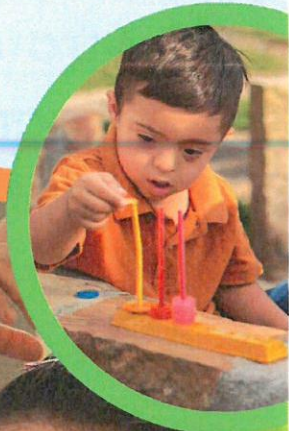




SNAP Cymru

Annual Report

2022-2023



SQM



Ariennir gan
Lywodraeth Cymru
Funded by
Welsh Government

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

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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 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

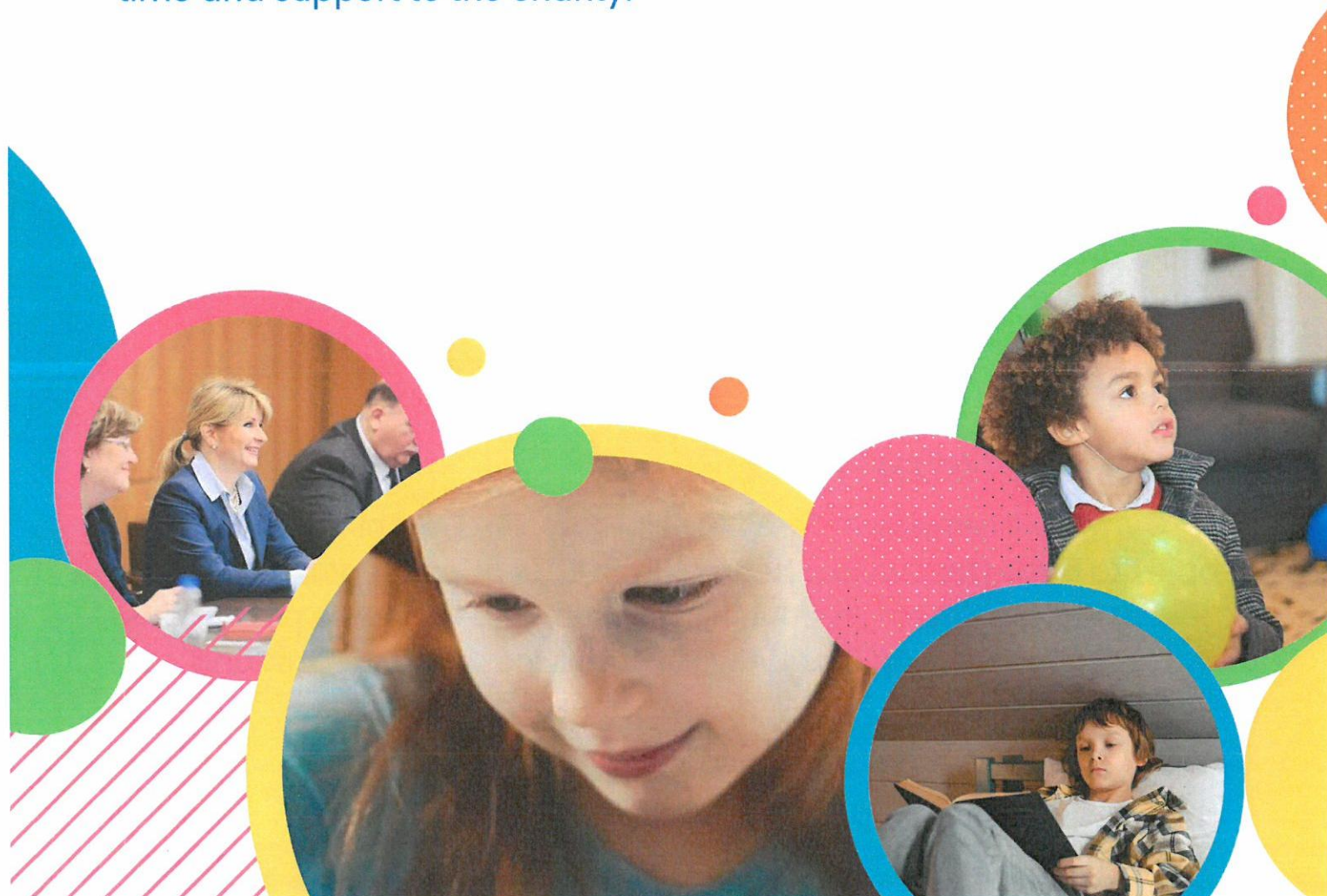
SNAP Cymru will empower families (parents, carers, children and young people) to have their voices heard within Education, Health and Social Care and support them to work in partnership to influence policy and practice in the planning and delivery of services at both local and national levels.

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.

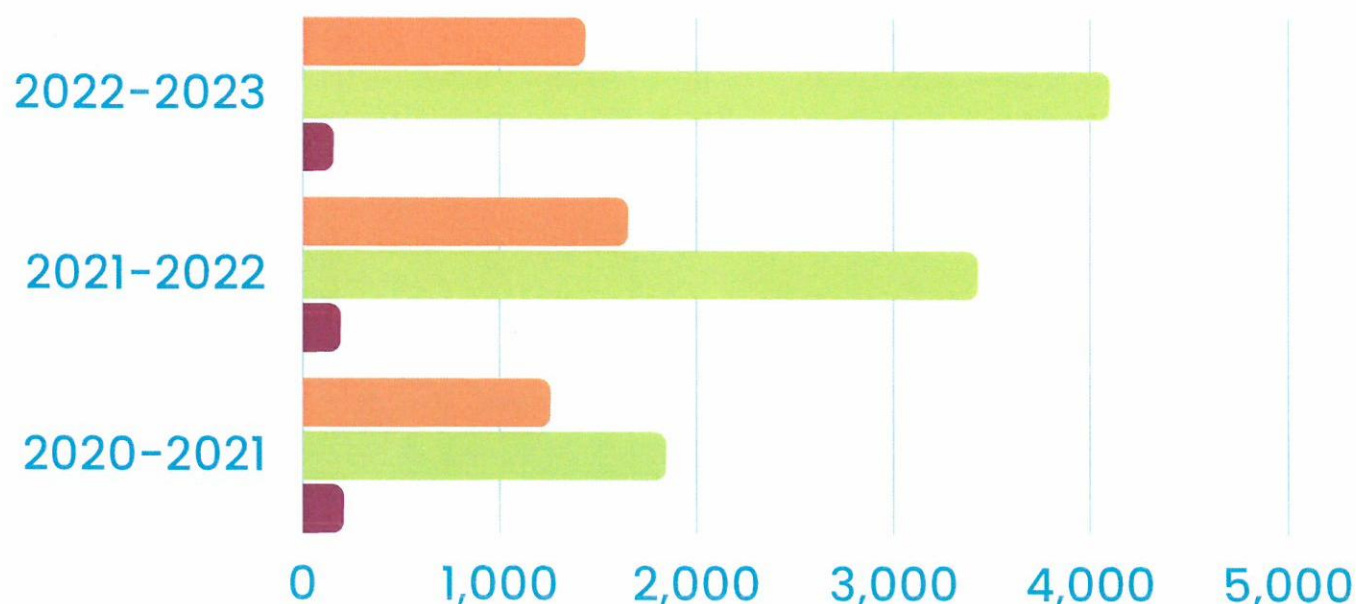
The provision included specialist casework, telephone helpline, advice service, information via e-mail, website and post. SNAP Cymru is a member of the UK National Information Advice & Support Service (NIASS), which continues to inform our development and practice.

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.

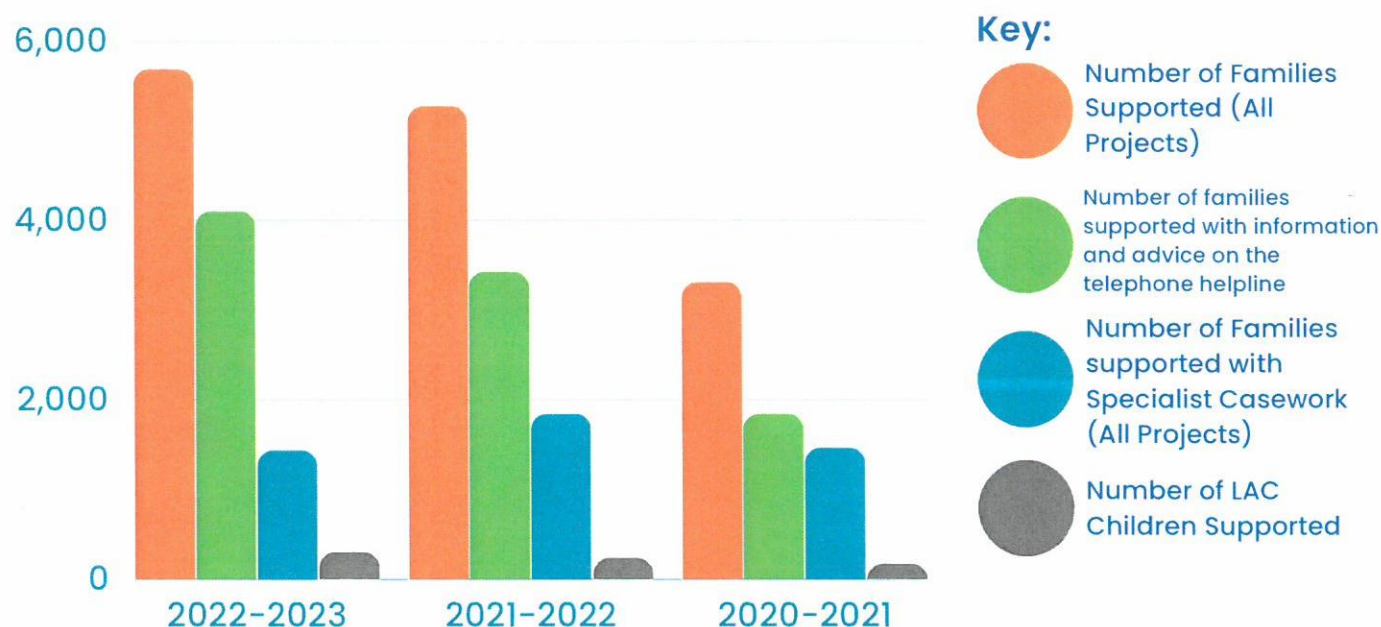
Key Achievements 2022 – 2023 ALL WALES



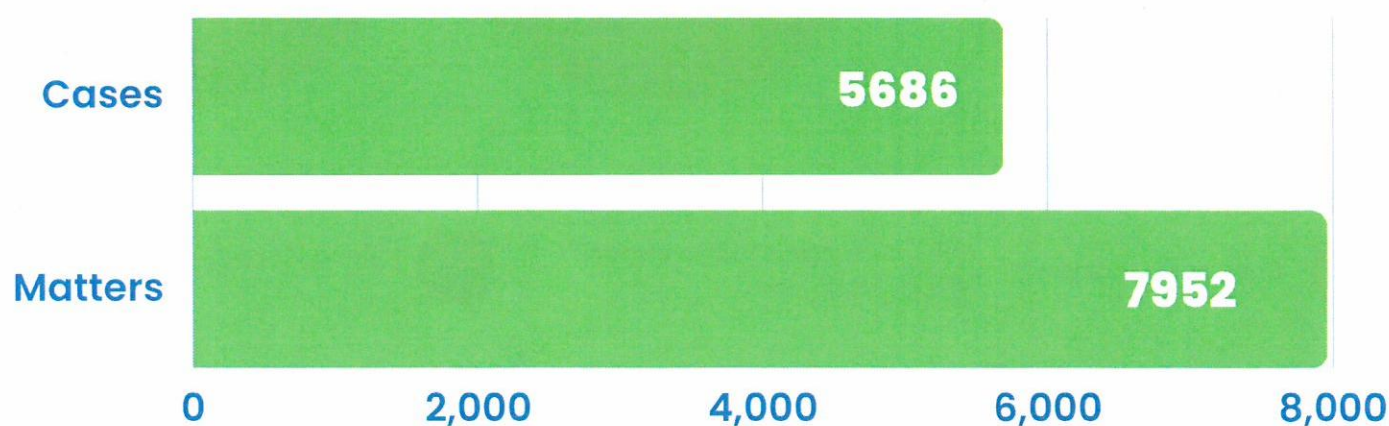
Key:



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



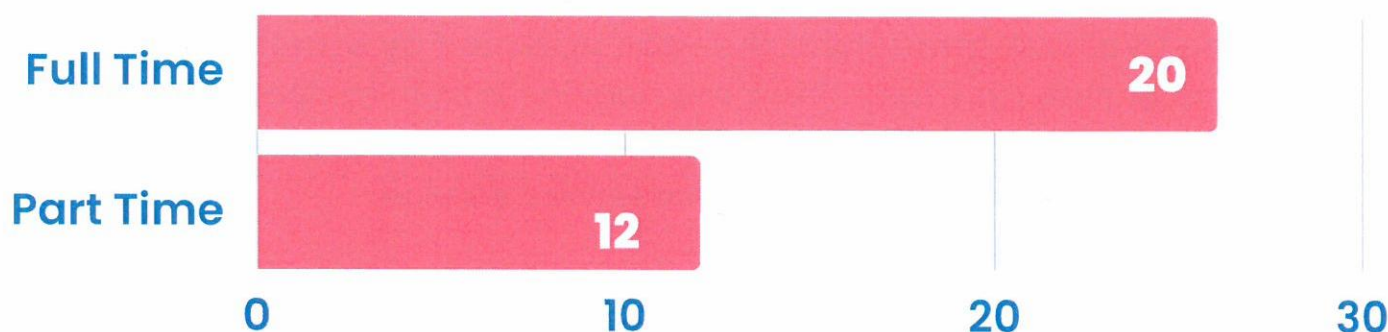
All Wales Casework 2022-2023



**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.



SQM

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.

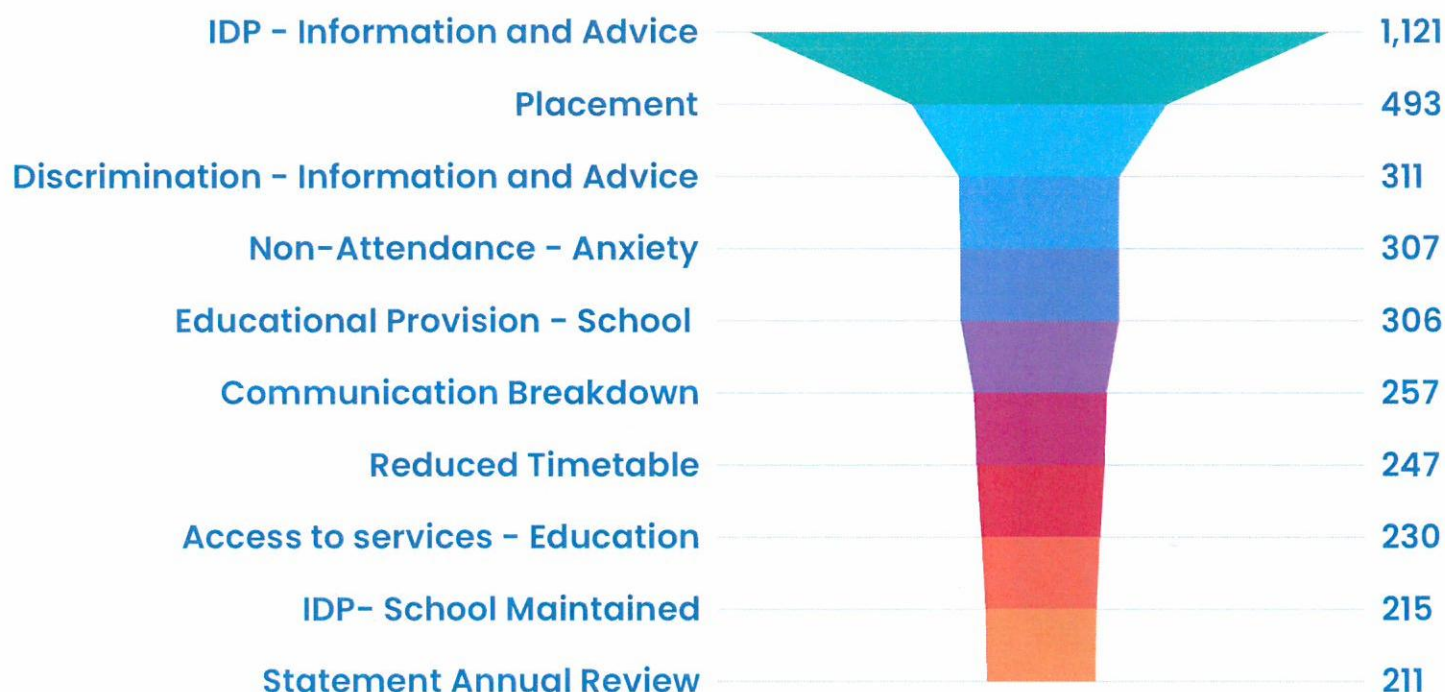
Why it's important to resolve problems

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

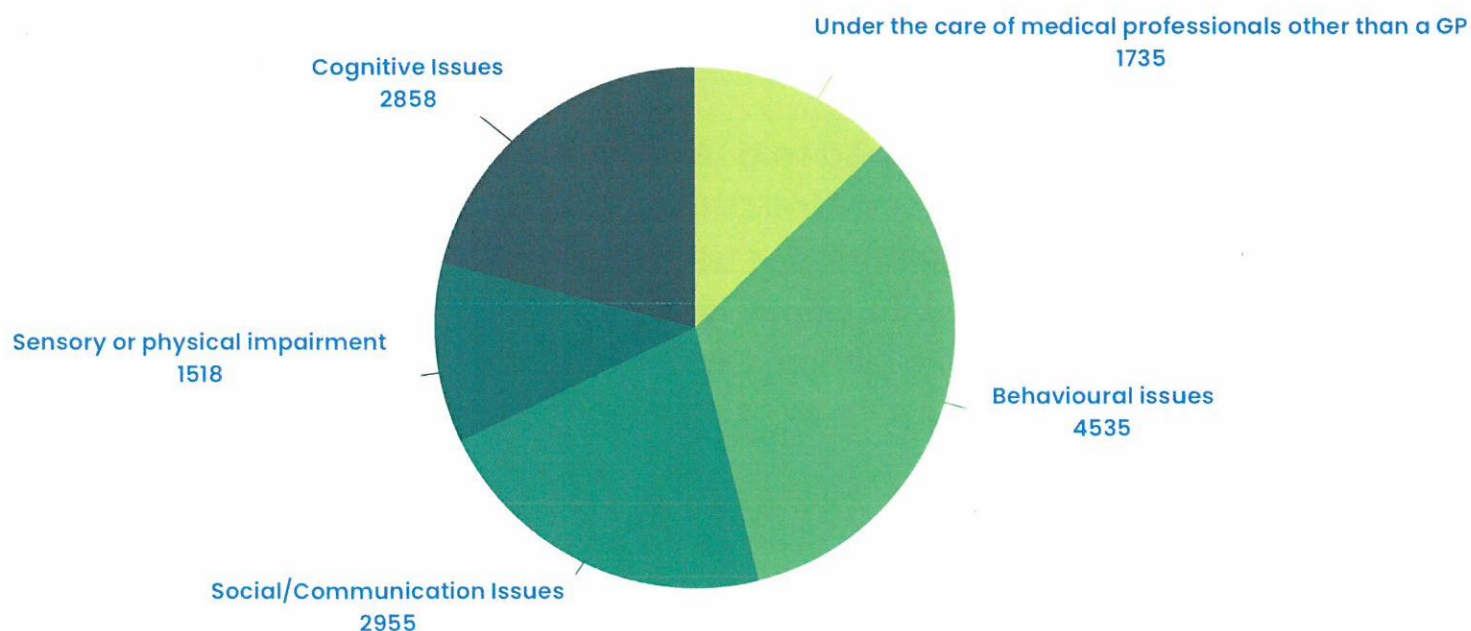
- Working with families to solve them creates considerable value to society, and helps them lead 'ordinary' lives, without the need to fight on behalf of their children.
- Nearly all families we helped told us that their problem negatively affected them and their children's lives, sometimes for years!
- 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

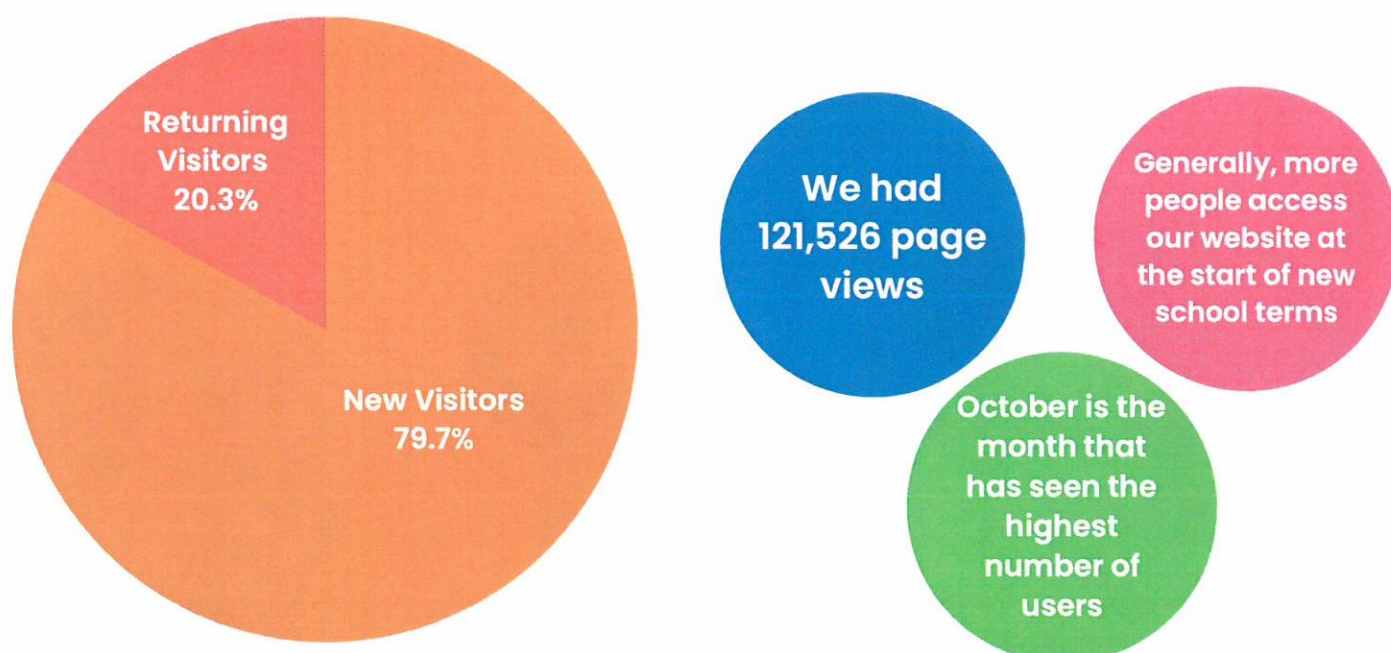
Website <http://www.snapcymru.org>

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



Media

SNAP Cymru has continued to respond to enquiries from the media providing statements in response to particular issues when appropriate. 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 resource for families and professionals.



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.

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

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.

SNAP Cymru

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

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

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

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.

SNAP Cymru

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

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.

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

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).

SNAP Cymru

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

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 come 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.

SNAP Cymru

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

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.

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

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.

SNAP Cymru

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

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

SNAP Cymru

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

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.

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: 30 September 2023

SNAP Cymru

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

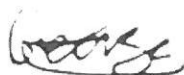
	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
Income and endowments from					
Donations and legacies	2	1,634	-	1,634	2,716
Charitable activities	5				
Charitable activity		685,988	233,240	919,228	962,634
Other trading activities	3	56,077	-	56,077	46,882
Investment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

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		<u>662,843</u>	<u>-</u>	<u>662,843</u>	<u>521,178</u>
		754,829	-	754,829	755,681
Creditors					
Amounts falling due within one year	15	(19,895)	-	(19,895)	(22,211)
Net current assets		<u>734,934</u>	<u>-</u>	<u>734,934</u>	<u>733,470</u>
Total assets less current liabilities		<u>812,842</u>	<u>9,619</u>	<u>822,461</u>	<u>826,977</u>
NET ASSETS		<u>812,842</u>	<u>9,619</u>	<u>822,461</u>	<u>826,977</u>
Funds	17				
Unrestricted funds				812,842	813,528
Restricted funds				<u>9,619</u>	<u>13,449</u>
Total funds				<u>822,461</u>	<u>826,977</u>

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

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	<u>144,153</u>	<u>(38,439)</u>
Net cash provided by/(used in) operating activities		<u>144,153</u>	<u>(38,439)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(3,861)	(4,457)
Interest received		<u>1,373</u>	<u>63</u>
Net cash used in investing activities		<u>(2,488)</u>	<u>(4,394)</u>
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		<u>521,178</u>	<u>564,011</u>
Cash and cash equivalents at the end of the reporting period		<u><u>662,843</u></u>	<u><u>521,178</u></u>

The notes form part of these financial statements

SNAP Cymru

**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	<u>(2,316)</u>	<u>(21,269)</u>
Net cash provided by/(used in) operations	<u><u>144,154</u></u>	<u><u>(38,439)</u></u>

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	<u>521,178</u>	<u>141,665</u>	<u>662,843</u>
	<u>521,178</u>	<u>141,665</u>	<u>662,843</u>
Total	<u><u>521,178</u></u>	<u><u>141,665</u></u>	<u><u>662,843</u></u>

The notes form part of these financial statements

**Notes to the Financial Statements
for the Year Ended 31st March 2023**

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.

SNAP Cymru

Notes to the Financial Statements - continued for the Year Ended 31st March 2023

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	<u>1,634</u>	<u>2,716</u>

3. Other trading activities

	2023	2022
	£	£
Shop income	<u>56,077</u>	<u>46,882</u>

4. Investment income

	2023	2022
	£	£
Deposit account interest	<u>1,373</u>	<u>63</u>

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	<u>30,050</u>	<u>9,500</u>
		<u>919,228</u>	<u>962,634</u>

SNAP Cymru

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2023**

6. Raising funds

Other trading activities

	2023	2022
	£	£
Fundraising costs	<u>285</u>	<u>351</u>

7. Charitable activities costs

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

8. Support costs

	Management £	Governance costs £	Totals £
Charitable activity	<u>189,726</u>	<u>8,653</u>	<u>198,379</u>

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	<u>1,189</u>	<u>1,374</u>

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	<u>13,803</u>	<u>12,474</u>
	<u>769,838</u>	<u>710,599</u>

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

	2023	2022
Charitable activities	28	26
Administration	<u>4</u>	<u>5</u>
	<u>32</u>	<u>31</u>

SNAP Cymru

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2023**

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	<u>709,964</u>	<u>302,331</u>	<u>1,012,295</u>
 Expenditure on			
Raising funds	351	-	351
Charitable activities			
Charitable activity	<u>601,628</u>	<u>306,160</u>	<u>907,788</u>
Total	<u>601,979</u>	<u>306,160</u>	<u>908,139</u>
 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	<u><u>813,527</u></u>	<u><u>13,450</u></u>	<u><u>826,977</u></u>

SNAP Cymru

Notes to the Financial Statements - continued
for the Year Ended 31st March 2023

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	<u>76,475</u>	<u>8,496</u>	<u>8,575</u>	<u>48,600</u>	<u>142,146</u>
Depreciation					
At 1st April 2022	9,177	8,496	4,716	22,389	44,778
Charge for year	<u>1,530</u>	-	<u>1,715</u>	<u>6,596</u>	<u>9,841</u>
At 31st March 2023	<u>10,707</u>	<u>8,496</u>	<u>6,431</u>	<u>28,985</u>	<u>54,619</u>
Net book value					
At 31st March 2023	<u>65,768</u>	-	<u>2,144</u>	<u>19,615</u>	<u>87,527</u>
At 31st March 2022	<u>67,298</u>	-	<u>3,859</u>	<u>22,350</u>	<u>93,507</u>

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	<u>13,896</u>	<u>9,373</u>
	<u>90,735</u>	<u>231,584</u>
Amounts falling due after more than one year:		
Other debtors	<u>1,251</u>	<u>2,919</u>
Aggregate amounts	<u>91,986</u>	<u>234,503</u>

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	<u>11,270</u>	<u>9,776</u>
	<u>19,895</u>	<u>22,211</u>

SNAP Cymru

Notes to the Financial Statements - continued
for the Year Ended 31st March 2023

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	<u>25,783</u>	<u>53,932</u>
	<u>72,983</u>	<u>100,976</u>

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	<u>300,000</u>	<u>-</u>	<u>300,000</u>
	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	<u>2,935</u>	<u>(801)</u>	<u>2,134</u>
	<u>13,449</u>	<u>(3,830)</u>	<u>9,619</u>
TOTAL FUNDS	<u>826,977</u>	<u>(4,516)</u>	<u>822,461</u>

SNAP Cymru

Notes to the Financial Statements - continued
for the Year Ended 31st March 2023

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)
	<u>233,240</u>	<u>(237,070)</u>	<u>(3,830)</u>
TOTAL FUNDS	<u>978,312</u>	<u>(982,828)</u>	<u>(4,516)</u>

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	<u>300,000</u>	<u>-</u>	<u>300,000</u>
	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	<u>3,736</u>	<u>(801)</u>	<u>2,935</u>
	<u>17,279</u>	<u>(3,830)</u>	<u>13,449</u>
TOTAL FUNDS	<u>722,821</u>	<u>104,156</u>	<u>826,977</u>

SNAP Cymru

Notes to the Financial Statements - continued for the Year Ended 31st March 2023

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)	-
	<u>302,331</u>	<u>(306,161)</u>	<u>(3,830)</u>
TOTAL FUNDS	<u>1,012,295</u>	<u>(908,139)</u>	<u>104,156</u>

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.

SNAP Cymru

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2023**

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.