the quality of volunteer management and activity through Investing in Volunteers. Impact evidence demonstrates that volunteering enhances our organisation's reputation and delivery of services. Longer term our volunteers empower people to build more sustainable communities.



Education and Training

Professional and personal learning is valued and recognised as a major contributing factor for the personal and professional development of staff and volunteers improving the effectiveness of the services provided. Staff and volunteers have a responsibility to undertake ongoing professional learning that develops skills, knowledge and understanding in support of this goal.

Staff, volunteers, beneficiaries, parents, carers, young people and professionals have accessed a range of information and training opportunities related to education, disability, equality and diversity.

Quality Management

We are a member of Advice Network Wales operating a formal signpost and referral system to other advice and advocacy providers. SNAP Cymru is regularly audited to ensure quality, compliance and development.
SNAP Cymru values the organisational and systemic learning that comes from both positive and adverse comments or complaints. We disseminate effective practice and seek to make appropriate improvements when we receive adverse comments or complaints. There have been 4 formal complaints received this year. Each complaint is thoroughly investigated, and an action plan drawn up to address any issues. All complaints have been resolved successfully.

Welsh National Principles of Public Engagement

Our trustees and staff work to the 12 principles, and they are visible for staff, volunteers and visitors to our offices.

Children and Young Persons' Participation

SNAP Cymru is committed to the meaningful involvement of children and young people in the decisions that involve them, and their future and we seek to improve and promote the engagement and full participation of children and young people. 'The United Nations Convention on the Rights of the Child' (UNCRC) is embedded in our practice.

Digital Media and Communication

SNAP Cymru has developed digital media presence and activity to make accurate, up to date, relevant information freely available. We regularly use platforms and tools such as Eventbrite and Mail Chimp for ticketing and registration for events. This simplifies our planning.







Website http://www.snapcymru.org

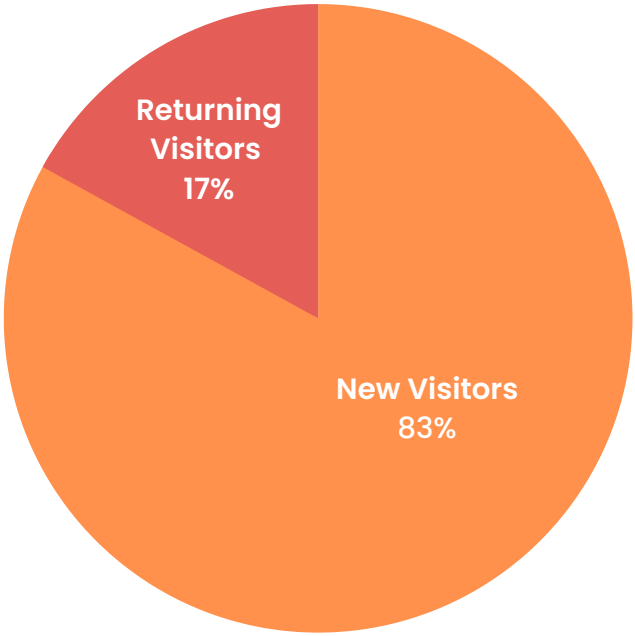
Our bilingual website offers free information, advice and guidance in English and Welsh. Our published bilingual literature is available to download free of charge.

SNAP Cymru is aware of how extremely important it is for an organisation which provides information to have a good-looking, easy-to-use, responsive website. Many people, while doing their research, review our company's online presence and families and professionals see it as a reliable source of information. The website also acts as an essential part of our triage approach to managing demand on our casework service. Secure web enquiry forms are integrated to our Casework Management System (CMS).

Website- Future Plans

SNAP Cymru's new website has been entirely developed in house and will be launched in the Spring of 2022.
This important development will include information, advice and guidance for the new ALN legislation launched last September as well as support for those children and young people who remain in the old system.

Annual Review of SNAP Cymru website Statistics



We had 122,574 page views

Generally, more people access our website at the start of new school terms

October is the month that has seen the highest number of users

Media

SNAP Cymru has continued to respond to enquiries from the media providing statements response to a particular issue. This has included radio and television interviews concerning the changing legislative environment. We have provided bilingual interviews for BBC Wales, ITV and Radio Wales.

Social Media

SNAP Cymru's social media presence continues to increase with a proactive approach including information, events, and sharing both promotional ALN specific and emergency information such as the recent pandemic contingency and information and advice resources for families.

Facebook

From April 1st 2021 to 1st April 2022, our reach on Facebook has increased by 15.4%, meaning our posts have been viewed by over 63,000 people.

Our Facebook page is followed by over 7,000 people, with many of our posts reaching between 1,000 and 5,000 people in our audience.

Twitter

Our impressions (views) on twitter between 1st April 2021 - 1st April 2022 sits at 39,705. We currently have just under 3,000 followers. We've taken some time over this year to look into our analytics, to consider what type of content our families choose to interact with. Moving forward, we hope to continue to present information in an accessible, user-friendly way.

3. Future Plans

Coronavirus Covid19 Arrangements

SNAP Cymru provided services throughout the Covid19 pandemic. As we begin to return to our offices, we will continue to follow Public Health Wales and government advice, making adjustments as appropriate. SNAP Cymru is flexible, forward thinking and responsive to the needs of families in each Local Authority.

Communication

We are keeping in regular communication with our strategic partners and funders setting out our strategies and responding to their contingencies. Our approach is to be agile, flexible and to listen, offer support and give appropriate pragmatic and realistic advice.

Helpline

SNAP Cymru's dedicated helpline has continued to be staffed from 9.30 to 4.30 daily. This is based on a rota system of our all-Wales staff team and supported by a team of volunteers. This year, the helpline has been extended and now offers a Welsh Language service for North Wales, with extended opening hours.

Casework

Our investment in ICT and systems and staff training and development meant that during Covid we were able to migrate to remote working with no disruption of service and subsequent return. Our Case Management System was already cloud based and secured to standards and all our staff have smart phones and laptops so that all our staff have full access to our case files and action records. The cloud has brought strength and flexibility for our service and has meant that we could keep working without being crippled due to unforeseen occurrences.

Strategic Planning

Due to the pandemic and changes in legislation, planning for the future has been challenging. However, we will continue to review our strategic business plan to seek additional income to reduce the risk of reliance on statutory and historic funding streams.

We will review and reflect on our working practices during and post pandemic, using our learning to implement the positive changes to our practice to ensure that we are efficient and effective in meeting our charitable objectives and provide value for money for our funders.

The long-term commitment of our staff and volunteers and the time and experience they have given to the organisation has helped us to overcome the challenges we face in maintaining and improving our viability. As the only independently quality assured pan Wales charity to offer independent specialist, expert help with a range of educational issues we strive to ensure our continued existence. Good communication with the whole organisation ensures that we can think and act together for sustainability. The staff and volunteers are the greatest part of SNAP Cymru's resilience, allowing the Trustees and Chief Executive to act confidently and recover quickly after unplanned events and difficulties in funding and capacity to meet a growing demand for our service

Property

The property, Elizabeth House in Middleton Street Llandrindod Wells operates as a service centre for Mid Wales and a charity shop giving us higher visibility as a charity and improved access for beneficiaries.

Sustainability

As predicted 2021-22 has continued to be challenging for the third sector and organisations supporting children and families generally. Our staffing structure remains in line with contract values and spend.

We have disseminated new resources and delivered training to support ALN reform, inclusion, equality and to raise awareness of discrimination. Trained staff and volunteer teams complement national and local government strategy to help meet key priorities for children and families in Wales.

We continue to seek new ways of improving accessibility for isolated communities and other hard to reach groups and individuals. We are seeking more funds to provide much needed services for children and families whilst we continue to develop our visibility and sustainability.

4. Strategic Report - Financial Review of the Year

Review of the year

The Charity is reporting an overall surplus for the year on unrestricted funds of £107,986 and a deficit on restricted funds of £3,830. At the end of financial year, the level of unrestricted reserves has increased from £705,542 to £813,528, the level of restricted reserves has decreased from £17,279 to £13,449.

Investment Policy

The Charity has no investment powers except to place any surplus funds into instant or fixed term deposit accounts.

Reserves Policy

The trustees acknowledge the need to retain the level of available reserves held to ensure the continuance of at least the current level of service delivery. The annual staff costs are currently just under £711K and the trustees are aware of the time delays when applying for new funding streams. This policy is reviewed on an ongoing basis throughout the year when finance reports are presented, having regard to the financial and operational risks faced by the Charity. The trustees have determined that the minimum level of cash reserves below which they feel it would be imprudent to continue operations would be £300k. To assist with their monitoring of reserves, the trustees have set aside a designated reserve of this amount to ensure the continuance of a national service.

This forms part of the minimum reserve levels reviewed by the Trustees. As well as physical cash, the Charity will need reserves to provide sufficient resources to structure a voluntary withdraw should it not be able to continue. The Charity believes that it will have a three-month window at any given time within which such plans would need to be enacted.

The Charity relies heavily upon external funding which has become increasingly competitive through the tendering process, likewise charities are competing for a smaller funding pot available to the third sector to support our activities in furtherance of our charitable objects. Such funding sources are subject to change and cannot be guaranteed. In addition, the Charity undertakes project driven work for which restricted income is received, whilst this funding is crucial to project delivery it is sometimes insufficient to satisfy the Charity's objectives. As a result, the Charity has used some of its unrestricted reserves to support projects.

Business Planning

We will review our strategic business plan to seek additional sustainable income to reduce the risk of reliance on statutory funding streams. We will implement the changes required to improve and streamline our data collation and dissemination to meet contractual reporting systems from funders and seek longer term contracts for our service delivery. We will build on our growing reputation in training and policy work through marketing our expertise within the field of family partnership and education to meet the demands and opportunities arising from new and emerging statutory reform affecting children, young people, and families.



5. Regulatory information

Structure, Governance and Management – legal status

The Charity is a limited company, registration number 2832114, and is governed by its Memorandum and Articles of Association. It is registered with the Charity Commission, number 1027599.

Structure, Governance and Management Financial Controls and Benchmarking

Control over the client affairs is affected by an inspection by both the Trustees and the external auditors.
People of significant control within the organisation are: Chief Executive Officer Caroline Rawson, Chairman Huw Roberts, and Finance Director George Rogers.
These persons lead annual reviews and benchmarking procedures ensuring that all members are fully briefed of historical projects and are fully aware of the viability and certainty of ongoing projects considering new and emerging trends with market competition. Benchmarking policy and procedure considers the hallmarks and principles as set out in the following guidance: The hallmarks of an effective charity - Charity Commission (2008); The Good Governance Code - ACEVO, NCVO (December 2020).

Organisational Structure

SNAP Cymru is managed by its Trustees who are nominated to the National Executive Committee (NEC) via the membership. The Board of Trustees endeavours to ensure a degree of regional representation for the area, in which the organisation works and to include parental representation where possible. SNAP Cymru is currently active within all counties in Wales. The NEC develops policy and strategic direction with the Chief Executive Officers and managers of the organisation. Operational management of the organisation is the responsibility of the Chief Executive Officers.

Reference and Administrative Details

Registered Company number

02832114 (England and Wales)

Registered Charity number

1027599

Registered office

10 Coopers Yard. Curran Road, Cardiff CF10 5NB

Trustees

H Roberts - Chair
L Brewis - Vice Chair
G Rogers- Finance Director
J Sharpe
PM Lewis (resigned 15.5.21)
S Jones (resigned 25.7.21)
JHK Boughey (appointed 5.5.21)
K Stevenson (appointed 15.6.21)

Chief Executive Office

A Daniels (retired 31.03.22)
Caroline Rawson - CEO
F Wright (Assistant CEO appointed 01.02.2022)

Auditors

Haines Watts Wales LLP, Auditors. 7 Neptune Court. Vanguard Way, Cardiff CF24 5PJ

Reference and administrative details Bankers

Santander. Business Banking Centre. 301 St Vincent Street, Glasgow G2 5NB

Solicitors

Geldards LLP. Dumfries House. Dumfries Way, Cardiff CF10 3ZF

Induction and Training of New Trustees

Trustees are nominated to the Board of Trustees and may be appointed at any time. Each Officer stands for an initial period of two years before retiring but shall be eligible to stand for re-election without further nomination. A Trustee induction pack and training has been developed and access to training regarding the roles and responsibilities of Trustees is arranged to update individuals of changing legislation and guidance. Trustees also have access to the company solicitor who is expert within charitable law and Legal advice from DAS insurers.

Statement of trustees' responsibilities

The trustees (who are also the directors of SNAP Cymru 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;
- 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.

Auditors

The auditors, Haines Watts Wales LLP, Statutory Auditors, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on **24.09.2022 and** signed on the board's behalf by:

.....

L Brewis - Trustee

Report of the Independent Auditors to the Members of SNAP Cymru

Opinion

We have audited the financial statements of SNAP Cymru (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 2022 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

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 this gives rise to a material misstatement in the financial statements themselves. 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.

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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our planning procedures identify the legal and regulatory frameworks applicable to the operations and financial statements of the company. These are reviewed internally with the audit team including relevant industry experience and expectations as well as externally with the client management. The key laws and regulations we considered in this context were the UK Companies Act 2006, 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', UK GAAP (FRS 102) and relevant tax legislation.

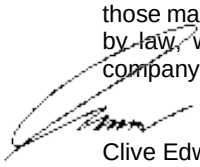
Once identified, we assess the risks of material misstatements in relation to the laws and regulations, irregularities, including fraud and adjust our testing accordingly. Our audit procedures include:

- Discussing with Trustees and management which areas of the business they believe to be more susceptible to fraud, and whether they have any knowledge or suspicion of fraudulent activities;
- Obtaining an understanding of the key controls put in place by the company to address risks identified, assessing the effectiveness of those and discussing how these are maintained and monitored internally;
- Assessing the risk of management override and review and testing of journal entries made into the accounting system;
- Challenging assumptions and judgements made by the company in relation to the significant accounting estimates employed in the preparation of the financial statements;
- Discussing with Trustees and Management the legal and regulatory obligations of the business and whether they have any knowledge or suspicion of non compliance.

Despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularities likely involve collusion, forgery, intentional misrepresentation, or the override of internal controls.

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.



Clive Edwards (Senior Statutory Auditor)
for and on behalf of Haines Watts Wales LLP, Statutory Auditors
7 Neptune Court
Vanguard Way
Cardiff
CF24 5PJ

Date: 20/10/2022

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
Income and endowments from					
Donations and legacies	2	2,716	-	2,716	2,172
Charitable activities	5				
Charitable activity		660,303	302,331	962,634	915,042
Other trading activities	3	46,882	-	46,882	26,618
Investment income	4	63	-	63	531
Total		709,964	302,331	1,012,295	944,363
Expenditure on					
Raising funds	6	351	-	351	266
Charitable activities	7				
Charitable activity		601,627	306,161	907,788	819,223
Total		601,978	306,161	908,139	819,489
NET INCOME/(EXPENDITURE)		107,986	(3,830)	104,156	124,874
Reconciliation of funds					
Total funds brought forward		705,542	17,279	722,821	597,947
Total funds carried forward		813,528	13,449	826,977	722,821

The notes form part of these financial statements

Statement of Financial Position
31 March 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
Fixed assets					
Tangible assets	13	80,058	13,449	93,507	98,279
Current assets					
Debtors	14	234,503	-	234,503	104,013
Cash at bank and in hand		521,178	-	521,178	564,010
		755,681	-	755,681	668,023
Creditors					
Amounts falling due within one year	15	(22,211)	-	(22,211)	(43,481)
Net current assets		733,470	-	733,470	624,542
Total assets less current liabilities		813,528	13,449	826,977	722,821
NET ASSETS		813,528	13,449	826,977	722,821
Funds	17				
Unrestricted funds				813,528	705,542
Restricted funds				13,449	17,279
Total funds				826,977	722,821

The financial statements were approved by the Board of Trustees and authorised for issue on ..24/09/22.. and were signed on its behalf by:



.....
G Rogers - Trustee



.....
L Brewis - Trustee

The notes form part of these financial statements

Statement of Cash Flows
for the Year Ended 31 March 2022

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	(38,438)	109,890
Net cash (used in)/provided by operating activities		(38,438)	109,890
Cash flows from investing activities			
Purchase of tangible fixed assets		(4,457)	(21,844)
Interest received		63	531
Net cash used in investing activities		(4,394)	(21,313)
Change in cash and cash equivalents in the reporting period		(42,832)	88,577
Cash and cash equivalents at the beginning of the reporting period		564,010	475,433
Cash and cash equivalents at the end of the reporting period		521,178	564,010

The notes form part of these financial statements

Notes to the Statement of Cash Flows for the Year Ended 31 March 2022

1. Reconciliation of net income to net cash flow from operating activities

	2022 £	2021 £
Net income for the reporting period (as per the Statement of Financial Activities)	104,156	124,874
Adjustments for:		
Depreciation charges	9,227	6,901
Interest received	(63)	(531)
Increase in debtors	(130,489)	(26,842)
(Decrease)/increase in creditors	(21,269)	5,488
Net cash (used in)/provided by operations	(38,438)	109,890

2. Analysis of changes in net funds

	At 1.4.21 £	Cash flow £	At 31.3.22 £
Net cash			
Cash at bank and in hand	564,010	(42,832)	521,178
	564,010	(42,832)	521,178
Total	564,010	(42,832)	521,178

The notes form part of these financial statements

1. Accounting policies

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The financial statements have been prepared on a going concern basis. The Trustees have reviewed and considered relevant information, including the annual budget and future cash flows in making their assessment.

Income
Donations are recognised when they are received.

Income derived from events is recognised as earned (that is, as the related goods or services are provided).

Investment income is recognised on a receivable basis.

The income for the year is attributable to the company's principal activity, namely to provide parents of children with special needs with independent information and support, helping them to become partners with professionals as they make decisions about their child's education. This activity is split into geographical projects of which is separately funded by the relevant local authority supplemented by other sources. Where the income given is restricted to a geographical area it is treated as a restricted fund.

Revenue grants are credited to the income and expenditure account in the year to which they relate. Where grants have been received but relate to a future accounting period, that part of the grant received is deferred to the appropriate period. Capital grants are recognised as incoming resources in the year of receipt and credited to a restricted fund. This fund is reduced by the annual depreciation charge relating to the asset concerned.

Expenditure
Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Costs of generating funds are the costs of trading for fundraising purposes.

Charitable expenditure 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 necessary to support them.

Support Costs
Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs
Governance costs include costs of the preparation and examination of the statutory accounts, the costs of trustee meetings and the cost of any legal advice to trustees on governance or constitutional matters.

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
Fixtures and fittings	-	10% on cost
Motor vehicles	-	25% on cost
Computer equipment	-	20% on cost

Individual fixed assets costing £500 or more are initially recorded at cost.

Taxation
The company is a registered charity and as all its activities are primary purpose it is therefore exempt from taxation.

continued...

1. Accounting policies - continued

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

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

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

Hire purchase and leasing commitments
Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits
The charity operates a defined contribution pension scheme. Contributions are charged in the statement of financial activities as they become payable in accordance with the rules of the scheme.

Debtors, creditors and cash
Current assets and liabilities, including cash held at bank are recognised at cost or valuation as at the year end.

Claw back
No adjustment is made for any grant claw back until such time as notification has been received by the funder.

2. Donations and legacies

	2022	2021
	£	£
Donations	2,716	2,172

3. Other trading activities

	2022	2021
	£	£
Fundraising events	-	50
Shop income	46,882	22,563
Other Income	-	4,005
	46,882	26,618

4. Investment income

	2022	2021
	£	£
Deposit account interest	63	531

5. Income from charitable activities

	Activity	2022	2021
		£	£
Local Authority Grants	Charitable activity	646,735	624,222
Families First	Charitable activity	100,000	100,000
Small grants - received in year	Charitable activity	3,311	53,079
Coronavirus job retention scheme	Charitable activity	-	3,510
Welsh Government	Charitable activity	123,310	123,312
Children in Wales	Charitable activity	79,021	-
Other income	Charitable activity	757	540
Training income	Charitable activity	9,500	10,379
		962,634	915,042

continued...

6. Raising funds

Other trading activities

	2022	2021
	£	£
Fundraising costs	351	266

7. Charitable activities costs

	Direct Costs	Support costs (see note 8)	Totals
	£	£	£
Charitable activity	711,808	195,980	907,788

8. Support costs

	Management	Governance costs	Totals
	£	£	£
Charitable activity	188,669	7,311	195,980

9. Net income/(expenditure)

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

	2022	2021
	£	£
The auditing of accounts of any associate of the charity	6,450	6,013
Other non-audit services	795	720
Depreciation - owned assets	9,227	6,901
Other operating leases	1,374	1,659

10. Trustees' remuneration and benefits

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

During the year trustees were reimbursed for travel expenses of £66 (2021: £154).

11. Staff costs

	2022	2021
	£	£
Wages and salaries	649,446	584,297
Social security costs	48,679	42,730
Other pension costs	12,474	11,457
	710,599	638,484

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

	2022	2021
Charitable activities	26	25
Administration	5	4
	31	29

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

continued...

11. Staff costs - continued

During the year a total of £164,993 (2021: £106,629) was paid by the charity in relation to key management salaries. Key management personnel are considered to be 5 individuals who directly impact on the strategic direction of the Charity.

12. Comparatives for the statement of financial activities

	Unrestricted funds £	Restricted funds £	Total funds £
Income and endowments from			
Donations and legacies	2,172	-	2,172
Charitable activities			
Charitable activity	638,651	276,391	915,042
Other trading activities	26,618	-	26,618
Investment income	531	-	531
Total	667,972	276,391	944,363
Expenditure on			
Raising funds	266	-	266
Charitable activities			
Charitable activity	559,016	260,207	819,223
Total	559,282	260,207	819,489
NET INCOME	108,690	16,184	124,874
Transfers between funds	(1,095)	1,095	-
Net movement in funds	107,595	17,279	124,874
Reconciliation of funds			
Total funds brought forward	597,947	-	597,947
Total funds carried forward	705,542	17,279	722,821

continued...

13. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Motor vehicles £	Computer equipment £	Totals £
Cost					
At 1 April 2021	76,475	8,496	8,575	40,285	133,831
Additions	-	-	-	4,454	4,454
At 31 March 2022	76,475	8,496	8,575	44,739	138,285
Depreciation					
At 1 April 2021	7,648	8,496	3,001	16,406	35,551
Charge for year	1,529	-	1,715	5,983	9,227
At 31 March 2022	9,177	8,496	4,716	22,389	44,778
Net book value					
At 31 March 2022	67,298	-	3,859	22,350	93,507
At 31 March 2021	68,827	-	5,574	23,878	98,279

14. Debtors

	2022 £	2021 £
Amounts falling due within one year:		
Trade debtors	220,443	95,569
Other debtors	1,668	-
VAT	100	100
Prepayments	9,373	8,344
	231,584	104,013
Amounts falling due after more than one year:		
Other debtors	2,919	-
Aggregate amounts	234,503	104,013

15. Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	6,702	2,675
Social security and other taxes	221	7,874
Other creditors	5,512	5,531
Accruals and deferred income	9,776	27,401
	22,211	43,481

Included within accruals and deferred income:	
Deferred income brought forward	18,814
Amounts released to incoming resources	18,814
Amounts deferred in the year	-
Deferred income carried forward	-

continued...

16. Leasing agreements

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

	2022	2021
	£	£
Within one year	47,044	40,215
Between one and five years	53,932	25,346
	100,976	65,561

Total operating leases treated as an expense in the year totalled £43,202 (2021: £47,344).

17. Movement in funds

	At 1.4.21	Net movement in funds	At 31.3.22
	£	£	£
Unrestricted funds			
General fund	405,542	107,986	513,528
Designated	300,000	-	300,000
	705,542	107,986	813,528
Restricted funds			
Pen y Cymoedd Wind Farm Community Fund CIC	1,363	(334)	1,029
Citizens Advice Covid-19 Grant	1,009	(235)	774
Voluntary Action Merthyr Covid Grant	1,513	(351)	1,162
AVOW - Comic Relief Voluntary Services Emergency Fund	415	(92)	323
Glamorgan Voluntary Services	4,721	(1,030)	3,691
SCVS Third Sector Integrated Care Fund	2,987	(652)	2,335
Bavo (Bridgend) Third Sector Covid Grant	1,535	(335)	1,200
NPTCVS - Third Sector Integrated Care Fund	3,736	(801)	2,935
	17,279	(3,830)	13,449
TOTAL FUNDS	722,821	104,156	826,977

continued...

17. Movement in funds - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	709,964	(601,978)	107,986
Restricted funds			
Families First	100,000	(100,000)	-
Welsh Government	123,310	(123,310)	-
Pen y Cymoedd Wind Farm Community Fund CIC	-	(334)	(334)
Citizens Advice Covid-19 Grant	-	(235)	(235)
Voluntary Action Merthyr Covid Grant	-	(351)	(351)
AVOW - Comic Relief Voluntary Services Emergency Fund	-	(92)	(92)
Glamorgan Voluntary Services	-	(1,030)	(1,030)
SCVS Third Sector Integrated Care Fund	-	(652)	(652)
Bavo (Bridgend) Third Sector Covid Grant	-	(335)	(335)
NPTCVS - Third Sector Integrated Care Fund	-	(801)	(801)
Children In Wales	79,021	(79,021)	-
	302,331	(306,161)	(3,830)
TOTAL FUNDS	1,012,295	(908,139)	104,156

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	297,947	108,690	(1,095)	405,542
Designated	300,000	-	-	300,000
	597,947	108,690	(1,095)	705,542
Restricted funds				
Pen y Cymoedd Wind Farm Community Fund CIC	-	1,197	168	1,365
Citizens Advice Covid-19 Grant	-	1,009	-	1,009
Voluntary Action Merthyr Covid Grant	-	1,513	-	1,513
AVOW - Comic Relief Voluntary Services Emergency Fund	-	382	33	415
Glamorgan Voluntary Services	-	4,390	331	4,721
SCVS Third Sector Integrated Care Fund	-	2,912	75	2,987
Bavo (Bridgend) Third Sector Covid Grant	-	1,522	13	1,535
NPTCVS - Third Sector Integrated Care Fund	-	3,261	475	3,736
	-	16,184	1,095	17,279
TOTAL FUNDS	597,947	124,874	-	722,821

continued...

17. Movement in funds - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	667,972	(559,282)	108,690
Restricted funds			
Families First	100,000	(100,000)	-
Welsh Government	123,312	(123,312)	-
Steve Morgan Foundation	5,000	(5,000)	-
Pen y Cymoedd Wind Farm Community Fund CIC	12,670	(11,473)	1,197
Citizens Advice Covid-19 Grant	1,175	(166)	1,009
Voluntary Action Merthyr Covid Grant	2,602	(1,089)	1,513
AVOW - Comic Relief Voluntary Services Emergency Fund	856	(474)	382
Glamorgan Voluntary Services	9,069	(4,679)	4,390
SCVS Third Sector Integrated Care Fund	7,542	(4,630)	2,912
Bavo (Bridgend) Third Sector Covid Grant	2,479	(957)	1,522
NPTCVS - Third Sector Integrated Care Fund	6,686	(3,425)	3,261
Swansea Council - Child Development Fund	5,000	(5,000)	-
	276,391	(260,205)	16,184
TOTAL FUNDS	944,363	(819,487)	124,874

General funds are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Families First - was received for the provision of Early Years, Young People Services, training and well being.

Welsh Government - funding managed by Citizens Advice Cymru, received for the provision of information, advice and guidance.

Pen y Cymoedd Wind Farm Community Fund to support crisis support to vulnerable families facing lockdown with children and young people with disabilities.

Steve Morgan Foundation - Emergency Covid-19 Grant.

Voluntary Action Merthyr - Covid Grant.

Citizens Advice Covid-19 Funding Grant - awarded for purchase of equipment in response to Covid-19 Crisis.

AVOW - Comic Relief Voluntary Services Emergency Fund.

Third Sector Capital Investment Fund - Glamorgan Voluntary Service (GVS) - Cardiff & Vale -Covid grant

SCVS - Third Sector Integrated Care Fund (ICF) - COVID-19 Related Discretionary Capital Grant.

BAVO (Bridgend) - Third Sector Covid Grant fund.

NPTCVS - Third Sector Intergrated Care Fund (ICF) - COVID-19 Related Discretionary Capital Grant - Neath Port Talbot

Swansea Council - Child Development Fund - Early Help Grant.

Capital grants received are recorded as fixed assets under restricted funds and depreciated over their useful economic life.

continued...

17. Movement in funds - continued

Designated fund
As set out in the Trustees reserves policy on page 23, a minimum contingency cash reserve is required and the designated fund above is to enact that thought process.

Transfer between funds
Fund transfers for the reallocation of the apportionment of costs.

18. Employee benefit obligations

The charity operates a defined contribution pension scheme. The pension cost charge for the period represents contributions payable by the charity to the scheme and amounted to £12,474 (2021 - £11,402).

Contributions totalling £5,001 (2021 - £4,936) were payable to the scheme at the end of the period and are included in creditors.

19. Related party disclosures

During the year, an interest free loan of £5,000 was loaned to the Chief Operating Officer. As at 31 March 2022, a balance of £4,587 is owed by the related party. The loan was made to enable the CEO to access medical treatment which meant that she could remain in post and provide significant support to the charity at a time when legislation had changed and contracts were being re-negotiated, and this action has led to the securing of income streams into 2023.

20. Members' liability

The charity is a private company limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

SNAP CYMRU

England & Wales - Charity number 1027599

Accounts

REGISTERED COMPANY NUMBER: 02832114 (England and Wales)
REGISTERED CHARITY NUMBER: 1027599

Report of the Trustees and

Financial Statements for the Year Ended 31st March 2021

for

SNAP Cymru

Haines Watts Wales LLP, Statutory Auditors
7 Neptune Court
Vanguard Way
Cardiff
CF24 5PJ

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

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Notes to the Financial Statements	22 to 30

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

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Objectives and activities
Objectives and aims
SNAP Cymru's Charitable Objects are to advance the education of people in Wales including those with special educational needs and those who are disabled.

i. to provide or assist in providing information, advice and support to enable children and young people and their parents or guardians to participate fully and equally in society.

ii. to assist parents and guardians of children and young people in their understanding of relevant legislation.

iii. and through this to facilitate their contribution and involvement in life choices.

Mission statement
SNAP Cymru will empower families (parents, carers, children and young people) to have their voices heard within Educational, Health and Social Care and support them to work in partnership to influence policy and practice in the planning and delivery of services at both local and national levels.

Public benefit
We review our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous twelve months. The review also helps us ensure our aims, objectives and activities remained focused on our stated objectives. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities thus ensuring that it continues in its purpose in providing advice and support to voluntary and other agencies in promoting the relief of persons who are in poverty, sickness and distress.

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

Strategic report
Achievement and performance
Charitable activities

The end of this year has seen an unprecedented situation in Wales due to the COVID-19 lockdowns, closure and reopening of schools. During this time, SNAP Cymru staff and many volunteers have continued to work from home.

In September 2019 our CED Denise Inger died suddenly leaving the charity in the care of our two Assistant Directors. Following her succession plan in the first instance they have worked to improve on the work we have done and make us fit and successful during the Covid pandemic. Her legacy continues to be fulfilled by their and our staffs' hard work and dedication.

Families and professionals' access free bilingual information resources via our website and Facebook service. Printed bilingual materials are available for families with limited IT and printing equipment. This year, we have worked with 3,303 children and young people on 3,306 cases (all projects), which contained 8,851 matters. Helpline has been available throughout, bilingually.

Staffing

The number of staff for 2020/21 was 34 people, 28.25 full time equivalent.
This report provides detailed information on the work carried out for funders in respect of the service level agreements with SNAP Cymru.

The report is for the period 1st April 2020 to 31st March 2021. The data information for the report is from the SNAP Cymru CMS database and feedback from families and professionals who have accessed our Family Partnership Services.

Our advice is not only high quality but it's effective too.

SNAP Cymru holds the Legal Aid Agency's Specialist Quality Mark (SQM) for Education Advice. This important accreditation highlights the organisations commitment to client care and best practice.

As a standard that is only awarded to organisations who meet the highest levels of management and customer care, SQM accredited organisations undergo rigorous independent assessments on a regular basis. This ensures that they meet required standards of excellence in areas such as client care, case management and risk management.

Effective Support

Problems don't happen in isolation and can have severe consequences. Solving them stops these situations escalating. Each year we help thousands of children.

90% of families say that they couldn't have done it without us. 9 in 10 have been helped to solve at least one problem.

The Difference This Makes

We employ a flexible and efficient empowerment model, seeking solutions and the avoidance or escalation of conflict. We aim to give sufficient information, advice and support needed, enabling families to take the next steps themselves. In some Local Authorities funding is available for more complex casework which is referred to a locally based SNAP Cymru specialist caseworker for support. Cases take between 6 to 100 hours to complete.

SNAP Cymru has a positive impact on the education of people in Wales. We work to build resilience by engaging families and supporting them to identify and broker services and support. SNAP Cymru are passionate about our Welsh language. We support the Welsh Language strategy to achieve bilingual services for the increasing number of Welsh speakers.

Our Impact

- 88% of children and young people actively supported to participate in decision-making about their future and where possible, choices.
- 89% of families report an increased knowledge in educational procedures
- 87% of families told us that they felt an increased confidence to advocate effectively on behalf of their child
- 87% of families reported an improvement to their health and wellbeing after support
- 86% said their relationships with professionals had improved.

Why Resolving Problems Matter
If left unsolved, problems don't just affect families - they affect the community they live and work in too.

- Working with families to solve them creates considerable value to society, and helps them lead 'ordinary' lives, without the need to fight on behalf of their children.
- Nearly all families we helped told us that their problem negatively affected them and their children's lives, sometimes for years!
- Many didn't feel confident about taking action to resolve their problem before advice.
- Most came to us when they needed to take action urgently.

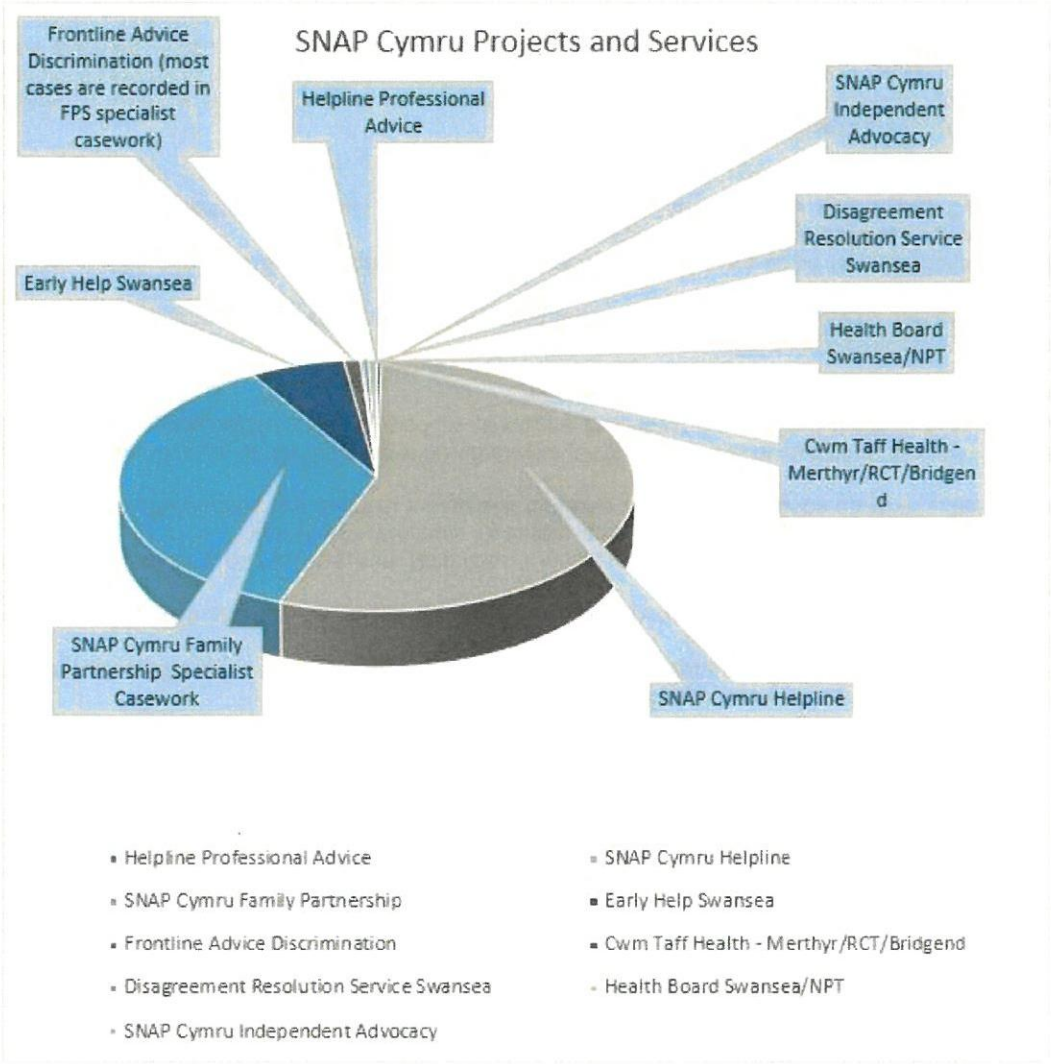
Covid 19
We understand how difficult it has been for school staff who are under extreme pressure currently. We have worked in partnership to support schools to resolve issues at the earliest opportunity. Also, by explaining to parents and carers we have encouraged them to understand schools, challenges and pressures, leading them to a better understanding, adjusting their expectations accordingly.

Unintended outcomes due to COVID-19
- Parents reporting CYP's with ASD, anxiety, school refusal and other similar conditions have much improved wellbeing without the pressure of having to attend school.
- ALN pupils reporting that they prefer the class sizes when attending for check in a catch up and "wish it could be like that all the time."
- Parents of children with ADHD reporting that the new structure of class bubbles has led to an improvement in their child's behaviour and learning at school.

Impact of COVID-19 On SNAP Cymru Working with Families
- Some families have required a significant amount of additional support as they struggle with caring for their child with ALN 24/7 - parents need time to talk. Staff and volunteers giving a 'listening ear' to families has been extremely well received.
- Some parents have required support with IT - for example one parent required a two-and-a-half-hour phone call in order for FYPO to support parent to complete parental advice for statutory assessment.
- SNAP has provided parents with links to online learning resources and activities to support their child during lockdown.
- Staff and volunteers have signposted parents to grant-making organisations, and partner agencies for support i.e., Citizens Cymru, Shelter Cymru, Trussell etc.
- Staff and volunteers have supported and reassured parents during this uncertain time with regular phone calls and contact during and outside normal working hours.

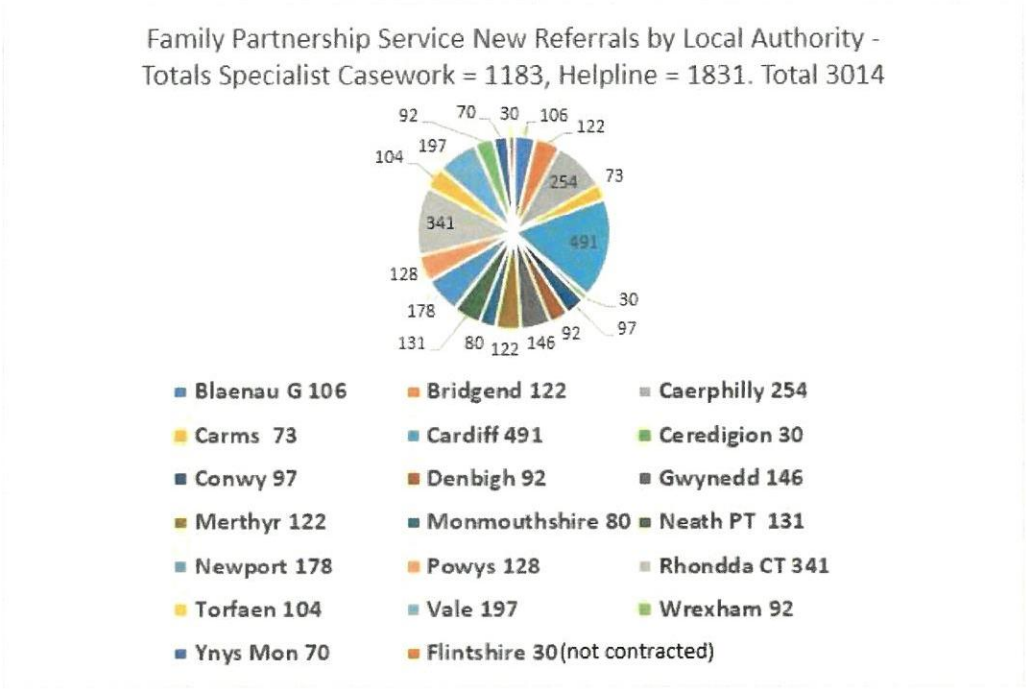
SNAP Cymru Projects and Services 2020 to 2021
SNAP Cymru received 3,306 cases during 2020/21.
1,831 to SNAP Cymru's telephone helpline
1,183 into specialist casework (SNAP Cymru Family Partnership)

209 into Swansea's Early Help Project, with a further 73 into other services and projects.

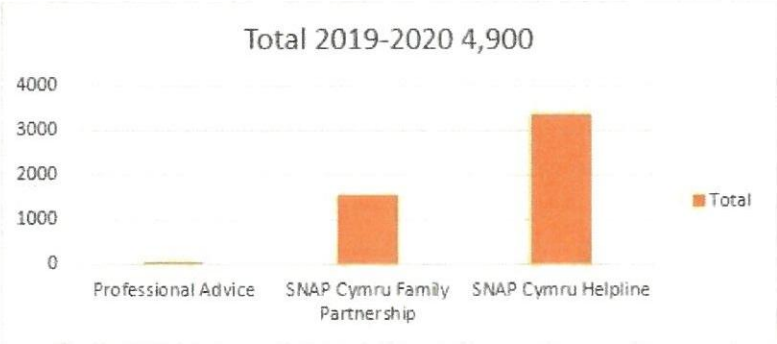


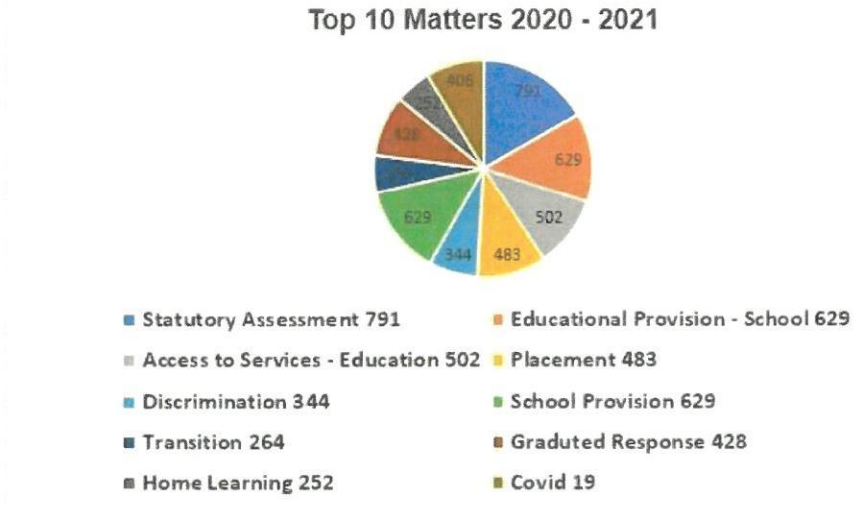
Family Partnership Services and Pupil Participation - Independent Parental Support (IPS)
SNAP Cymru has successfully and efficiently provided Independent Parental Services across Wales. In 2020/21 we were contracted to provide face to face IPS services in 19 Local Authorities in Wales and Disagreement Resolution Services to 22 Local Authorities as required. The provision included telephone helpline, advice service, information via e-mail, website and post. SNAP Cymru is a member of the UK National Information Advice & Support Service (NIASS), which continues to inform our development and practice.

During the pandemic, staff and volunteers continue to share their expertise and raise the voice of families at Local Authority panels and case reviews, albeit virtually over MS Teams and Zoom.



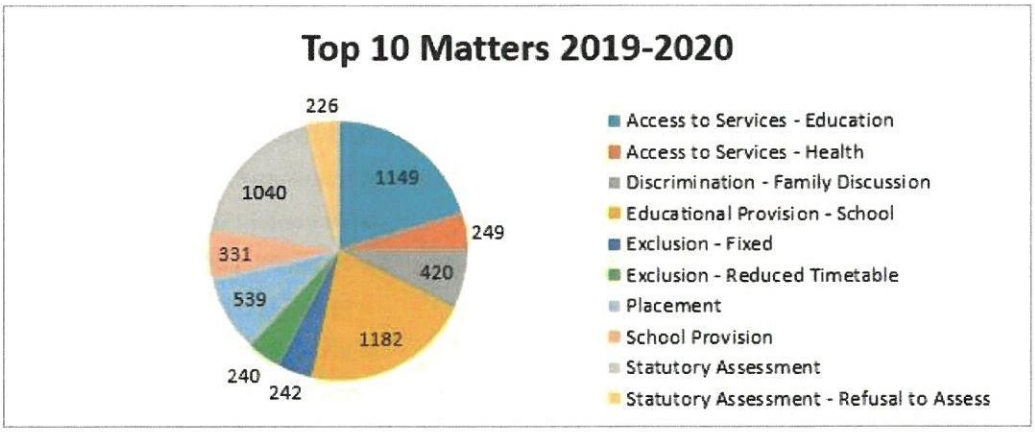
Above is the breakdown of cases into Family Partnership Services compared to last year's Shown below. This reduction in cases by 1,890 was as expected due to disruption caused by Covid 19.

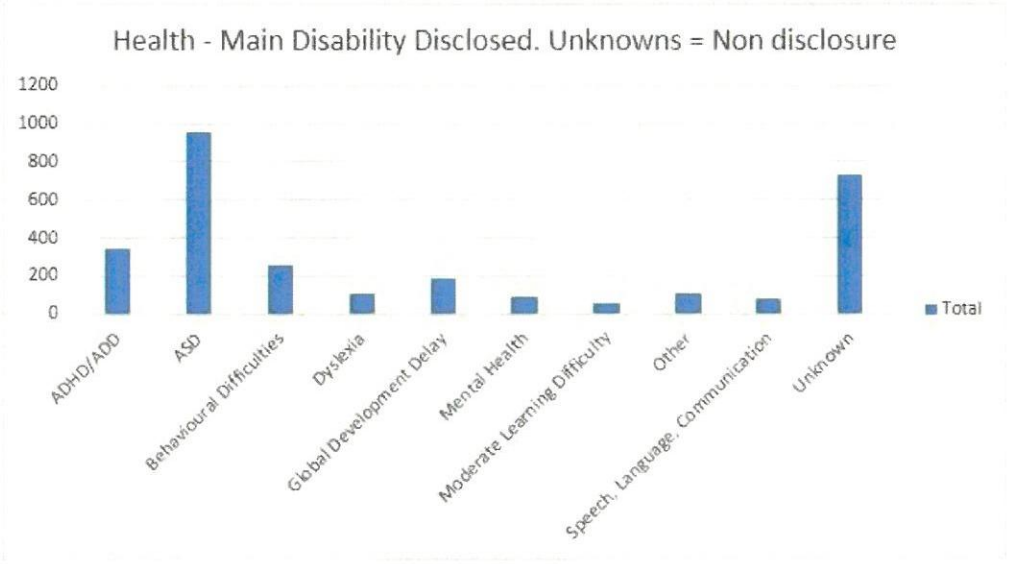




Matters

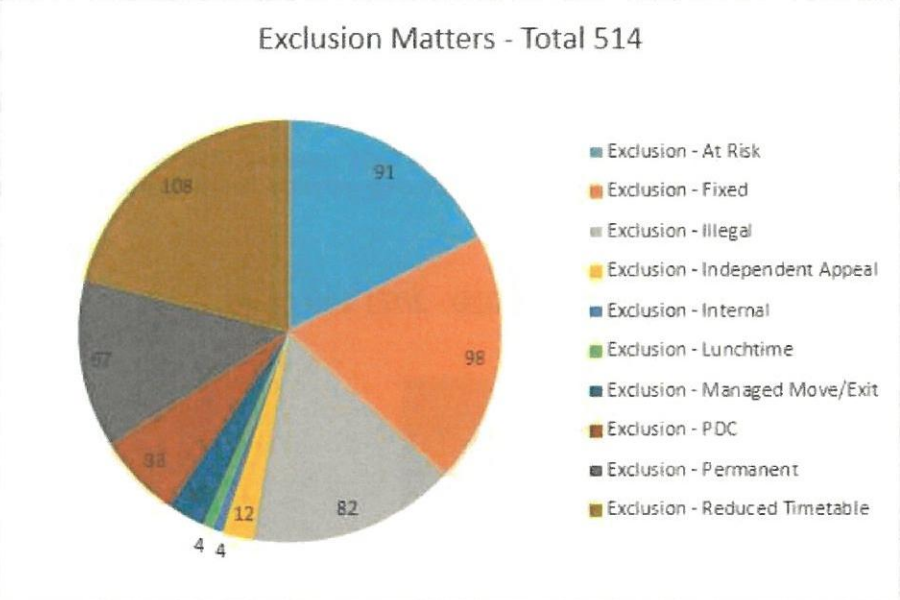
Above are the top 10 matters from a total matter count of 8,851. Although fewer than 2019-2020, 9,696 by 845 (chart below), this number indicates the changing needs of families, children and young people. We believe families are being influenced to seek a formal assessment as the implementation of the ALNET act draws closer. Some families also needed more help due to the impact of school closures and lockdown periods during the pandemic. Many members of staff and volunteers gave families additional support, key working as necessary on a case-by-case basis to ensure the most vulnerable families retained access to education and services.



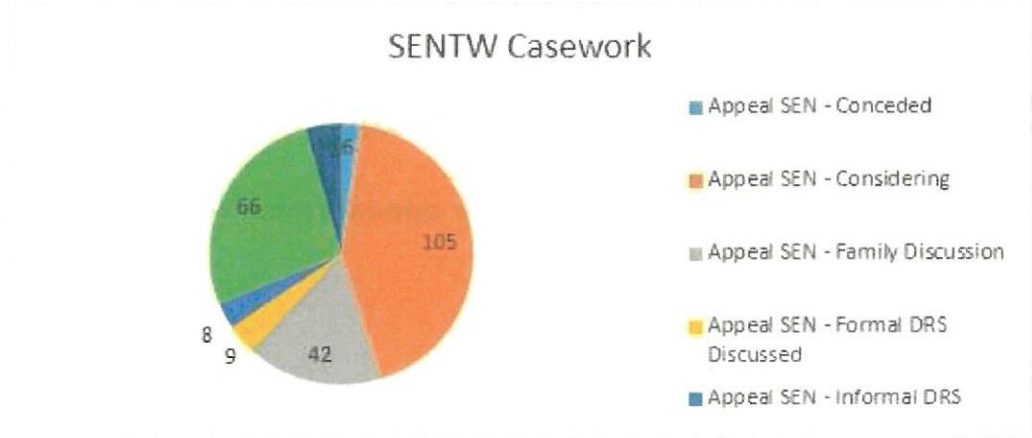


Over 2,500 cases included Children and Young People with a disability, with a further 727 not disclosing. Nearly 1,000 were Children and Young People with ASD 345 with ADHD / ADD, and 259 with Behavioural difficulties.

Exclusions - Exclusion casework is time consuming with little or no funding attached to it. As with most referrals, families find us by default rather than through a direct right to a service. Schools do not offer advice or advocacy to children and families.



Appeals Matters SENTW
Of the 247 SENTW matters recorded, 43% were considering an appeal. 27 % were lodged, 4%, withdrawn and 2% conceded. SNAP Cymru model of working using informal disagreement, mediation, negotiation, de-escalation and brokerage reduces the need for the formal Disagreement Resolution Service (DRS) and avoids appeals to SENTW. We provide DRS to 22 Local Authorities across Wales.

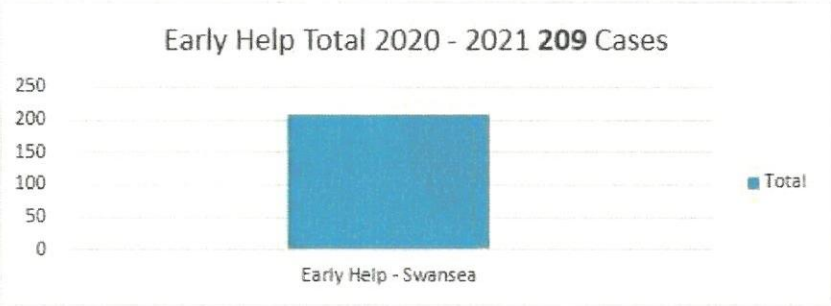


Early Help

The SNAP Cymru Early Help Service provides focused support for children and families at the point where problems emerge. The service works on the principle that the right support at the right time, at the onset of the problem, can prevent escalation of the difficulties families are encountering and may prevent the necessity of providing more intensive intervention later. We work in a whole family context addressing issues that affect the well-being of the family as well as the child or young person. We offer support at differing levels:

- Targeted intervention when the identified needs of the child or young person cannot be met by within their setting by the universal services available to all families
- Specific specialised support when a child or young person's needs are more complex or there are multiple needs.

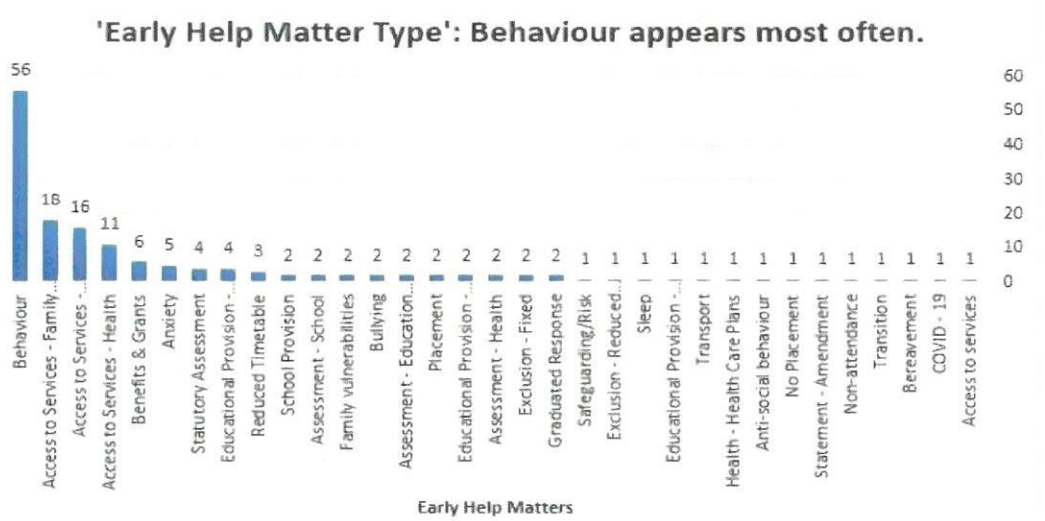
The two charts below show the significant 77% increase in Early Help casework. This important work is helping young people to overcome a range of difficulties affecting their wellbeing, possibly hindering them from reaching their full potential.





Early Help Matter Types

This chart demonstrates the complex nature of the Early Help Project Casework.

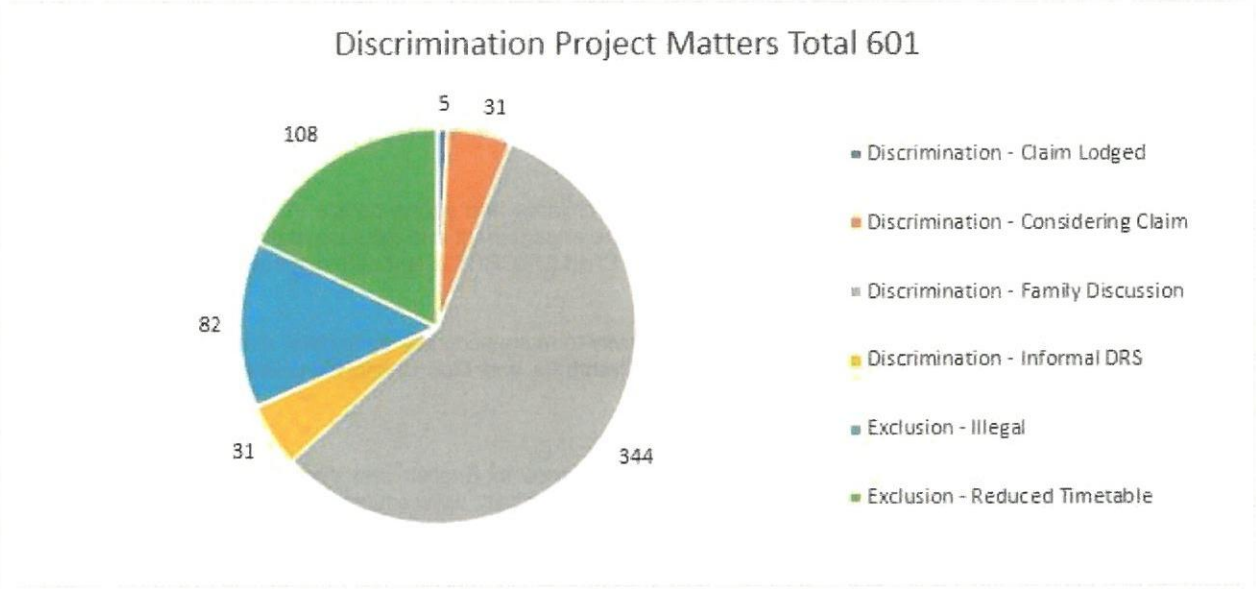


Discrimination

This important project funded by Welsh Government in partnership with Citizens Cymru and Shelter Cymru provides discrimination casework, discrimination tribunal support and training for professionals including Local Authorities' and school staff.

This year we have supported children, young people and their families with a range of discrimination issues including exclusion from school trips, educational visits and events; schools not providing reasonable adjustments such as hearing equipment, ramps, and chairs. We have also worked with schools to help them understand their duties under the 2010 Equality Act, providing information and advice and training when requested. This chart demonstrates the value of early intervention and informal resolution processes. Out of 601 matters recorded only 31 were considering making a claim, with only 5 claims lodged at SENTW.

N.B 'Family Discussion' generally consists of early information, advice and guidance and is avoidance work.



Volunteering

The key and essential feature of SNAP Cymru are the volunteers. Formal volunteering adds significant value to our activities throughout the organisation. We are proud that our volunteers are making a difference in communities across Wales. Many have continued to gift their time during the pandemic, mainly working from home via telephone, and video conferencing.

Through our volunteering programme we seek to further develop the skills, competencies and expertise of each volunteer and to make effective use of their gift of time and experience. Our volunteers come from a variety of backgrounds with a range of skills and expertise, consequently they undertake many different roles within our organisation to ensure we make best use of what they have to offer.

SNAP Cymru is a proud recipients of The Queen's Diamond Jubilee Voluntary Organisations Award as recognition of our unique role, on a national scale, to advance the education of people in Wales, to promote inclusion and seek equality for all.

Investors in Volunteers Quality Mark (IV)

Our practice has evolved over 30 years through PQASSO and Investors in People, SNAP Cymru continues working to benchmark the quality of volunteer management and activity through IV. Impact evidence demonstrates that volunteering enhances our organisation's reputation and delivery of services. Longer term our volunteers empower people to build more sustainable communities.

Education and Training

Professional and personal learning is valued and recognised as a major contributing factor for the personal and professional development of staff and volunteers improving the effectiveness of the services provided. Staff and volunteers have a responsibility to undertake ongoing professional learning that develops skills, knowledge and understanding in support of this goal.

SNAP Cymru's training and approved accreditation centre works in partnership with AGORED Cymru to deliver and accredit bespoke and approved modules from the AGORED framework. The Centre is regularly audited, achieving 'excellent' status. We work in partnership with other organisations to develop and facilitate bespoke programmes, accredited to Level 4 of the Credit and Qualifications Framework for Wales (CQFW).

Staff, volunteers, beneficiaries, parents, carers, young people and professionals have accessed a range of information and training opportunities related to education, disability, equality and diversity.

Quality Management
We are a member of Advice Network Wales operating a formal signpost and referral system to other advice/ advocacy providers. SNAP Cymru is regularly audited to ensure quality, compliance and development.

SNAP Cymru values the organisational and systemic learning that comes from positive and adverse comments or complaints. We disseminate effective practice and seek to make appropriate improvements when we receive adverse comments or complaints. There have been 5 complaints received this year. Each complaint is thoroughly investigated, and an action plan drawn up to address any issues. All complaints have been resolved successfully.

Welsh National Principles of Public Engagement
Our trustees and staff work to the 10 principles, and they are visible for staff, volunteers and visitors to our office.

Children and Young Persons' Participation
SNAP Cymru is committed to the meaningful involvement of children and young people in the decisions that involve them, and their future and we seek to improve and promote the engagement and full participation of children and young people. 'The United Nations Convention on the Rights of the Child (UNCRC)' is embedded in our practice.

Digital Media and Communication
SNAP Cymru has developed digital media presence and activity to make accurate, up to date, relevant information freely available. We regularly use platforms and tools such as Eventbrite and Mail Chimp for ticketing and registration for events. This simplifies our planning.

Website http://www.snapcymru.org
Our bilingual website offers free information, advice and guidance in English and Welsh. Our published bilingual literature is available to download. We received over 350,000 page visits to www.snapcymru.org.
SNAP Cymru is aware of how extremely important it is for an organisation which provides information to have a good-looking, easy-to-use responsive website. Many people, while doing their research, review our company's online presence and families and professionals see it as a reliable source of information. The website also acts as an essential part of our triage approach to managing demand on our casework service. Secure web enquiry forms are integrated to our Casework Management System (CMS).
Media

SNAP Cymru has continued to respond to enquiries from the media providing statements response to a particular issue. This has included radio and television interviews concerning the changing legislative environment. We have provided bilingual interviews for BBC Wales, ITV and Radio Wales.

Facebook
SNAP Cymru's social media presence continues to increase with a proactive approach including information, events, and sharing both promotional ALN specific and emergency

Financial review

Review of the year

The Charity is reporting an overall surplus for the year on unrestricted funds of £107,595 and restricted funds of £17,279. At the end of financial year, the level of unrestricted reserves has increased from £597,947 to £705,542.

The start of this year boded ill for charities everywhere with changes in legislation and educational practice threatening several income streams and creating new opportunities which might or might not come to fruition. Our staff supported us in every way and our excellent outcome, being able to maintain and bolster the necessary reserves. At the end of this year, we are now able to consolidate reserves, assess service capacity and seek to reinvest in the workforce to meet the new challenges of the current financial and Covid work planning.

Investment policy

The Charity has no investment powers except to place any surplus funds into instant or fixed term deposit accounts.

Reserves policy

The trustees acknowledge the need to retain the level of available reserves held to ensure the continuance of at least the current level of service delivery. The annual staff costs are currently just under £639K and the trustees are aware of the time delays when applying for new funding streams. This policy is reviewed on an ongoing basis throughout the year when finance reports are presented, having regard to the financial and operational risks faced by the Charity. The trustees have determined that the minimum level of cash reserves below which they feel it would be imprudent to continue operations would be £350k. To assist with their monitoring of reserves, the trustees have set aside a designated reserve of this amount to ensure the continuance of a national service.

This forms part of the minimum reserve levels reviewed by the Trustees. As well as physical cash, the Charity will need reserves to provide sufficient resources to structure a voluntary withdraw should it not be able to continue. The Charity believes that it will have a three-month window at any given time within which such plans would need to be enacted.

The Charity relies heavily upon external funding which has become increasingly competitive through the tendering process, likewise charities are competing for a smaller funding pot available to the third sector to support our activities in furtherance of our charitable objects. Such funding sources are subject to change and cannot be guaranteed. In addition, the Charity undertakes project driven work for which restricted income is received, whilst this funding is crucial to project delivery it is sometimes insufficient to satisfy the Charity's objectives. As a result, the Charity has used some of its unrestricted reserves to support projects.

Business Planning

We will review our strategic business plan to seek additional sustainable income to reduce the risk of reliance on statutory funding streams. We will implement the changes required to improve and streamline our data collation and dissemination to meet contractual reporting systems from funders and seek longer term contracts for our service delivery. We will build on our growing reputation in training and policy work through marketing our expertise within the field of family partnership and education to meet the demands and opportunities arising from new and emerging statutory reform affecting children, young people and families.

Future plans

Coronavirus Covid-19 Arrangements

SNAP Cymru will continue to provide services during the Coronavirus Covid-19 pandemic. It will of necessity be a different service, but we are confident that it will remain a quality service. Most offices were closed as we are following Public Health Wales and government advice, and we are reviewing advice and announcements from Public Health Wales regularly and making adjustments as appropriate. SNAP Cymru is flexible, forward thinking and responsive to the needs of families in each Local Authority.

Communication

We are keeping in regular communication with our funders and with SENTW setting out how we are working and responding to their contingencies. Our approach is to listen, support and give appropriate, pragmatic and realistic advice.

Helpline

SNAP Cymru's dedicated helpline has continued to be staffed from 9.30 to 4.30 daily. This is based on a rota system of our all-Wales staff team and supported by a team of volunteers.

Casework

Our investment in ICT and systems and staff training and development meant we were able to migrate to remote working with no disruption of service. Our Case Management System was already cloud based and secured to safe harbour standards and all our staff have smart phones and laptops so that all our staff have full access to our case files and action records. The cloud has brought strength and flexibility for our service and has meant that we could keep working without being crippled due to unforeseen occurrences like the current pandemic.

Strategic Planning

Planning for the future in the face of the pandemic is challenging, however we will continue to review our strategic business plan to seek additional sustainable income to reduce the risk of reliance on statutory funding streams.
We will review and reflect on our working practices during the pandemic and use our learning to implement the positive changes to our practice to ensure that we are efficient, effective in meeting our charitable objectives and provide value for money for our funders.

The long-term commitment of our staff and volunteers and the time and experience they have given to the organisation has helped us to overcome the challenges we face in maintaining and improving our viability. As the only independently quality assured pan Wales charity to offer independent specialist, expert help with a range of educational issues we strive to ensure our continued existence. Good communication with the whole organisation ensures that we can think and act together for sustainability. The staff and volunteers are the greatest part of SNAP Cymru's resilience, allowing the Trustees and Chief Executives to act confidently and recover quickly after unplanned events and difficulties in funding and capacity to meet a growing demand for our service.

Property

The property, Elizabeth House in Middleton Street Llandrindod Wells operates as a service centre for Mid Wales and a charity boutique giving us higher visibility as a charity and improved access for beneficiaries.

Funding and Sustainability

As predicted 2020-21 has continued to be challenging for the third sector and organisations supporting children and families generally. We predict these challenges will be exacerbated by the current pandemic. Our staffing structure remains in line with contract values and spend.

We have disseminated new resources and delivered training to support inclusion and equality and to raise awareness of discrimination. Trained staff and volunteer teams complement national and local government strategy to help meet key priorities for children and families in Wales.

We continue to seek new ways of improving accessibility for isolated communities and other hard to reach groups and individuals. We are seeking more funds to provide much needed services for children and families whilst we continue to develop our visibility and sustainability.

Structure, governance and management

Legal Status

The Charity is a limited company, registration number 2832114, and is governed by its Memorandum and Articles of Association. It is registered with the Charity Commission, number 1027599.

Structure, governance and management
Financial controls and Benchmarking
Control over the client affairs is affected by an inspection by both the Trustees and the external auditors.

People of significant control within the organisation are: Chief Executive Officers (Interim), Amanda Daniels and Caroline Rawson. Chairman Huw Roberts; Finance Director George Rogers. These persons lead annual reviews and benchmarking procedures ensuring that all members are fully briefed of historical projects and are fully aware of the viability and certainty of on - going projects considering new and emerging trends with market competition. Benchmarking policy and procedure considers the hallmarks and principles as set out in the following guidance: The hallmarks of an effective charity - Charity Commission (2008); The Good Governance Code - ACEVO, NCVO (October 2010); Governance best practice benchmarking - January 2016.

Organisational structure
Trustees are nominated to the Board of Trustees and may be elected annually by the voting board members at the Annual General Meeting. Each Officer stands for an initial period of two years before retiring but shall be eligible to stand for re-election without further nomination. A Trustee induction pack and training has been developed and access to training regarding the roles and responsibilities of Trustees is arranged to update individuals of changing legislation and guidance. Trustees also have access to the company solicitor who is expert within charitable law and Legal advice from DAS insurers.

Induction and training of new trustees
Trustees are nominated to the Board of Trustees and may be elected annually by the voting board members at the Annual General Meeting. Each Officer stands for an initial period of two years before retiring but shall be eligible to stand for re-election without further nomination. A Trustee induction pack and training has been developed and access to training regarding the roles and responsibilities of Trustees is arranged to update individuals of changing legislation and guidance. Trustees also have access to the company solicitor who is expert within charitable law and Legal advice from DAS insurers.

Reference and administrative details
Registered Company number
02832114 (England and Wales)

Registered Charity number
1027599

Registered office
10 Coopers Yard
Curran Road
Cardiff
CF10 5NB

Trustees
H Roberts Chair
L Brewis Vice Chair
G Rogers Finance Director
J Sharpe (appointed 29.5.2020)
P M Lewis (resigned 15.5.2021)
A Lusk (resigned 10.6.2020)
S Jones
A I Wilson (resigned 29.5.2020)
J H K Boughey (appointed 5.5.2021)
K Stevenson (appointed 15.6.2021)

Chief Executive Office
D Inger (Deceased 13.9.2020)
A Daniels and C Rawson were appointed as Joint Interim Chief Executive Officers on 21.9.2020.

Auditors
Haines Watts Wales LLP, Statutory Auditors
7 Neptune Court
Vanguard Way
Cardiff
CF24 5PJ

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

Reference and administrative details
Bankers
Santander
Business Banking Centre
301 St Vincent Street
Glasgow
G2 5NB

Solicitors
Geldards LLP
Dumfries House
Dumfries Way
Cardiff
CF10 3ZF

Statement of trustees' responsibilities
The trustees (who are also the directors of SNAP Cymru 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;
- 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.

Auditors
The auditors, Haines Watts Wales LLP, Statutory Auditors, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 25-09-21 and signed on the board's behalf by:

L Brewis - Trustee

Report of the Independent Auditors to the Members of SNAP Cymru

Opinion

We have audited the financial statements of SNAP Cymru (the 'charitable company') for the year ended 31st March 2021 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2021 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

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 this gives rise to a material misstatement in the financial statements themselves. 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.

The impact of uncertainties due to COVID -19 on our audit

Uncertainties relating to the effects of COVID -19 are relevant to understanding our audit of the financial statements. All audits assess and challenge the reasonableness of estimates made by the directors, such as valuation of assets, appropriateness of the going concern basis of preparation of the financial statements and associated disclosures. All of these depend on assessments of the future economic environment and the charity's future prospects and performance.

The COVID -19 viral pandemic is one of the most significant economic events for the UK, and at the date of this report its effects are subject to unprecedented levels of uncertainty of outcomes, with the full range of possible effects unknown. We have applied a standardised approach in response to that uncertainty when assessing the company's future prospects and performance. However, no audit should be expected to predict the unknowable factors or all possible future implications for a charity and this is particularly the case in relation to the COVID -19 pandemic.

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.

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our planning procedures identify the legal and regulatory frameworks applicable to the operations and financial statements of the company. These are reviewed internally with the audit team including relevant industry experience and expectations as well as externally with the client management. The key laws and regulations we considered in this context were the UK Companies Act 2006, 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', UK GAAP (FRS 102) and relevant tax legislation.

Once identified, we assess the risks of material misstatements in relation to the laws and regulations, irregularities, including fraud and adjust our testing accordingly. Our audit procedures include:

- Discussing with Trustees and management which areas of the business they believe to be more susceptible to fraud, and whether they have any knowledge or suspicion of fraudulent activities
- Obtaining an understanding of the key controls put in place by the charitable company to address risks identified, assessing the effectiveness of those and discussing how these are maintained and monitored internally
- Assessing the risk of management override and review and testing of journal entries made into the accounting system
- Challenging assumptions and judgements made by the charitable company in relation to the significant accounting estimates employed in the preparation of the financial statements

Despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularities likely involve collusion, forgery, intentional misrepresentation, or the override of internal controls.

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.

Report of the Independent Auditors to the Members of SNAP Cymru

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.

Clive Edwards (Senior Statutory Auditor)
for and on behalf of Haines Watts Wales LLP, Statutory Auditors
7 Neptune Court
Vanguard Way
Cardiff
CF24 5PJ

Date: 11 October 2021

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31st March 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
Income and endowments from					
Donations and legacies	2	2,172	-	2,172	4,710
Charitable activities	5				
Charitable activity		638,651	276,391	915,042	796,706
Other trading activities	3	26,618	-	26,618	35,180
Investment income	4	531	-	531	1,534
Total		667,972	276,391	944,363	838,130
Expenditure on					
Raising funds	6	266	-	266	266
Charitable activities	7				
Charitable activity		559,016	260,207	819,223	762,851
Total		559,281	260,207	819,489	763,117
NET INCOME		108,690	16,184	124,874	75,013
Transfers between funds	17	(1,095)	1,095	-	-
Net movement in funds		107,595	17,279	124,874	75,013
Reconciliation of funds					
Total funds brought forward		597,947	-	597,947	522,934
Total funds carried forward		705,542	17,279	722,821	597,947

The notes form part of these financial statements

Statement of Financial Position
31st March 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
Fixed assets					
Tangible assets	13	81,000	17,279	98,279	83,336
Current assets					
Debtors	14	104,013	-	104,013	77,171
Cash at bank and in hand		564,010	-	564,010	475,433
		668,023	-	668,023	552,604
Creditors					
Amounts falling due within one year	15	(43,481)	-	(43,481)	(37,993)
Net current assets		624,542	-	624,542	514,611
Total assets less current liabilities		705,542	17,279	722,821	597,947
NET ASSETS		705,542	17,279	722,821	597,947
Funds	17				
Unrestricted funds				705,542	597,947
Restricted funds				17,279	-
Total funds				722,821	597,947

The financial statements were approved by the Board of Trustees and authorised for issue on 25/09/2021 and were signed on its behalf by:

G Rogers - Trustee

L Brewis - Trustee

The notes form part of these financial statements

SNAP Cymru

Statement of Cash Flows
for the Year Ended 31st March 2021

	Notes	2021 £	2020 £
Cash flows from operating activities			
Cash generated from operations	1	109,890	43,458
Net cash provided by operating activities		109,890	43,458
Cash flows from investing activities			
Purchase of tangible fixed assets		(21,844)	(13,599)
Sale of tangible fixed assets		-	5,600
Interest received		531	1,534
Net cash used in investing activities		(21,313)	(6,465)
Change in cash and cash equivalents in the reporting period		88,577	36,993
Cash and cash equivalents at the beginning of the reporting period		475,433	438,440
Cash and cash equivalents at the end of the reporting period		564,010	475,433

The notes form part of these financial statements

Notes to the Statement of Cash Flows for the Year Ended 31st March 2021

1. **Reconciliation of net income to net cash flow from operating activities**

	2021 £	2020 £
Net income for the reporting period (as per the Statement of Financial Activities)	124,874	75,013
Adjustments for:		
Depreciation charges	6,901	4,023
Interest received	(531)	(1,534)
Increase in debtors	(26,842)	(31,762)
Increase/(decrease) in creditors	5,488	(2,282)
Net cash provided by operations	109,890	43,458

2. **Analysis of changes in net funds**

	At 1.4.20 £	Cash flow £	At 31.3.21 £
Net cash			
Cash at bank and in hand	475,433	88,577	564,010
	475,433	88,577	564,010
Total	475,433	88,577	564,010

The notes form part of these financial statements

1. Accounting policies

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The financial statements have been prepared on a going concern basis. The Trustees have reviewed and considered relevant information, including the annual budget and future cash flows in making their assessment. In particular, in response to the COVID-19 pandemic, the Trustees have tested their cash flow analysis to take into account the impact on the charity of possible scenarios brought on by the impact of COVID-19, alongside the measures that they can take to mitigate the impact. Based on these assessments, given the measures that could be undertaken to mitigate the current adverse conditions, and the current resources available, the Trustees have concluded that they can continue to adopt the going concern basis in preparing the annual report and accounts.

Income
Donations are recognised when they are received.

Income derived from events is recognised as earned (that is, as the related goods or services are provided).

Investment income is recognised on a receivable basis.

The income for the year is attributable to the company's principal activity, namely to provide parents of children with special needs with independent information and support, helping them to become partners with professionals as they make decisions about their child's education. This activity is split into geographical projects of which is separately funded by the relevant local authority supplemented by other sources. Where the income given is restricted to a geographical area it is treated as a restricted fund.

Revenue grants are credited to the income and expenditure account in the year to which they relate. Where grants have been received but relate to a future accounting period, that part of the grant received is deferred to the appropriate period. Capital grants are recognised as incoming resources in the year of receipt and credited to a restricted fund. This fund is reduced by the annual depreciation charge relating to the asset concerned.

Expenditure
Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Costs of generating funds are the costs of trading for fundraising purposes.

Charitable expenditure 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 necessary to support them.

Support Costs
Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs
Governance costs include costs of the preparation and examination of the statutory accounts, the costs of trustee meetings and the cost of any legal advice to trustees on governance or constitutional matters.

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
Fixtures and fittings	- 10% on cost
Motor vehicles	- 25% on cost

continued...

1. **Accounting policies - continued**

Tangible fixed assets
Computer equipment - 20% on cost

Individual fixed assets costing £1,000 or more are initially recorded at cost

Taxation
The company is a registered charity and as all its activities are primary purpose it is therefore exempt from taxation.

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

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

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

Hire purchase and leasing commitments
Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits
The charity operates a defined contribution pension scheme. Contributions are charged in the statement of financial activities as they become payable in accordance with the rules of the scheme.

Debtors, creditors and cash
Current assets and liabilities, including cash held at bank are recognised at cost or valuation as at the year end.

Claw back
No adjustment is made for any grant claw back until such time as notification has been received by the funder.

2. **Donations and legacies**

	2021	2020
	£	£
Donations	2,172	4,710

3. **Other trading activities**

	2021	2020
	£	£
Fundraising events	50	600
Shop income	22,563	34,086
Other Income	4,005	494
	26,618	35,180

4. **Investment income**

	2021	2020
	£	£
Deposit account interest	531	1,534

continued...

5. Income from charitable activities

	Activity	2021 £	2020 £
Local Authority Grants	Charitable activity	624,222	624,386
Families First	Charitable activity	100,000	81,269
Small grants - received in year	Charitable activity	53,079	3,621
Coronavirus job retention scheme	Charitable activity	3,510	-
Welsh Government	Charitable activity	123,312	66,702
Other income	Charitable activity	540	774
Training income	Charitable activity	10,379	19,954
		915,042	796,706

6. Raising funds

Other trading activities

	2021 £	2020 £
Fundraising costs	266	266

7. Charitable activities costs

	Direct Costs £	Support costs (see note 8) £	Totals £
Charitable activity	683,120	136,103	819,223

8. Support costs

	Management £	Governance costs £	Totals £
Charitable activity	129,216	6,887	136,103

9. Net income/(expenditure)

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

	2021 £	2020 £
The auditing of accounts of any associate of the charity	6,013	5,953
Other non-audit services	720	720
Depreciation - owned assets	6,901	4,023
Other operating leases	1,659	3,069

continued...

10. Trustees' remuneration and benefits

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

Trustees' expenses

During the year trustees were reimbursed for travel expenses of £154 (2020: £1,109).

11. Staff costs

	2021	2020
	£	£
Wages and salaries	584,297	498,684
Social security costs	42,730	36,197
Other pension costs	11,457	9,985
	638,484	544,866

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

	2021	2020
Charitable activities	25	23
Administration	4	3
	29	26

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

During the year a total of £106,629 (2020: £105,098) was paid by the charity in relation to key management salaries. Key management are defined as those individuals with an input on the strategic direction of the charity.

Also included within wages and salaries are redundancy costs totalling £Nil (2020: £1,034).

12. Comparatives for the statement of financial activities

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Income and endowments from			
Donations and legacies	4,710	-	4,710
Charitable activities			
Charitable activity	648,735	147,971	796,706
Other trading activities	35,180	-	35,180
Investment income	1,534	-	1,534
Total	690,159	147,971	838,130
Expenditure on			
Raising funds	266	-	266
Charitable activities			
Charitable activity	614,880	147,971	762,851
Total	615,146	147,971	763,117
NET INCOME	75,013	-	75,013

continued...

12. **Comparatives for the statement of financial activities - continued**

	Unrestricted funds £	Restricted funds £	Total funds £
Reconciliation of funds			
Total funds brought forward	522,934	-	522,934
Total funds carried forward	597,947	-	597,947

13. **Tangible fixed assets**

	Freehold property £	Fixtures and fittings £	Motor vehicles £	Computer equipment £	Totals £
Cost					
At 1st April 2020	76,475	8,496	8,575	18,440	111,986
Additions	-	-	-	21,844	21,844
At 31st March 2021	76,475	8,496	8,575	40,284	133,830
Depreciation					
At 1st April 2020	6,118	8,496	1,286	12,750	28,650
Charge for year	1,530	-	1,715	3,656	6,901
At 31st March 2021	7,648	8,496	3,001	16,406	35,551
Net book value					
At 31st March 2021	68,827	-	5,574	23,878	98,279
At 31st March 2020	70,357	-	7,289	5,690	83,336

14. **Debtors: amounts falling due within one year**

	2021 £	2020 £
Trade debtors	95,569	67,996
VAT	100	100
Prepayments	8,344	9,075
	104,013	77,171

continued...

15. Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	2,675	10,189
Social security and other taxes	7,874	10,908
Other creditors	5,531	8,556
Accruals and deferred income	27,401	8,340
	43,481	37,993

Included within accruals and deferred income:	
Deferred income brought forward	-
Amounts released to incoming resources	-
Amounts deferred in the year	18,814
Deferred income carried forward	18,814

Deferred income relates to grant income that the Charity has received but is not entitled to at the year and in line with FRS102 SORP.

16. Leasing agreements

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

	2021	2020
	£	£
Within one year	40,215	47,206
Between one and five years	25,346	47,700
	65,561	94,906

Total operating leases treated as an expense in the year totalled £47,344 (2020: £50,714).

17. Movement in funds

	At 1.4.20	Net movement in funds	Transfers between funds	At 31.3.21
	£	£	£	£
Unrestricted funds				
General fund	297,947	108,690	(1,095)	405,542
Designated	300,000	-	-	300,000
	597,947	108,690	(1,095)	705,542
Restricted funds				
Pen y Cymoedd Wind Farm Community Fund CIC	-	1,195	168	1,363
Citizens Advice Covid-19 Grant	-	1,009	-	1,009
Voluntary Action Merthyr Covid Grant	-	1,513	-	1,513
AVOW - Comic Relief Voluntary Services Emergency Fund	-	382	33	415
Glamorgan Voluntary Services	-	4,390	331	4,721
SCVS Third Sector Integrated Care Fund	-	2,912	75	2,987
Bavo (Bridgend) Third Sector Covid Grant	-	1,522	13	1,535
NPTCVS - Third Sector Integrated Care Fund	-	3,261	475	3,736
	-	16,184	1,095	17,279
TOTAL FUNDS	597,947	124,874	-	722,821

continued...

17. Movement in funds - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	667,972	(559,282)	108,690
Restricted funds			
Families First	100,000	(100,000)	-
Welsh Government	123,312	(123,312)	-
Steve Morgan Foundation	5,000	(5,000)	-
Pen y Cymoedd Wind Farm Community Fund CIC	12,670	(11,475)	1,195
Citizens Advice Covid-19 Grant	1,175	(166)	1,009
Voluntary Action Merthyr Covid Grant	2,602	(1,089)	1,513
AVOW - Comic Relief Voluntary Services Emergency Fund	856	(474)	382
Glamorgan Voluntary Services	9,069	(4,679)	4,390
SCVS Third Sector Integrated Care Fund	7,542	(4,630)	2,912
Bavo (Bridgend) Third Sector Covid Grant	2,479	(957)	1,522
NPTCVS - Third Sector Integrated Care Fund	6,686	(3,425)	3,261
Swansea Council - Child Development Fund	5,000	(5,000)	-
	276,391	(260,207)	16,184
TOTAL FUNDS	944,363	(819,489)	124,874

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	At 31.3.20 £
Unrestricted funds			
General fund	222,934	75,013	297,947
Designated	300,000	-	300,000
	522,934	75,013	597,947
TOTAL FUNDS	522,934	75,013	597,947

continued...

17. Movement in funds - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	690,159	(615,146)	75,013
Restricted funds			
Families First	81,269	(81,269)	-
Welsh Government	66,702	(66,702)	-
	147,971	(147,971)	-
TOTAL FUNDS	838,130	(763,117)	75,013

General funds are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Families First - was received for the provision of Early Years, Young People Services, training and well being.

Welsh Government - funding managed by Citizens Advice Cymru, received for the provision of information, advice and guidance.

Pen y Cymoedd - Wind Farm Community Fund to support crisis support to vulnerable families facing lockdown with children and young people with disabilities.

Steve Morgan Foundation - Emergency Covid-19 Grant.

Voluntary Action Merthyr - Covid Grant.

Citizens Advice - Covid-19 Funding Grant awarded for purchase of equipment in response to Covid-19 Crisis.

AVOW - Comic Relief Voluntary Services Emergency Fund.

Third Sector Capital Investment Fund - Glamorgan Voluntary Service (GVS) - Cardiff & Vale -Covid grant

SCVS - Third Sector Integrated Care Fund (ICF) - COVID-19 Related Discretionary Capital Grant.

BAVO (Bridgend) - Third Sector Covid Grant fund.

NPTCVS - Third Sector Intergrated Care Fund (ICF) - COVID-19 Related Discretionary Capital Grant - Neath Port Talbot

Swansea Council - Child Development Fund - Early Help Grant.

Capital grants received are recorded as fixed assets under restricted funds and depreciated over their useful economic life.

Designated fund
As set out in the Trustees reserves policy on page 9, a minimum contingency cash reserve is required and the designated fund above is to enact that thought process.

Transfer between funds
Fund transfers for the reallocation of the apportionment of costs.

continued...

18. Employee benefit obligations

The charity operates a defined contribution pension scheme. The pension cost charge for the period represents contributions payable by the charity to the scheme and amounted to £11,402 (2020 - £9,985).

Contributions totalling £4,936 (2020 - £4,005) were payable to the scheme at the end of the period and are included in creditors.

19. Related party disclosures

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

20. Members' liability

The charity is a private company limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.