

**REGISTERED COMPANY NUMBER: 03341148 (England and Wales)**  
**REGISTERED CHARITY NUMBER: 1061839**

**Report of the Trustees and**  
**Unaudited Financial Statements**  
**for the Year Ended 31 March 2024**  
**for**  
**Cyngor ar Bopeth Ceredigion Citizens**  
**Advice Bureau**

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

**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

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for the Year Ended 31 March 2024**

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**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Reference and Administrative Details  
for the Year Ended 31 March 2024**

**TRUSTEES**

S Chambers  
P Hinge (resigned 9.8.24)  
D M James  
C Davies  
J Wallace (resigned 24.4.23)  
S P Stratton  
S Chadbourne (appointed 16.2.24) (resigned 24.4.24)

**COMPANY SECRETARY**

**REGISTERED OFFICE**

1 Upper Ground Floor Creuddyn,  
Pontfaen Road  
Lampeter  
Ceredigion  
SA48 7BN

**REGISTERED COMPANY  
NUMBER**

03341148 (England and Wales)

**REGISTERED CHARITY  
NUMBER**

1061839

**INDEPENDENT EXAMINER**

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

**BANKERS**

The Co-operative Bank  
PO Box 250  
Skelmersdale  
WN8 6WT

Nationwide Building Society  
Nationwide House  
Pipers Way  
Swindon  
SN38 1NW

**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Report of the Trustees  
for the Year Ended 31 March 2024**

The Trustees, who are also the Directors for the purpose of the Companies Act 2006, present their annual report with the financial statements of the Charity for the year ended 31st March 2024. The provisions of Accounting and Reporting by Charities: Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the charities SORP (FRS 102) have been adopted in preparing the attached financial statements

**OBJECTIVES AND ACTIVITIES**

**Objectives and aims**

**Public benefit & charitable objects**

The charity's objects, as set out in the objects contained in the Company's Memorandum of Association, are to promote any charitable purpose for the benefit of the whole community of Wales ("the area of benefit") the public benefit, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

The charity's objects are defined as above. Our aims are focused on:

Providing the advice people need for the problems they face  
Improving the policies and practices that affect people's lives

Our service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

Though the area of benefit refers to the whole community of Wales, the local office focuses its activities in Ceredigion, North Pembrokeshire and surrounding areas. It also contributes to delivering national services where the beneficiaries include people and communities in Ceredigion.

**Ensuring our work delivers our aims**

We review our objectives and activities each year as part of our Business Planning cycle. The annual review examines achievements and outcomes, and identifies client pressures in terms of demand and unmet need. We use our aims to define the parameters of our development priorities.

**Focus of our work**

Our main objectives for the year have been developing our service so that it increases the range of channels of advice to better meet vulnerable client needs particularly in the context of the ongoing cost-of-living pressures.

Key activities have included:

- Establishment of a new administrative office in Lampeter from which to better support home-based staff team and peripatetic service delivery across the county.
- Continuing to deliver effective remote services - via phone, email, WhatsApp, Messenger and Text and video.
- Introducing new weekly drop-in sessions at community venues in Aberystwyth (St Pauls Methodist Centre), Cardigan (Kinora, St Mary's Old School Hall) and Lampeter (Emaus Church).
- Continuing in-person appointment sessions on a fortnightly and/or monthly basis in Borth Community Centre, Camfan Centre Lampeter and Penparcau Hwb.
- Launching our new 3 year Business Plan with its 4 strategic priorities: Clients and Communities; Collaboration and Campaigns; Culture, Values and Impacts; Systems, Processes and Plans.
- Securing our Investors in Volunteers award.
- Increasing our communications and relationship building work with local services, organisations and groups throughout the county and border communities, strengthening our accessibility and our strategic position amongst local service providers and the wider advice community.
- Maintaining our specialist caseworker services in key areas of client demand - specifically, welfare benefits, debt and energy.
- Close working with our local Citizens Advice colleagues in the Mid and West Wales region and the wider all-Wales network to ensure Ceredigion interests continue to be a part of developments to secure Welsh Government's next iteration of the Single Advice Fund.

**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Report of the Trustees  
for the Year Ended 31 March 2024**

**OBJECTIVES AND ACTIVITIES**

**HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT**

Our main activities and who we try to help are described below. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The board of trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Report of the Trustees  
for the Year Ended 31 March 2024**

**ACHIEVEMENT AND PERFORMANCE**

**Advice and Information Services**

The main areas of charitable activity are:

- the provision of general advice and information services
- the provision of specialist advice and casework services in the debt and welfare benefits categories of social welfare law

Throughout the year we have continued to offer Advice and Information in the following ways:

- Providing generalist advice with access to specialist advice and casework services by telephone, email and other digital channels - through our local phone number, local email and local WhatsApp, Messenger and text service, and via our participation in national services including AdviceLink Cymru, Claim Whats Yours and national Citizens Advice 'work queue' arrangements
- Delivering specialist casework services to clients with complex requirements in welfare benefits
- Maintaining in-person appointments at community venues run by partner organisations around the county for those clients whose needs are such that phone/digital advice is not appropriate
- Providing appointments via phone and digital that enable clients to tackle complex issues and/or progress their case with their adviser or caseworker - and, in line with the client's needs, enabling 3-way calls to facilitate the involvement of a third party (like a support worker, carer or interpreter)
- Enabling document drops via screen capture (in digital appointments), WhatsApp image capture, and our new PO Box postal address.
- Delivered appointments, advice and information sessions from over 30 different venues across the county including in schools, family information centres and community shows.

**Contribution of Volunteers and Paid Staff**

The charity's success could not have been achieved without the hard work and dedication of volunteers and staff. The trustee board and senior management team recognise the tremendous contribution made by the charity's volunteers in advising the public and administering the service.

Due to the changed service delivery model, brought in to safeguard the health of the public and the staff and volunteer teams, it has taken time to build up the numbers of volunteers able to be supported to deliver advice from home, and their contribution has made a huge difference to people in need of free and confidential advice, often at times of great distress. We are particularly grateful to those volunteers who have stayed with us throughout the pandemic and who continued to support our work remotely.

Throughout 2023/24, the service employed 19 paid staff (16 FTEs) and supported up to 12 volunteers over the year (each contributing an average of 4 hours per week over an average of 45 weeks each).

Our volunteers have contributed 2,160 hours (2022/23: 2,160 hours; 2021/22: 1,774 hours). This may be expressed as an annualised value of £22,248 (2022/23: £22,248; 2020/21: £18,275). However, their value is inadequately expressed in monetary terms. Volunteers bring many skills to the service, for example having life and work experience in many varied areas and roles, and very often the experience gained as a volunteer helps individuals gain or return to full employment.

Ceredigion Citizens Advice has reviewed our approach to attracting and keeping volunteers, and the policies that underpin our support. We secured our Investors in Volunteers accreditation which confirms our commitment to continue to invest in increasing and developing their contribution to our services, revising our approach to training, and enriching our volunteering experience.

**Who used and benefited from our services?**

**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Report of the Trustees  
for the Year Ended 31 March 2024**

During the reporting year 3,171 clients (2022/23: 2,752 client; 2021/22: 2,520) benefited from the services of Citizens Advice Ceredigion generating 13,810 separate issues (2023/24: 13,830; 2021/22: 15,882). This year-on-year increase in the number of clients reflects the growing need for our services. The drop in ratio of issues per clients - from 6 to 4 per client - reflects the growing complexity of people's circumstances. Our holistic and generalist advice model continues to ensure we can offer both breadth and depth of advice - from welfare benefits to housing to debt to employment to relationship to energy and many more.

There were a further 670 'quick issue' clients (2022/23: 896, 2021/22: 460), who were provided with self-help information, or signposted to other agencies for help.

Whilst we advise people on any issue that they may face, our most common enquiry areas year in, year out, is welfare benefits (including tax credits and universal credit) which make up 37% (2022/23: 38%; 2021/22: 44%) of the issues we have supported clients on. Personal Independence Payment remains, as it has in previous years, the top issue advised on in benefits, followed by general eligibility enquiries, Employment and Support Allowance and Limited Capability for Work.

In total the service negotiated on £176,923 worth of debt (2022/23: £123,800; 2021/22: £382,064), rescheduling or reducing the debts to make peoples' lives more sustainable. Included in that figure is £152,717 of debts written off. This increased figure, albeit still significantly less than during the Covid-19 pandemic, reflects new Government measures that allow greater support for households under financial pressures and some restrictions on creditor powers to pursue repayments.

The service generated a total of £1,865,029 (2022/23: £1,28,434; 2021/22: £1,184,877) in confirmed additional income for clients, primarily through our income maximisation advice.

**Investment Activities**

The bureau holds 561 ordinary 25p shares in GlaxoSmithKline and valued at £9,585 (2023: £8,017, 2022: £9,241) on a fair value basis as at 31st March 2024.

**Factors Affecting the Achievement of Objectives**

Maintaining sufficient funding to continue delivering the service remains a continual challenge. We are making sure that we invest in fundraising and continue to diversify our approach to ensure we are delivering the most cost-effective service we possibly can and making the most of opportunities available to us. This isn't about simply cutting costs. It is about delivering a service that genuinely meets clients' needs whilst operating as cost effectively as possible.

The complexity of the issues that clients are facing, and the additional challenges that clients are experiencing, places additional demands on the service. The support networks that were previously in place for people are changing and we are asked to offer support that falls outside the remit of direct advice. Where people are vulnerable, it is essential that we offer support in a person-centred way and whilst necessary, this can be resource intensive.

**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Report of the Trustees  
for the Year Ended 31 March 2024**

**FINANCIAL REVIEW**

The availability of funding in the charity sector remains difficult due to the time-limited and short-term nature of funding cycles. The charity is focused on providing added value to its funders from a base of sound financial management and ensuring that our services remain relevant to the strategic objectives of stakeholders at local and national level.

**Financial Review**

In the reporting period, the charity had a surplus of 110,612 (Deficit 2022/23: (93,407), Surplus 2021/22: £27,173) from a total income of £729,435 (2022/23 £480,729, 2021/22: £641,398) and expenditure of £620,392 (2022/23 £572,912, 2021/22: £616,240) and an increase in share values of £1,568.56 (Decrease 2022/23: £1,224, Increase 2021/22: £2,015). At the year end the charity's total funds stand at £511,074 (2022/23 £400,462, 2021/22: £493,869) of which £356,503 (2022/23: £351,077, 2021/22: £397,390) is unrestricted and £154,571 (2022/23: £49,385, 2021/22: £96,479) is restricted.

**Reserves Policy**

The Charity is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The Trustee Board took all necessary reasonable steps to ensure that it would not be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed and continue to provide a best value advice service within the resources available.

In reviewing the potential costs that could arise should a significant reduction in income be incurred the Trustees determined that 'free' reserves should be maintained equal to 6 months normal operating expenditure which equates to £308,683. The organisation's free reserves (General and trustee designated) net of Fixed Assets amount to £300,367 as at 31st March 2024 (2022/23: £282,445, 2021/22: £329,065).

**Principle Funding Sources**

The total income for the year of £729,435 represents a net increase of £248,706 compared to 2022/23 (£480,729).

**Project specific funding was gratefully received from:**

Welsh Government via Citizens Advice's Advicelink project for debt, benefits and other specialist advice and generalist advice, including phone advice and contributing to the national delivery of Welsh Government's designated income maximisation telephone line, Claim What's Yours, and Basic Income Pilot;

UK Government, Ceredigion County Council, Citizens Advice, energy industry funders including the Warm Homes Fund and Energy Savings Trust's Energy Redress Scheme, the National Lottery Communities Fund, the Moondance Foundation and Ceredigion Association of Voluntary Organisations.

Pembrokeshire County Council and local town and community councils for their support for our local, generalist advice services

**Funds in Deficit**

No funds were in deficit at the balance sheet. Deficits on any restricted funds are met out of unrestricted reserves (see note 16).

**Investment Policy**

As required in its Memorandum paragraph 4.17, in furtherance of its objects, and for no other purposes, the Charity has the power to invest any surplus monies not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

**Designated Funds**

The designated funds represent monies set aside to meet potential future redundancy costs. In the opinion of the trustees, given the current economic climate and difficulty raising funds, there continues to be significant risk of closure and loss of funding.



**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Report of the Trustees  
for the Year Ended 31 March 2024**

**Going Concern**

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

**FUTURE PLANS**

The Board is committed to assuring the future of the organisation, maintaining its position as a key service in Ceredigion and North Pembrokeshire, and strengthening its capacity and delivery model to ensure accessibility and availability to everyone who needs advice.

We undertook a fundamental review of our services and priorities, launching our new 3-year Business Plan during the year. That committed us to securing a wider source of funding to open our doors to reach those most in need of our services and develop closer working relationships with other services who could help us do that. We secured new funding from the National Lottery which has allowed us to open our doors to face-to-face drop-in clients in Aberystwyth, Cardigan and Lampeter, and UK Shared Prosperity Funding which underpins our new organisational engagement work, as well as Innovation Funding from Citizens Advice to target support on local rural families and tackle child poverty. We continued to work closely with our neighbour Citizens Advice in Mid & West Wales, and the wider Wales network, preparing for Welsh Government's recommissioning of the Single Advice Fund which we anticipate in 2024.

We will continue to strengthen our operating model, formalising our remote working arrangements so that staff and volunteers have the resources and support they need to deliver high quality services, and embedding new project management procedures which will form the vital delivery foundations to the diversified funding model that will secure our financial future in the post-Covid charities world.

Above all, we will retain our focus on our beneficiaries - extending our reach into communities across the area, building and strengthening our relationships with partner organisations, making improvements driven by our quality assessment and feedback processes, and ensuring that clients can not only reach us in the ways most suited to them but also get the quality advice and information they need to transform their circumstances.

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Governing document**

The Charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006. The Charity commenced operations in 1984, incorporated in 1997, and is governed by its Memorandum and Articles of Association.

The Charity is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Board of Directors on an annual basis to fulfil its charitable objects and comply with the national membership requirements.

**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Report of the Trustees  
for the Year Ended 31 March 2024**

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Recruitment and appointment of new trustees**

The Charity is governed by a Board of Trustees. Trustees who have held office during the year are listed above. The Articles of Association provide for a minimum of three and a maximum of fifteen trustees.

Trustees are elected to the Board for a three-year period and are appointed by a resolution of its members at an AGM. Trustees retiring after a three-year period of appointment may be re-elected and appointed by a resolution of the Board's members at an AGM. The Board has powers to co-opt members who shall retire at the following AGM and may offer themselves for re-election. Co-opted trustees must not exceed one third of the total number of trustees.

Citizens Advice appoints a representative who may attend the Board as a non-voting member.

The Board is supported by two sub-committees, covering Funding and Finance, and Resources and Policy respectively.

The trustees who have served during the year are listed above. None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

The organisation owns an office base in Cardigan but all staff have worked remotely since March 2020, the start of the Covid-19 pandemic public health restrictions. The Board commissioned a structural survey of the property in February 2022 to inform a wider review of its future. In June 2022, in view of the significant changes to the organisation's service delivery, operations and administrative needs, the Board agreed to market the property for sale and take steps to optimise its value in line by seeking planning advice from the local authority.

**Organisational structure**

Ceredigion Citizens Advice is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined, and subject to annual review, by the Board of Trustees in line with its charitable objects and national membership compliance.

The CEO has been appointed by the trustees to manage the day-to-day operations of the charity. She leads an experienced team of paid staff and volunteers who are key to the services offered by the charity. Decisions are made by the Trustee Board in line with the Business Development Plan which is reviewed annually.

Since September 2022, the CEO has worked with a senior management team comprising the Operations Manager and 4 Supervisory staff to co-ordinate delivery of the charity's services and day-to-day operations. They also review project delivery progress against funder requirements and Business Plan priorities, the Charity's financial position and any other issues referred to them by the Trustee Board. Regular staff and volunteer meetings ensure communications across the whole organisation. Board meeting agendas and a contemporaneous note of the meeting are shared with the staff team on MS Teams.

**Induction and training of new trustees**

New trustees are briefed on their legal obligations as specified in the Charity Commission guidance and in the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. Trustees are required to undertake some mandatory training in line with the organisation's quality assurance requirements. They are also encouraged to attend other external training events where these will facilitate the understanding of their role and to meet other Trustees.

Trustees maintain contact with staff and volunteers via the CEO's reports to the Board (and its Sub-Groups) and inviting presentations from staff to their meetings. Trustees work alongside paid staff and volunteers at the whole organisation Business Planning Day which is held at the start of the financial year to review and progress aspects of the 3-year Business Plan.

There is an Annual General Meeting, which involves the staff team, trustee board, members, and other stakeholders.

**Report of the Trustees  
for the Year Ended 31 March 2024**

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Risk management**

The trustees maintain a formal Risks Register and keep under review any changes in the major risks to which the organisation is exposed, in particular those related to its services and finances. The Resources and Policy sub-group oversees and amends the risk register, which is a standing item on its agenda, and receives regular risk-assessed updates from the CEO. Trustees are satisfied that systems are in place to identify and mitigate those exposures to the major risks.

**Key risks and Uncertainties**

During the 2023/24 financial year, the organisation was able to reverse many of the operational restrictions in service delivery that had been in place since the COVID pandemic restrictions. The latter had been identified as a high risk factor to service delivery and reputation. New project funding was secured which enabled new ways of working including a greater emphasis on community-based, in-person delivery. The reducing availability of grant funding for advice services and financial uncertainty across the charity sector as a whole remains a consider. The trustees are mindful of financial uncertainty remaining a risk factor for the charity.

- A **Finance - Insufficient income within the year** : securing funding has been a serious challenge to maintaining our services for many years and remains so. Different funders have different payment processes and terms. Some pay in arrears and only after invoicing; other funders retain a percentage of the grant until the project is complete. This poses a particular challenge for the cashflow of the organisation which requires sufficient income on a regular basis to meet the monthly salaries bill.
- B **Finance - Insufficient income in the longer term** : The charity has no 'core' income or project funding that extends beyond 2 years. It is reliant on securing and delivering multiple overlapping, short-term projects to achieve its priority business objectives. These require an ongoing process of project innovation and fundraising to sustain its future. As above, this is a challenge for charities across Ceredigion specifically and the charity sector as a whole.
- C **Operations - failure to deliver on funding commitments, KPIs and projects** : the organisation oversees multiple funded projects. Each has its own, unique funder requirements and key performance indicators. These may include any or all of service delivery activities, client numbers, staff employment and/or volunteer involvement etc. Managing and coordinating these multiple projects and funder requirements within a single organisation is increasingly complex and vital to its sustainability.
- D **Operations - capacity of staff and volunteers to deliver services** : paid staff and volunteers operate from home, performing flexible roles to meet the requirements of multiple projects. The cost-of-living pressures on local households and communities places pressures on our local services which require managing alongside our commitment to delivering Wales-national services. These require a different approach to management and supervision to maintain motivation, engagement and productivity, safeguard quality standards and manage expectations. Motivated, productive staff and committed volunteers are fundamental to delivering services, meeting funder requirements and ensuring our quality assurance and reputational standards.

**Trustees' plans and strategies for managing these risks.**

- A **Finance - Insufficient income within the year** : the Trustees have seen this risk in the context of the longer-term risk (below). The CEO's quarterly reports to the Finance and Funding Sub-Group including Management Accounts, detailing income and expenditure of every individual project, highlighting any financial risks, and cashflow.
- B **Finance - Insufficient income in the longer term** : the Trustees have prioritised the need to diversify the organisation's funding basis. The CEO provides a 3-year projection of the charity's finances to reflect the overlapping projects and any recommissioning opportunities. Free fundraising consultancy was secured, via Citizens Advice, from Marsha Miles Consultancy, to advise on the development of a new fundraising strategy in line with the new Business Plan's commitment to diversification.
- C **Operations - failure to deliver on funding commitments, KPIs and projects**: The CEO reports to the Trustees on delivery across the Board and on any risks to successful delivery, changes in anticipated income and/or capacity requirements, and funder relationships.

**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Report of the Trustees  
for the Year Ended 31 March 2024**

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

- D Operations - capacity of staff and volunteers to deliver services:** The organisation has committed to retaining its volunteer team and has secured Investors in Volunteers accreditation. The Business Plan commits to being a progressive employer to ensure staff development and retention. That includes measures to support terms and conditions, membership of the Living Wage Foundation and a pay award in April 2023 that provided a higher percentage increase to staff on the lowest salaries. Staff training needs are kept under ongoing review via line management and wider staff meeting discussions.

Approved by order of the board of trustees on <sup>16</sup> March 2025 and signed on its behalf by:



S P Stratton - Trustee

**Independent Examiner's Report to the Trustees of  
Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Independent examiner's report to the trustees of Cyngor ar Bopeth Ceredigion Citizens Advice Bureau ('the Company')**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

**Responsibilities and basis of report**

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Mr D.M.T Gould B.A (Hons), F.C.C.A  
The Association of Chartered Certified Accountants

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

Date: .....10.3.2025.....

**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Statement of Financial Activities  
for the Year Ended 31 March 2024**

	Notes	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	7,444	-	7,444	16,705
<b>Charitable activities</b>	4				
Charitable activities		-	687,648	687,648	463,214
Investment income	3	3,827	-	3,827	124
Other income		30,516	-	30,516	686
<b>Total</b>		<u>41,787</u>	<u>687,648</u>	<u>729,435</u>	<u>480,729</u>
<b>EXPENDITURE ON</b>					
<b>Charitable activities</b>	5				
Charitable activities		4,242	350,159	354,401	345,578
Support Costs		14,055	241,508	255,563	224,457
Governance		854	9,574	10,428	2,877
<b>Total</b>		<u>19,151</u>	<u>601,241</u>	<u>620,392</u>	<u>572,912</u>
Net gains/(losses) on investments		<u>1,569</u>	<u>-</u>	<u>1,569</u>	<u>(1,224)</u>
<b>NET INCOME/(EXPENDITURE)</b>		24,205	86,407	110,612	(93,407)
<b>Transfers between funds</b>	16	<u>(18,779)</u>	<u>18,779</u>	<u>-</u>	<u>-</u>
<b>Net movement in funds</b>		5,426	105,186	110,612	(93,407)
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		351,077	49,385	400,462	493,869
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u><u>356,503</u></u>	<u><u>154,571</u></u>	<u><u>511,074</u></u>	<u><u>400,462</u></u>

The notes form part of these financial statements

**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Balance Sheet  
31 March 2024**

	Notes	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	11	46,650		46,650	60,615
Investments	12	9,586		9,586	8,017
		56,236		56,236	68,632
<b>CURRENT ASSETS</b>					
Debtors	13	45,229	170,394	215,623	117,905
Cash at bank		290,008	79,308	369,316	332,232
		335,237	249,702	584,939	450,137
<b>CREDITORS</b>					
Amounts falling due within one year	14	(34,970)	(95,131)	(130,101)	(118,307)
<b>NET CURRENT ASSETS</b>		300,267	154,571	454,838	331,830
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		356,503	154,571	511,074	400,462
<b>NET ASSETS</b>		356,503	154,571	511,074	400,462
<b>FUNDS</b>	16				
Unrestricted funds				356,503	351,077
Restricted funds				154,571	49,385
<b>TOTAL FUNDS</b>				511,074	400,462

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

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

The notes form part of these financial statements

**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Balance Sheet - continued  
31 March 2024**

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on <sup>10</sup>7 March 2025 and were signed on its behalf by:



S P Stratton - Trustee



S Chambers - Trustee

The notes form part of these financial statements



**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Cash Flow Statement  
for the Year Ended 31 March 2024**

	Notes	31.3.24 £	31.3.23 £
<b>Cash flows from operating activities</b>			
Cash generated from operations	1	(136)	(251,208)
Net cash used in operating activities		<u>(136)</u>	<u>(251,208)</u>
<b>Cash flows from investing activities</b>			
Purchase of fixed asset investments		(1,569)	-
Sale of tangible fixed assets		42,414	-
Sale of fixed asset investments		1,569	(1,224)
Interest received		3,827	124
Net cash provided by/(used in) investing activities		<u>46,241</u>	<u>(1,100)</u>
<b>Change in cash and cash equivalents in the reporting period</b>		<u>46,105</u>	<u>(252,308)</u>
<b>Cash and cash equivalents at the beginning of the reporting period</b>	2	<u>230,898</u>	<u>483,206</u>
<b>Cash and cash equivalents at the end of the reporting period</b>	2	<u><u>277,003</u></u>	<u><u>230,898</u></u>

The notes form part of these financial statements

**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Notes to the Cash Flow Statement  
for the Year Ended 31 March 2024**

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

	31.3.24 £	31.3.23 £
<b>Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)</b>	110,612	(93,407)
<b>Adjustments for:</b>		
Depreciation charges	1,794	7,710
(Gain)/losses on investments	(1,569)	2,448
Profit on disposal of fixed assets	(30,243)	-
Interest received	(3,827)	(124)
Increase in debtors	(97,718)	(84,591)
Increase/(decrease) in creditors	20,815	(83,244)
<b>Net cash used in operations</b>	<u>(136)</u>	<u>(251,208)</u>

**2. ANALYSIS OF CASH AND CASH EQUIVALENTS**

	31.3.24 £	31.3.23 £
Notice deposits (less than 3 months)	369,316	332,232
Overdrafts included in bank loans and overdrafts falling due within one year	(92,313)	(101,334)
<b>Total cash and cash equivalents</b>	<u>277,003</u>	<u>230,898</u>

**3. ANALYSIS OF CHANGES IN NET FUNDS**

	At 1.4.23 £	Cash flow £	At 31.3.24 £
<b>Net cash</b>			
Cash at bank	332,232	37,084	369,316
Bank overdrafts	(101,334)	9,021	(92,313)
	<u>230,898</u>	<u>46,105</u>	<u>277,003</u>
<b>Total</b>	<u>230,898</u>	<u>46,105</u>	<u>277,003</u>

The notes form part of these financial statements

**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Notes to the Financial Statements  
for the Year Ended 31 March 2024**

**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, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

**Income**

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

**Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

**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 & equipment	- 33% on cost and 25% on reducing balance

**Taxation**

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

**Fund accounting**

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

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

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

**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.

**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024**

**2. DONATIONS AND LEGACIES**

	31.3.24	31.3.23
	£	£
Donations	1,444	5,011
Grants	6,000	11,694
	<u>7,444</u>	<u>16,705</u>

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

	31.3.24	31.3.23
	£	£
Ceredigion County Council	-	1,166
Pembrokeshire County Council	-	4,061
Citizens Advice Various	-	24,010
Aberystwyth Town Council	1,000	-
Western Power Distribution	5,000	-
Other grants	-	(17,543)
	<u>6,000</u>	<u>11,694</u>

**3. INVESTMENT INCOME**

	31.3.24	31.3.23
	£	£
Bank interest received	<u>3,827</u>	<u>124</u>

**4. INCOME FROM CHARITABLE ACTIVITIES**

	31.3.24	31.3.23
	£	£
Grants	<u>687,648</u>	<u>463,214</u>

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

	31.3.24	31.3.23
	£	£
Ceredigion County Council	151,806	120,262
Grants Other	266,406	257,814
Citizens Advice	198,965	83,925
Energy Savings Trust	-	1,213
National Lottery Community Fund	37,501	-
Pembrokeshire Citizen's Advice Bureau	5,000	-
Aberystwyth Town Council	(1,000)	-
Powys Citizen's Advice Bureau	5,784	-
CAVO	23,186	-
	<u>687,648</u>	<u>463,214</u>

**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024**

**5. CHARITABLE ACTIVITIES COSTS**

	Direct Costs £	Support costs (see note 6) £	Totals £
Charitable activities	354,401	-	354,401
Support Costs	-	255,563	255,563
Governance	-	10,428	10,428
	<u>354,401</u>	<u>265,991</u>	<u>620,392</u>

**6. SUPPORT COSTS**

	Management £	Governance costs £	Totals £
Support Costs	255,563	-	255,563
Governance	-	10,428	10,428
	<u>255,563</u>	<u>10,428</u>	<u>265,991</u>

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

NET income/ (expenditure) for the year

	2024 £	2023 £
This is stated after charging:		
Depreciation	1,794	7,710
Accountancy services from the examiner	3,200	2,880
Citizens Advice for 12 months of Financial Management Support	<u>5,400</u>	<u>5,400</u>

**8. TRUSTEES' REMUNERATION AND BENEFITS**

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

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

**9. STAFF COSTS**

	31.3.24 £	31.3.23 £
Wages and salaries	489,193	478,638
	<u>489,193</u>	<u>478,638</u>

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

	31.3.24	31.3.23
All Activities	17	16
	<u>17</u>	<u>16</u>

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

**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024**

**10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted funds £	Restricted funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	16,705	-	16,705
<b>Charitable activities</b>			
Charitable activities	-	463,214	463,214
Investment income	124	-	124
Other income	686	-	686
<b>Total</b>	<u>17,515</u>	<u>463,214</u>	<u>480,729</u>
<b>EXPENDITURE ON</b>			
<b>Charitable activities</b>			
Charitable activities	38,380	307,198	345,578
Support Costs	12,834	211,623	224,457
Governance	211	2,666	2,877
<b>Total</b>	<u>51,425</u>	<u>521,487</u>	<u>572,912</u>
Net gains/(losses) on investments	<u>(1,224)</u>	<u>-</u>	<u>(1,224)</u>
<b>NET INCOME/(EXPENDITURE)</b>	(35,134)	(58,273)	(93,407)
Transfers between funds	<u>(11,179)</u>	<u>11,179</u>	<u>-</u>
<b>Net movement in funds</b>	(46,313)	(47,094)	(93,407)
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward	397,390	96,479	493,869
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u><u>351,077</u></u>	<u><u>49,385</u></u>	<u><u>400,462</u></u>

**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024**

**11. TANGIBLE FIXED ASSETS**

	Freehold property £	Fixtures & equipment £	Totals £
<b>COST</b>			
At 1 April 2023	89,707	160,418	250,125
Disposals	-	(160,418)	(160,418)
At 31 March 2024	89,707	-	89,707
<b>DEPRECIATION</b>			
At 1 April 2023	41,263	148,247	189,510
Charge for year	1,794	-	1,794
Eliminated on disposal	-	(148,247)	(148,247)
At 31 March 2024	43,057	-	43,057
<b>NET BOOK VALUE</b>			
At 31 March 2024	46,650	-	46,650
At 31 March 2023	48,444	12,171	60,615

**12. FIXED ASSET INVESTMENTS**

	Listed investments £
<b>MARKET VALUE</b>	
At 1 April 2023	8,017
Revaluations	1,569
At 31 March 2024	9,586
<b>NET BOOK VALUE</b>	
At 31 March 2024	9,586
At 31 March 2023	8,017

There were no investment assets outside the UK.

Cost or valuation at 31 March 2024 is represented by:

	Listed investments £
Valuation in 2024	9,586

**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024**

**13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	31.3.24	31.3.23
	£	£
Other debtors	211,548	111,489
Prepayments	4,075	6,416
	<u>215,623</u>	<u>117,905</u>

**14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	31.3.24	31.3.23
	£	£
Bank loans and overdrafts (see note 15)	92,313	101,334
Trade creditors	22,158	-
Other creditors	12,430	14,400
Accruals	3,200	2,573
	<u>130,101</u>	<u>118,307</u>

**15. LOANS**

Amounts showing as bank loans and overdrafts represent a timing difference between when the restricted expenditure has been incurred and the receipt of the restricted funding in the Charity's bank account. This is not an actual bank loan or overdraft, merely a timing difference.



**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024**

**16. MOVEMENT IN FUNDS**

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
<b>Unrestricted funds</b>				
General fund	284,577	24,205	(18,779)	290,003
Designated fund	66,500	-	-	66,500
	<u>351,077</u>	<u>24,205</u>	<u>(18,779)</u>	<u>356,503</u>
<b>Restricted funds</b>				
Warmer Homes	3,187	(1,192)	-	1,995
Advicelink (SAF)	3,076	(10,887)	7,811	-
Western Power Dist	1,764	-	-	1,764
Cosy Ceredigion (ERS)	-	(8,095)	13,643	5,548
Energy Savings Trust Vouchers	4,852	-	-	4,852
Energy Action Plan	15,903	27,128	-	43,031
WCVA-VSRF	1,439	-	-	1,439
Moondance - Tackling Fuel Poverty	-	(169)	169	-
CC Energy Vouchers	2,998	-	-	2,998
Community Cohesion Small Grants Scheme	1,166	-	-	1,166
Citizens Advice - Cost of Living Grant	15,000	(12,291)	(2,709)	-
Welsh Government Winter Capacity	-	(11)	11	-
Citizens Advice - Basic Income Pilot Scheme	-	145	(145)	-
Welsh Government - Access to Partners	-	1,314	(1)	1,313
Citizens Advice - Energy Caseworker	-	21,997	-	21,997
Citizens Advice - Rural Families	-	29,498	-	29,498
Ceredigion County Council - CIAN	-	1,371	-	1,371
National Lottery - Yma Nawr	-	32,599	-	32,599
Money and Pensions Service - Wellbeing	-	5,000	-	5,000
	<u>49,385</u>	<u>86,407</u>	<u>18,779</u>	<u>154,571</u>
<b>TOTAL FUNDS</b>	<u>400,462</u>	<u>110,612</u>	<u>-</u>	<u>511,074</u>

**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024**

**16. MOVEMENT IN FUNDS - continued**

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
<b>Unrestricted funds</b>				
General fund	41,787	(19,151)	1,569	24,205
<b>Restricted funds</b>				
Warmer Homes	77,008	(78,200)	-	(1,192)
Advicelink (SAF)	262,275	(273,162)	-	(10,887)
Cosy Ceredigion (ERS)	-	(8,095)	-	(8,095)
Energy Action Plan	55,885	(28,757)	-	27,128
Moondance - Tackling Fuel Poverty	41,479	(41,648)	-	(169)
Citizens Advice - Cost of Living Grant	-	(12,291)	-	(12,291)
Welsh Government Winter Capacity	10,100	(10,111)	-	(11)
Citizens Advice - Basic Income Pilot Scheme	5,784	(5,639)	-	145
Welsh Government - Access to Partners	6,563	(5,249)	-	1,314
Citizens Advice - Energy Caseworker	34,629	(12,632)	-	21,997
Citizens Advice - Rural Families	53,440	(23,942)	-	29,498
Ceredigion County Council - CIAN	74,798	(73,427)	-	1,371
National Lottery - Yma Nawr	60,687	(28,088)	-	32,599
Money and Pensions Service - Wellbeing	5,000	-	-	5,000
	<u>687,648</u>	<u>(601,241)</u>	<u>-</u>	<u>86,407</u>
<b>TOTAL FUNDS</b>	<u>729,435</u>	<u>(620,392)</u>	<u>1,569</u>	<u>110,612</u>

**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024**

**16. MOVEMENT IN FUNDS - continued**

**Comparatives for movement in funds**

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
<b>Unrestricted funds</b>				
General fund	247,390	(35,134)	72,321	284,577
Designated fund	150,000	-	(83,500)	66,500
	<u>397,390</u>	<u>(35,134)</u>	<u>(11,179)</u>	<u>351,077</u>
<b>Restricted funds</b>				
Warmer Homes	8,673	(5,486)	-	3,187
Advicelink (SAF)	-	(7,098)	10,174	3,076
Warmer Wales	7,412	(7,412)	-	-
BEIS Remote Working	2,145	(2,145)	-	-
Single Queue Uplift	8,516	(8,516)	-	-
HMPT Phone & Chat	8,516	(8,516)	-	-
BGET Innovation	4,722	(4,722)	-	-
Western Power Dist	1,764	-	-	1,764
Warm Wales Cymru Cynes	67	-	(67)	-
Cosy Ceredigion (ERS)	8,908	(14,162)	5,254	-
Energy Savings Trust Vouchers	6,319	(1,467)	-	4,852
CAVO - ICF	1,509	(1,509)	-	-
BGET Innovation BG	6,041	(6,041)	-	-
Energy Action Plan	26,269	(10,366)	-	15,903
Help to claim	284	(284)	-	-
WCVA-VSRF	2,646	(1,207)	-	1,439
Moondance - Tackling Fuel Poverty	-	4,182	(4,182)	-
CC Energy Vouchers	-	2,998	-	2,998
Western Power Energy Redress	2,688	(2,688)	-	-
Community Cohesion Small Grants Scheme	-	1,166	-	1,166
Citizens Advice - Cost of Living Grant	-	15,000	-	15,000
	<u>96,479</u>	<u>(58,273)</u>	<u>11,179</u>	<u>49,385</u>
<b>TOTAL FUNDS</b>	<u>493,869</u>	<u>(93,407)</u>	<u>-</u>	<u>400,462</u>

**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024**

**16. MOVEMENT IN FUNDS - continued**

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
<b>Unrestricted funds</b>				
General fund	17,515	(51,425)	(1,224)	(35,134)
<b>Restricted funds</b>				
Warmer Homes	80,485	(85,971)	-	(5,486)
Advicelink (SAF)	257,814	(264,912)	-	(7,098)
Warmer Wales	-	(7,412)	-	(7,412)
BEIS Remote Working	-	(2,145)	-	(2,145)
Single Queue Uplift	-	(8,516)	-	(8,516)
HMPT Phone & Chat	-	(8,516)	-	(8,516)
BGET Innovation	-	(4,722)	-	(4,722)
Cosy Ceredigion (ERS)	31,613	(45,775)	-	(14,162)
Energy Savings Trust Vouchers	1,213	(2,680)	-	(1,467)
CAVO - ICF	-	(1,509)	-	(1,509)
BGET Innovation BG	-	(6,041)	-	(6,041)
Energy Action Plan	27,425	(37,791)	-	(10,366)
Help to claim	-	(284)	-	(284)
WCVA-VSRF	-	(1,207)	-	(1,207)
Moondance - Tackling Fuel Poverty	41,500	(37,318)	-	4,182
CC Energy Vouchers	6,998	(4,000)	-	2,998
Western Power Energy Redress	-	(2,688)	-	(2,688)
Community Cohesion Small Grants Scheme	1,166	-	-	1,166
Citizens Advice - Cost of Living Grant	15,000	-	-	15,000
	<u>463,214</u>	<u>(521,487)</u>	<u>-</u>	<u>(58,273)</u>
<b>TOTAL FUNDS</b>	<u>480,729</u>	<u>(572,912)</u>	<u>(1,224)</u>	<u>(93,407)</u>

**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024**

**16. MOVEMENT IN FUNDS - continued**

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
<b>Unrestricted funds</b>				
General fund	247,390	(10,929)	53,542	290,003
Designated fund	150,000	-	(83,500)	66,500
	<u>397,390</u>	<u>(10,929)</u>	<u>(29,958)</u>	<u>356,503</u>
<b>Restricted funds</b>				
Warmer Homes	8,673	(6,678)	-	1,995
Advicelink (SAF)	-	(17,985)	17,985	-
Warmer Wales	7,412	(7,412)	-	-
BEIS Remote Working	2,145	(2,145)	-	-
Single Queue Uplift	8,516	(8,516)	-	-
HMPT Phone & Chat	8,516	(8,516)	-	-
BGET Innovation	4,722	(4,722)	-	-
Western Power Dist	1,764	-	-	1,764
Warm Wales Cymru Cynes	67	-	(67)	-
Cosy Ceredigion (ERS)	8,908	(22,257)	18,897	5,548
Energy Savings Trust Vouchers	6,319	(1,467)	-	4,852
CAVO - ICF	1,509	(1,509)	-	-
BGET Innovation BG	6,041	(6,041)	-	-
Energy Action Plan	26,269	16,762	-	43,031
Help to claim	284	(284)	-	-
WCVA-VSRF	2,646	(1,207)	-	1,439
Moondance - Tackling Fuel Poverty	-	4,013	(4,013)	-
CC Energy Vouchers	-	2,998	-	2,998
Western Power Energy Redress	2,688	(2,688)	-	-
Community Cohesion Small Grants Scheme	-	1,166	-	1,166
Citizens Advice - Cost of Living Grant	-	2,709	(2,709)	-
Welsh Government Winter Capacity	-	(11)	11	-
Citizens Advice - Basic Income Pilot Scheme	-	145	(145)	-
Welsh Government - Access to Partners	-	1,314	(1)	1,313
Citizens Advice - Energy Caseworker	-	21,997	-	21,997
Citizens Advice - Rural Families	-	29,498	-	29,498
Ceredigion County Council - CIAN	-	1,371	-	1,371
National Lottery - Yma Nawr	-	32,599	-	32,599
Money and Pensions Service - Wellbeing	-	5,000	-	5,000
	<u>96,479</u>	<u>28,134</u>	<u>29,958</u>	<u>154,571</u>
<b>TOTAL FUNDS</b>	<u>493,869</u>	<u>17,205</u>	<u>-</u>	<u>511,074</u>

**Cyngor ar Bopeth Ceredigion Citizens  
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**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024**

**16. MOVEMENT IN FUNDS - continued**

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
<b>Unrestricted funds</b>				
General fund	59,302	(70,576)	345	(10,929)
<b>Restricted funds</b>				
Warmer Homes	157,493	(164,171)	-	(6,678)
Advicelink (SAF)	520,089	(538,074)	-	(17,985)
Warmer Wales	-	(7,412)	-	(7,412)
BEIS Remote Working	-	(2,145)	-	(2,145)
Single Queue Uplift	-	(8,516)	-	(8,516)
HMPT Phone & Chat	-	(8,516)	-	(8,516)
BGET Innovation	-	(4,722)	-	(4,722)
Cosy Ceredigion (ERS)	31,613	(53,870)	-	(22,257)
Energy Savings Trust Vouchers	1,213	(2,680)	-	(1,467)
CAVO - ICF	-	(1,509)	-	(1,509)
BGET Innovation BG	-	(6,041)	-	(6,041)
Energy Action Plan	83,310	(66,548)	-	16,762
Help to claim	-	(284)	-	(284)
WCVA-VSRF	-	(1,207)	-	(1,207)
Moondance - Tackling Fuel Poverty	82,979	(78,966)	-	4,013
CC Energy Vouchers	6,998	(4,000)	-	2,998
Western Power Energy Redress	-	(2,688)	-	(2,688)
Community Cohesion Small Grants Scheme	1,166	-	-	1,166
Citizens Advice - Cost of Living Grant	15,000	(12,291)	-	2,709
Welsh Government Winter Capacity	10,100	(10,111)	-	(11)
Citizens Advice - Basic Income Pilot Scheme	5,784	(5,639)	-	145
Welsh Government - Access to Partners	6,563	(5,249)	-	1,314
Citizens Advice - Energy Caseworker	34,629	(12,632)	-	21,997
Citizens Advice - Rural Families	53,440	(23,942)	-	29,498
Ceredigion County Council - CIAN	74,798	(73,427)	-	1,371
National Lottery - Yma Nawr	60,687	(28,088)	-	32,599
Money and Pensions Service - Wellbeing	5,000	-	-	5,000
	<u>1,150,862</u>	<u>(1,122,728)</u>	<u>-</u>	<u>28,134</u>
<b>TOTAL FUNDS</b>	<u>1,210,164</u>	<u>(1,193,304)</u>	<u>345</u>	<u>17,205</u>

**Cyngor ar Bopeth Ceredigion Citizens  
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**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024**

**17. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2024.

**Cyngor ar Bopeth Ceredigion Citizens  
Advice Bureau**

**Detailed Statement of Financial Activities  
for the Year Ended 31 March 2024**

	31.3.24 £	31.3.23 £
<b>INCOME AND ENDOWMENTS</b>		
<b>Donations and legacies</b>		
Donations	1,444	5,011
Grants	6,000	11,694
	<hr/> 7,444	<hr/> 16,705
<b>Investment income</b>		
Bank interest received	3,827	124
<b>Charitable activities</b>		
Grants	687,648	463,214
<b>Other income</b>		
Gain on sale of tangible fixed assets	30,243	-
Miscellaneous	273	686
	<hr/> 30,516	<hr/> 686
<b>Total incoming resources</b>	729,435	480,729
<b>EXPENDITURE</b>		
<b>Charitable activities</b>		
Direct Costs - Wages	324,863	331,221
Other Direct Costs	29,538	14,357
	<hr/> 354,401	<hr/> 345,578
<b>Support costs</b>		
<b>Management</b>		
Salaries	164,330	147,417
Staff & volunteer costs	8,532	5,412
Office costs	65,074	63,512
Premises costs	17,174	6,410
Other costs	453	1,703
	<hr/> 255,563	<hr/> 224,454
<b>Governance costs</b>		
Governance costs	10,428	2,880
<b>Total resources expended</b>	620,392	572,912
<b>Net income/(expenditure) before gains and losses</b>	109,043	(92,183)
<b>Realised recognised gains and losses</b>		
Carried forward	98,615	(95,063)

This page does not form part of the statutory financial statements



**Cyngor ar Bopeth Ceredigion Citizens  
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**Detailed Statement of Financial Activities  
for the Year Ended 31 March 2024**

	31.3.24 £	31.3.23 £
<b>Realised recognised gains and losses</b>		
Brought forward	98,615	(95,063)
Realised gains/(losses) on fixed asset investments	<u>1,569</u>	<u>(1,224)</u>
<b>Net income/(expenditure)</b>	<u><u>110,612</u></u>	<u><u>(93,407)</u></u>

This page does not form part of the statutory financial statements

