



**REPORT OF THE TRUSTEES AND
AUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021
FOR
CANOLFAN CYNGHORI YNYS MON CITIZENS
ADV ICE BUREAU**



Williams Denton Cyf
Chartered Certified Accountants
Statutory Auditors
Glaslyn
Ffordd Y Parc
Parc Menai
Bangor
Gwynedd
LL57 4FE

**CANOLFAN CYNGHORI YNYS MON CITIZENS
ADVICE BUREAU**

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FOR THE YEAR ENDED 31 MARCH 2021**

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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

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

OBJECTIVES AND ACTIVITIES

Objectives and aims

The principal activity of the charity is to help people resolve their legal, money and other problems by providing free information and advice and by influencing policymakers. The Citizens Advice Service is independent and provides free, confidential, impartial advice to everyone regardless of race, gender, sexuality or disability.

Ynys Môn Citizens Advice aims to champion equality through the way we operate, the advice we provide, and our role in research & campaigns development. Our service is accessible to all, which empowers the disenfranchised.

The charity's main objectives for the year are to maintain and expand current volunteer base. In light of the pandemic to ensure we are accessible to all including those who do not have access to digital platforms.

Strategies for achieving its stated objectives - to be proactive in recruitment of volunteers through local and social media, raising profile of service to attract volunteers through attending local events and community groups and by engaging with employees who are considering retirement. We will also offer placements to students and those seeking work experience to give them a real grassroots view of how our organisation operates. We will review our 3-year business & strategic plan at regular intervals and update as required. Activities that contribute to the achievement of the stated objectives are publicity, presentations, open door advice service, bilingual telephone service, webchat service, appointment service, research & campaigns strategy, utilisation of volunteers for administration and engaging in effective partnership working

Significant activities

We have:

Undertaken various digital campaigns which have allowed members of the public to engage directly with decision makers - For example:

- Big Energy Savings Winter (digital events over winter period)
- Scams Awareness Week
- Delivered digital law clinic events to over 300 participants across North & Mid Wales involving Pro Bono Network
- Provided regular digital promotional updates on Furlough and changes to the Benefit schemes during the Pandemic

We have secured new funding:

- To offer Tier 1 support to clients with mental health issues (ICAN)
- To act as a Single Point of Access for the North Wales ICAN Service
- To deliver a one-to-one energy advice service to proactively support people living in or at risk of fuel poverty (Warm Energy).
- To provide Litigation in Person through Access to Justice (Mid/North Wales Law Clinic) working with several partners and Bangor University Law School
- To offer Lateral Flow Test kits and face to face advice through Covid LFT Pilot scheme.
- We raised over £120,000 during the first 2 months of the pandemic to ensure our foodbanks had a stock of food.
- We co-ordinated the incoming stock and monies and outgoing food quantities for the foodbank
- We wrote a bid on behalf of the foodbank raising £25,000 towards a new vehicle
- We assisted Anglesey Council with their rapid response to an outbreak of the pandemic in Holyhead area by assisting residents who were not digitally engaged to register their test kits.

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OBJECTIVES AND ACTIVITIES

Public benefit

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the Ynys Mon Citizens Advice during the year. The trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

Volunteers

The Charity appreciates the service of approximately 16 active volunteers who provide an effective and efficient advice service to members of the public. Through Research & Campaigns they help influence government and other organisations by informing them of the effect of their actions on the lives of clients. Our annual satisfaction survey continues to indicate strong positive results

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ACHIEVEMENT AND PERFORMANCE

Charitable Activities - How our activities deliver public benefit

Our Advice giving helped approximately 7,373 people this financial year, these clients depend on us to deliver accurate and effective advice. We remain the only local provider on the island that is subject to a regular comprehensive audit across the quality of advice we deliver to the public. During the Covid Pandemic (over this financial year) the main advice issues were Foodbanks/Employment (due to Furlough)/Universal Credit and Mental Health support. We continue to provide increased advice on welfare benefits, debt and employment.

We identified £2,099,692 of benefit and debt related gains which includes income gain/debts written off/repayments rescheduled and was achieved with a combined effort from our Advicelink Specialist Debt/Welfare Benefits and Generalist projects. Through the generalist advice service, we identified nearly £2 million pounds' worth of extra income for our island's residents.

We dealt with £522,257 worth of debt from 91 clients for Ynys Môn during the financial year (significantly reduced clients during lockdown period).

We are the only organisation on the island who are approved Debt Relief Order Intermediaries.

We offer comprehensive training for all volunteer roles, offering accreditation, upskilling in a welcoming and social environment. Our committed volunteers operate the entire front line delivery of service across the island.

Our ICAN Connector project, which is funded by Betsi Cadwaladr is one of very few services available on the island for clients experiencing mental health conditions.

Our Litigation in Person Project through Access to Justice Foundation (North & Mid Wales Law Clinic) provides legal advice to clients referred by local Citizens Advice offices across North/Mid Wales. It aims to provide a service to people who would otherwise be denied access to legal advice. It also aims to create and maintain a legal advice services network across seven counties and to identify gaps and meet training needs relating to social welfare advice.

We are the Regional Lead for Energy in North Wales - we have co-ordinated Fuel Poverty Workshops across the island, hosted digital Big Energy Saving Winter, delivered digital Energy Awareness workshops to community groups and assisted individuals with income maximisation, debt support and financial capability skills through our Big Energy Savings Network and ICAN Energy Redress funding. Our Warm Wales Pilot funded by Welsh Government focuses on how energy advice can have ongoing positive benefits to households and how effective current energy advice is

Quality Assurance

- We are a member of the National Citizens Advice Organisation having passed an audit of the quality of advice and membership standards.
 - A standards-based quality assurance system, based on self-assessment and external scrutiny system; quarterly quality audits and organisational annual audit ensures the continuous improvement of our services.
 - We hold an Advice Quality Standard Service in generalist advice and specialist casework for Debt, Employment, Housing, Welfare Benefit and Telephone Advice-. We also hold Welsh Governments IAQF quality mark.
 - We have Charity Commission endorsement.
 - Our information system covers all subjects on which clients seek advice and is always completely up-to-date; it is the most comprehensive system of its kind in the UK and is available in electronic form.
 - We have access to a National competence-based training and assessment scheme for all staff - paid and unpaid.
 - We have the only approved Debt Relief Order Intermediaries on the island
- Our Energy Advisers are all City & Guilds Level 3 qualified.

Use of Volunteers and Provision of Community Training

- 40% of our staff are volunteers - this can be equated to a notional cost of approximately £68,000
- We provide generalist Adviser training for the local community.
- We actively target volunteers from all groups within the community.

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- Our accredited training course makes volunteers more employable and indeed we lose a high number because after working with us employers acknowledge their new found skills.
- We have trained 27 volunteers this year as generalist advisers.
- 6 volunteers left to enter into employment. /5 volunteers left during the year to return to full time university education

Holistic Approach and Preventative Work

We provide advice and problem solving on every subject from debt and employment to housing and discrimination to immigration and welfare benefits- we are the original one stop shop!

It is important that Government, Welsh Government and Local Authorities understand the effectiveness of investing in preventative Advice services. By investing in us we are saving the Local Authority, National Governments and Health Trusts a significant amount of money as our services remove stress, provide increase of knowledge and rights, all of which if provided early enough thwart the various conditions that could be developed due to complex problems and needs within our communities.

- Income maximisation work directly tackles the links between poverty and ill-health - our benefit and debt related gains for 2020/2021 were over £2million.
- Timely advice can prevent further crises, such as homelessness, time off work ill and unemployment.
- We improve the quality of life for many clients, for example reducing the stress of debt.

Specialist Knowledge and Casework

- We offer specialist casework in debt, welfare benefits, housing & employment. This is the area of work that we need to attract additional funding for to support our generalist advice service which is currently inundated with enquiries. Specialist support requires regular one to one support and can last for up to 12 months for some individuals- we hold the AQS & IAQF quality mark for all these specialist areas and also for generalist advice across all our services.

Independence, Impartiality and Innovation

- We are a charity governed by a Trustee Board which has representation from and is accountable to the local community.
- Citizens Advice are best placed to succeed with innovation as local projects can be supported by national infrastructure which helps stimulate developments and disseminates good practice.

Annual Statement of Internal Control

- The trustee board has approved an Information Assurance Strategy, having identified the risk presented by the significant amounts of client data held in the bureau. GDPR UK regulations (which sits alongside an amended version of the DPA 2018) are adhered to and an information assurance management team exists to ensure the confidentiality, integrity and availability of all our sensitive data assets is maintained to a level which is consistent with the requirements of our clients, our funders and our strategic partners. The bureau aims to achieve an appropriate level of compliance to the Data Protection Act, the Cabinet Office's Security Policy Framework and to industry best practice, as defined by the ISO 27000 series of standards

Working in Partnership

- We have strengthened our relationships with Betsi Cadwaladr University Health Board, GPs and Primary Care Providers and have a number of partnership initiatives.
- We delivered digital Law Clinic events to over 300 participants across North & Mid Wales involving Pro Bono Network
- We have been active members in contributing to the Council's Anti-Poverty Strategy by delivering training on Bailiffs, increasing money advice provision, income maximisation, financial capability, energy advice allowing us to engage with the some of the most vulnerable clients.
- We have a genuine commitment to working with other organisations both within the voluntary sector and outside it, whether to share resources, make appropriate referrals, effecting change and co-operating on improving access to advice and information.
- We continue to work with Universal Credit Hub for the Island in Partnership with IOACC and other key partners.

Effective Planning and Monitoring of Services

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- Citizens Advice have a solid track record for the stewardship of public funds.
- Local Citizens Advice work together locally to plan strategic service delivery and national telephone service
- We undertake rigorous standards of planning and produce a three-year business and development plan.
- We are committed to improving services by acting on audit recommendations, client satisfaction surveys and other consultation results, client and community needs analysis, staff appraisals and learning from the good practices of other agencies.

In the Forefront of Advice Provision Development

- We keep abreast of changes in the advice and information field.
- We are currently working with Citizens Advice to transform access to advice services.
- We have access to Citizens Advice extensive IT development programme and the computerisation of the entire CA service has already achieved an electronic information system, case recording and management systems.
- The knowledge of the community makes us an effective partner in local initiatives.

We are a member of the following groups:

- Bangor University Social Sciences/Law Faculties
- Universal Credit Hub
- Homelessness Forum
- Foodbank Partnership
- Covid 19 Strategic Partnership
- Bwyd Da Môn
- Regional Advice Networks

Effective Research and Campaigns Work

- We draw on client's experiences to help with the development of social policies and services; their knowledge can be used to help central and local government and health authorities devise more effective anti-poverty and local economic regeneration strategies.
- We have good statistical recording and monitoring systems which can while preserving the confidentiality of clients-provide valuable data to other agencies and policy-makers.
- We work closely with our elected members to influence policy.

Some of our successes this year were:

- We successfully campaigned to have online PIP forms which greatly assisted our clients during lockdown (the only form that was not online)
- We took part in Big Energy Saving Winter where we held a series of digital events promoting the theme of check-switch-save to a range of different consumer groups.
- We have delivered energy awareness training to range of organisations across North Wales including a number of Supporting People Grant holders who are aware of our access to Pre-Payment Meter grants for individuals who are not entitled to Warm Home Discount.
- Ensured that all our frontline advisers were trained to "ASK" meaning that our rate of disclosure increased by 20% compared with the previous year
- Took part in digital Scams Awareness in June 2020 raising awareness of the potential scams and how to avoid them.
- Took part in the Christmas Hamper Project 2020. The project delivered 237 hampers to individuals in need on Ynys Mon of which all were offered holistic advice / 60 of these received full caseworker support from the Energy Team.

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FINANCIAL REVIEW

Approach and Principal Funding Sources

As a service providing charity without permanent endowment, almost all Ynys Môn CA funding comes through annual grants and contracts. Core funding is provided by the Isle of Anglesey County Council. This makes up less than 20% of turnover. About 80% of income is grant aid from National Citizens Advice which includes funding from Welsh Government and central government for specific projects. Other major grants are provided by our National Citizens Advice Service, Citizens Advice Cymru, Welsh Government, Ministry of Justice, Betsi Cadwaladr, Energy Redress(Energy Savings Trust) and the British Gas Energy Trust. Most of the projects are funded year by year and although projects have come to an end they have been replaced by projects of a similar scale. The organisation is formulating plans for its future operations.

Financial Performance

Incoming resources in the year were £674,557 (2020 - £530,109). Of this £563,696 related to project restricted activities (2020 - £412,298).

Pensions

Ynys Môn CAB operated a defined benefit pension scheme as an admitted body within the Gwynedd Local Government Pension Scheme. The scheme was closed to new members in 2006 and the last active member left the scheme on 31 March 2018. In line with the rules of the scheme a cessation valuation was undertaken in February 2021 and a settlement figure of £20,000 to close the scheme was agreed. This deficit was repaid to the scheme in April 2021 as a final settlement.

Efficiency Savings

The scope for budget reduction is limited as a result of savings made in recent years. Ongoing savings have been made, to match cuts to core funding, by reviewing service provision and contracts for services. Savings are also being made by collaborating on projects with the local authority, and other appropriate partners. We are working with National Citizens Advice and other local Citizens Advice to collaborate across Wales and England. Savings have been achieved as a result of income generation activity.

Year End Position and Movement in Reserves

The purpose of reserves and the balance on each is shown at note 15 of the accounts. The net available unrestricted funds stand at £501,183, with £315,493 of this being treated as designated funds.

Reserves Policy and Going Concern

The Board of Trustees reviews the reserves annually. Although Ynys Môn CA has successfully funded its activities from the available core and project funding over the last few years, the trustees recognise that the organisation is vulnerable to economic downturns. It is facing continuing reduction in core funding and has a number of long term projects coming to the end of their confirmed funding.

It considers that the organisation needs to hold reserves to protect core activities, which means being able to fund obligations, including potential redundancy costs in the event of loss of grant; and to enable balanced strategic planning.

To support its aim, the Board consider it appropriate to hold general reserves - net of pension deficit - which is sufficient to continue running the organisation for at least six months. It has established a contingency reserve (£58,490) and redundancy reserve for MAS project (£7,003) to ensure that there are sufficient funds to pay committed costs such as redundancy payments, leasing commitments, etc in the event of the charity being wound up.

The charity's survival is largely dependent on funding from local authorities and government agencies. The financial statements have been prepared on the assumption that adequate funding will be available in the future and therefore the trustees consider it appropriate to prepare the financial statements on a going concern basis.

Investment Policy

CANOLFAN CYNGHORI YNYS MON CITIZENS ADVICE BUREAU

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Most of the charity's income is spent in the year it is received. Funds held in reserve are intended to be available to cover short term running costs, or costs of winding up projects. The new property reserve may well be required in the future. This means funds are not available for long term investment. At the balance sheet date, surplus cash was held in interest bearing accounts (£244k and £85k) and in a AAA rated deposit fund (£83k). The investment policy has been reviewed and the intention is to diversify the investments to interest bearing accounts with a limit of £80k each in normal circumstances and to limit the deposit fund to £100k.

FUTURE PLANS

Objective 1 : To maintain current level of funding in what has become a very competitive field and a much reduced area of opportunities.

Objective 2 : To provide increased opportunities for the economically inactive through our volunteering programmes, to increase confidence and remove barriers.

Objective 3 : To identify income generation activities to secure continual funding to alleviate the pressures of core funding reduction.

Objective 4 : To proactively encourage further partnership working incorporating community engagement/ consultation through our Research & Campaigns Team.

Objective 5 : To expand on the services provided during the pandemic to reach those who are digitally excluded

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Canolfan Cyngkori Ynys Mon Citizens Advice Bureau is a registered charity and a company limited by guarantee. Canolfan Cyngkori Ynys Mon Citizens Advice Bureau is also known and referred to as Citizens Advice Ynys Mon or Ynys Mon CA. The maximum liability of each member is limited to £1. At 31 March 2020 the company had 19 members (18- 31/03/2019) Canolfan Cyngkori Ynys Mon Citizens Advice Bureau is governed by its Memorandum and Articles of Association as amended on 27 October 2016.

Canolfan Cyngkori Ynys Mon Citizens Advice Bureau was incorporated as a company limited by guarantee on 24 December 1998. The charitable company commenced operations on 1 April 1999 at which date the assets and liabilities of the unincorporated Holyhead & District Citizens Advice Bureau were acquired.

Recruitment and appointment of new trustees

As set out in the Articles of Association the number of trustees in total shall not be more than 15 and not less than 3 and consists of:

- a) elected trustees, of whom there shall not be no more than 10 and
- b) trustees, nominated by member organisations and
- c) Co-opted trustees, who may be appointed and removed at any time by the Board, providing that on appointment the total number of co-opted and nominated trustees does not exceed one third of the total numbers of trustees.

At the Annual General Meeting all elected trustees shall retire from office at the third annual general meeting following the annual general meeting at which they were elected but may be re-elected. All nominated or co-opted trustees shall retire from office at the third annual general meeting following the ordinary meeting of the trustee board at which they were appointed but may then be elected or re-appointed.

Organisational structure

Citizens Advice Ynys Mon is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Citizens Advice Ynys Mon and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to the CEO. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office, and is available to the public.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Induction and training of new trustees

Trustee induction and training is a key part of making them an effective trustee and identifying the needs of the new trustee and ways to support them. Membership requirements specifies that all new trustee members are inducted and trained in a timely fashion and understand their responsibilities. Trustees are inducted via visiting the Charity, meeting staff and volunteers, obtaining induction activities, gaining an introduction into the Charity Management Information System and other trustee resources.

Key management remuneration

The remuneration of paid staff is set by reference to norms in the voluntary sector and in particular Citizens Advice in the region.

Wider network

The charity is a member of Citizens Advice (National Association of Citizens Advice Bureaux). Membership of Citizens Advice confers rights and responsibilities. The conditions for granting Membership are compliance with the Membership Scheme quality assurance standard. The charity agrees to submit itself to periodic audits as is reasonably required and to provide access to Citizens Advice staff or any other person authorised by Citizens Advice. The Charity has to ensure that its governing body can demonstrate responsibility, accountability and compliance with statutory legislation and show that its decisions are based on clear understanding of the relevant issues.

Related parties

Citizens Advice Ynys Mon 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 Trustee Board of Citizens Advice Ynys Mon in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

Risk management

Citizen Advice Ynys Mon has worked on a Corporate Risk Management exercise. A risk management strategy and risk register were agreed by the Trustee Board. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end Citizens Advice Ynys Mon is continually monitoring and managing its risk, reviewing the corporate risk register and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

Annual Statement of Internal Control

The charity trustee board has approved an Information Assurance Strategy, having identified the risk presented by the significant amounts of client data held in the charity. An information assurance management team exists to ensure the confidentiality, integrity and availability of all our sensitive data assets is maintained to a level which is consistent with the requirements of our clients, our funders and our strategic partners. The charity aims to achieve an appropriate level of compliance to the Data Protection Act, the Cabinet Office's Security Policy Framework and to industry best practice, as defined by the ISO 27000 series of standards.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

3688949 (England and Wales)

**CANOLFAN CYNGHORI YNYS MON CITIZENS
ADVICE BUREAU**

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Registered Charity number
1074170

Registered office
44 Market Street
Ground Floor Offices
Holyhead
Anglesey
LL65 1UN

Trustees

H D Evans (Treasurer)
M A Thomas (Vice Chair) (resigned 21.1.21)
S T Williams
A Rowlands (Chair)
M Salisbury
J V Jones
G M Evans-Jones
R Bronwick Salisbury (appointed 21.4.21)
S W Davies (appointed 11.2.21)

Company Secretary
M Williams

Auditors

Williams Denton Cyf
Chartered Certified Accountants
Statutory Auditors
Glaslyn
Ffordd Y Parc
Parc Menai
Bangor
Gwynedd
LL57 4FE

Solicitors

T R Evans Hughes & Co
Victoria Chambers
Holyhead
Anglesey
LL65 1UR

Key Management Personnel

Ms J Blackwell (Chief Executive)
Mrs M Williams (Deputy Manager)

Bankers

Barclays Bank Plc
273 High Street
Bangor
Gwynedd
LL57 1UE

**REPORT OF THE TRUSTEES
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STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Canolfan Cyngkori Ynys Mon Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"

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.

STATEMENT AS TO DISCLOSURE OF INFORMATION TO AUDITORS

So far as the trustees are aware, there is no relevant information (as defined by Section 418 of the Companies Act 2006) of which the charitable company's auditors are unaware, and each trustee has taken all the steps that they ought to have taken as a trustee in order to make them aware of any audit information and to establish that the charitable company's auditors are aware of that information.

AUDITORS

The auditors, Williams Denton Cyf, will be proposed for re-appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 14-9-2021 and signed on its behalf by:



H D Evans (Treasurer) - Trustee

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CANOLFAN CYNGHORI YNYS MON CITIZENS
ADVICE BUREAU**

Opinion

We have audited the financial statements of Canolfan Cynghori Ynys Mon Citizens Advice Bureau (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; 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.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CANOLFAN CYNGHORI YNYS MON CITIZENS
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Matters on which we are required to report by exception

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

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

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

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.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CANOLFAN CYNGHORI YNYS MON CITIZENS
ADVICE BUREAU**

Our responsibilities for the audit of the financial statements

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of the charitable company and the environment in which it operates, we considered the risk of acts by the charitable company that were contrary to applicable laws and regulations, including fraud, and designed audit procedures in response to this risk. We focussed on laws and regulations which could give rise to a material misstatement in the financial statements, including, but not limited to, Companies Act 2006 and Charities Act 2011.

Our tests included:

- enquiring with management of any known or suspected irregularities, including fraud;
- evaluating the adequacy of internal controls designed to detect or prevent irregularities, including the risk of management override;
- agreeing the amounts and disclosures in the financial statements to underlying supporting documentation;
- testing journal entries to identify unusual transactions;
- evaluating whether there was evidence of management bias on key judgements and accounting estimates;
- reading the minutes of meetings of those charged with governance; and
- enquiring of management as to actual or potential litigation and claims.

There are inherent limitations in the audit procedures described above. The more removed that financial transactions are from the laws and regulations, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of trustees and management, and the inspection of regulatory and legal correspondence, if any.

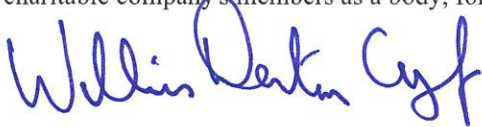
Material misstatements that arise due to fraud can be harder to detect than those resulting from errors, as fraud may involve deliberate concealment or collusion.

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

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CANOLFAN CYNGHORI YNYS MON CITIZENS
ADVICE BUREAU**

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.



Colin Bell FCCA (Senior Statutory Auditor)
for and on behalf of Williams Denton Cyf
Chartered Certified Accountants
Statutory Auditors
Glaslyn
Ffordd Y Parc
Parc Menai
Bangor
Gwynedd
LL57 4FE

Date: 14/10/2021

**CANOLFAN CYNGHORI YNYS MON CITIZENS
ADVICE BUREAU**

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	Unrestricted funds £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	50	-	50	4,190
Charitable activities	5				
Advice and Information Service		103,005	563,696	666,701	518,624
Other trading activities	3	7,509	-	7,509	5,039
Investment income	4	<u>297</u>	<u>-</u>	<u>297</u>	<u>2,256</u>
Total		110,861	563,696	674,557	530,109
EXPENDITURE ON					
Charitable activities	6				
Advice and Information Service		<u>67,105</u>	<u>540,670</u>	<u>607,775</u>	<u>518,271</u>
NET INCOME		43,756	23,026	66,782	11,838
Transfers between funds	15	<u>13,913</u>	<u>(13,913)</u>	<u>-</u>	<u>-</u>
Other recognised gains/(losses)					
Actuarial gains/(losses) on defined benefit schemes		<u>224,000</u>	<u>-</u>	<u>224,000</u>	<u>(67,000)</u>
Net movement in funds		281,669	9,114	290,783	(55,164)
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>219,513</u>	<u>19,956</u>	<u>239,469</u>	<u>294,633</u>
TOTAL FUNDS CARRIED FORWARD		<u>501,182</u>	<u>29,069</u>	<u>530,252</u>	<u>239,469</u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

**CANOLFAN CYNGHORI YNYS MON CITIZENS
ADVICE BUREAU**

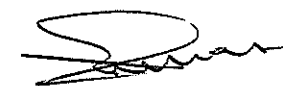
**BALANCE SHEET
31 MARCH 2021**

	Notes	Unrestricted funds £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
FIXED ASSETS					
Tangible assets	12	3,796	-	3,796	5,696
CURRENT ASSETS					
Debtors	13	87,949	16,773	104,722	35,336
Cash at bank and in hand		<u>437,032</u>	<u>17,711</u>	<u>454,743</u>	<u>429,685</u>
		524,981	34,484	559,465	465,021
CREDITORS					
Amounts falling due within one year	14	(27,594)	(5,415)	(33,009)	(7,248)
NET CURRENT ASSETS		<u>497,387</u>	<u>29,069</u>	<u>526,456</u>	<u>457,773</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		501,183	29,069	530,252	463,469
PENSION LIABILITY	16	-	-	-	(224,000)
NET ASSETS		<u>501,183</u>	<u>29,069</u>	<u>530,252</u>	<u>239,469</u>
FUNDS	15				
Unrestricted funds				501,183	219,513
Restricted funds				<u>29,069</u>	<u>19,956</u>
TOTAL FUNDS				<u>530,252</u>	<u>239,469</u>

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 14-9-2021 and were signed on its behalf by:


A. Rowlands (Chair) - Trustee



H D Evans (Treasurer) - Trustee

The notes form part of these financial statements

**CANOLFAN CYNGHORI YNYS MON CITIZENS
ADVICE BUREAU**

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	31.3.21 £	31.3.20 £
Cash flows from operating activities			
Cash generated from operations	1	24,761	7,327
Interest paid		<u>-</u>	<u>(53)</u>
Net cash provided by operating activities		<u>24,758</u>	<u>7,274</u>
 Cash flows from investing activities			
Purchase of tangible fixed assets		-	(7,597)
Interest received		<u>297</u>	<u>2,256</u>
Net cash provided by/(used in) investing activities		<u>297</u>	<u>(5,341)</u>
		<u> </u>	<u> </u>
Change in cash and cash equivalents in the reporting period		25,058	1,933
Cash and cash equivalents at the beginning of the reporting period		<u>429,685</u>	<u>427,754</u>
 Cash and cash equivalents at the end of the reporting period		<u><u>454,743</u></u>	<u><u>429,685</u></u>

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021

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

	31.3.21 £	31.3.20 £
Net income for the reporting period (as per the Statement of Financial Activities)	66,782	11,838
Adjustments for:		
Depreciation charges	1,899	3,675
Interest received	(297)	(2,256)
Interest paid	-	53
Increase in debtors	(69,386)	(5,016)
Increase/(decrease) in creditors	<u>25,760</u>	<u>(967)</u>
Net cash provided by operations	<u>24,761</u>	<u>7,327</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.20 £	Cash flow £	At 31.3.21 £
Net cash			
Cash at bank and in hand	<u>429,685</u>	<u>25,058</u>	<u>454,743</u>
	<u>429,685</u>	<u>25,058</u>	<u>454,743</u>
Total	<u>429,685</u>	<u>25,058</u>	<u>454,743</u>

The notes form part of these financial statements

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

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 trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

Income

Income from grants and contracts, sundry income: including capital grants, is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably except for:

When it is specified that income from grants and contracts received by the charitable company are to be used in future periods, then the income is deferred until that period.

When conditions are imposed which have to be fulfilled before the charitable company becomes entitled to use such income, the income is deferred and not included in incoming resources until the pre-conditions for use have been met.

When specified, income including capital grants, is for a particular restricted purpose, which does not amount to pre-conditions regarding entitlement, this income is included in incoming resources of restricted funds when receivable.

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until those conditions are met.

Interest on funds held on deposit or loans provided is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable.

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.

Allocation and apportionment of costs

Certain expenditure is directly attributable to specific activities and has been included in those cost categories. Certain other costs, which are attributable to more than one activity, are apportioned across cost categories on the basis of an estimate of the proportion of time spent by staff on those activities or estimated usage.

Tangible fixed assets

Tangible fixed assets for use by the charity are stated at cost or valuation or in cases where fixed assets have been donated at valuation at the time of acquisition, less depreciation. The cost of minor additions or those costing less than £500 are not capitalised.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

1. ACCOUNTING POLICIES - continued

Tangible fixed assets

Depreciation has been provided at the following rates in order to write down the cost or valuation less estimated residual value, of all tangible fixed assets by equal annual instalments over their expected useful lives: -

Fixtures and Fittings	25% per annum straight line
-----------------------	-----------------------------

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.

Designated funds are unrestricted funds earmarked by the trustees for a particular purpose.

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.

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme for its current employees. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

The charity previously operated a funded defined benefits pension scheme for former employees. The assets of the scheme are held separately from those of the charity in an independently administered fund. The former employees are members of the Gwynedd Council Pension Fund. Contributions were charged to the Statement of Financial Activities so as to spread the cost of pensions over the employees' working lives with the Bureau. Contributions were determined by a qualified actuary on the basis of valuations using the projected unit method.

The scheme was closed to new employees in June 2006 and the last active member left the scheme on 31 March 2018.

This scheme has historically been accounted for under FRS 102, with the annually calculated notional surplus or deficit on the funding of the scheme shown in the accounts as a designated fund entitled "Pensions Reserve", which is deducted from unrestricted funds in the balance sheet.

As the last active member left the scheme on 31 March 2018 a cessation valuation was undertaken in February 2021 and a final settlement was agreed.

Related parties

Due to the nature of the charity's operations and the composition of the board of trustees it is inevitable that transactions will take place with organisations in which a member may have an interest. All transactions involving organisations in which a trustee may have an interest are conducted at arm's length. The Charity has a policy that all trustees must declare an interest if a related party transaction occurs.

**CANOLFAN CYNGHORI YNYS MON CITIZENS
ADVICE BUREAU**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

2. DONATIONS AND LEGACIES

	31.3.21	31.3.20
	£	£
Donations	<u>50</u>	<u>4,190</u>

3. OTHER TRADING ACTIVITIES

	31.3.21	31.3.20
	£	£
Sundry income	<u>7,509</u>	<u>5,039</u>

4. INVESTMENT INCOME

	31.3.21	31.3.20
	£	£
Deposit account interest	<u>297</u>	<u>2,256</u>

5. INCOME FROM CHARITABLE ACTIVITIES

Grants and Contracts

	<u>Unrestricted</u>	<u>Restricted</u>	<u>2021</u>	2020
Ynys Mon County Council - Core	73,020	-	73,020	73,020
Ynys Mon County Council - Other	-	-	-	14,255
NACAB	8,680	550,208	558,888	413,017
Communities First	-	-	-	1,312
Access to Justice	-	-	-	940
Ynys Mon County Council Charitable Trust	17,618	-	17,618	9,949
Denbighshire County Council	<u>3,687</u>	<u>13,488</u>	<u>17,175</u>	<u>6,161</u>
Total	<u>103,005</u>	<u>563,696</u>	<u>666,701</u>	<u>518,624</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 7) £	Totals £
Advice and Information Service	<u>517,425</u>	<u>90,350</u>	<u>607,775</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

7. SUPPORT COSTS

	Management £	Governance costs £	Totals £
Advice and Information Service	<u>78,190</u>	<u>12,160</u>	<u>90,350</u>

8. NET INCOME/(EXPENDITURE)

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

	31.3.21 £	31.3.20 £
Auditors' remuneration	5,760	5,520
Other non-audit services	6,400	5,840
Depreciation - owned assets	<u>1,900</u>	<u>3,675</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

No trustees received any remuneration in the year to 31 March 2021 or 31 March 2020.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

10. STAFF COSTS

	31.3.21 £	31.3.20 £
Wages and salaries	389,380	351,192
Social security costs	25,105	23,009
Other pension costs	<u>8,941</u>	<u>8,373</u>
	<u>423,426</u>	<u>382,574</u>

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

	31.3.21	31.3.20
Chief Executive	1	1
Advice and Information Service	14	14
Administration and Support	<u>4</u>	<u>3</u>
	<u>19</u>	<u>18</u>

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

The charity considers its key management personnel comprise the Chief Executive and the Deputy Manager. Total emoluments, including employer pension contributions, of the key management personnel were £63,789 (2020 - £60,129)

The average monthly number of employees during the period is calculated on the basis of full-time equivalents.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

10. STAFF COSTS - continued

The number of staff in the pension scheme during the year was as follows:

	31.03.21	31.03.20
Defined Benefit Scheme (Gwynedd Pension Fund)	-	-
Defined Contribution Scheme (Nest)	20	17

The charity made contributions to pension plans of employees during the year of £8,260 (£8,373 - 2020), and at the year end no contributions were outstanding (£nil - 2020). In addition, the charity agreed to a final settlement of £20,000 to the defined benefit pension scheme, which it paid in April 2021.

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	4,190	-	4,190
Charitable activities			
Advice and Information Service	106,326	412,298	518,624
Other trading activities	5,039	-	5,039
Investment income	<u>2,256</u>	<u>-</u>	<u>2,256</u>
Total	117,811	412,298	530,109
EXPENDITURE ON			
Charitable activities			
Advice and Information Service	123,589	394,682	518,271
NET INCOME/(EXPENDITURE)	(5,778)	17,616	11,838
Transfers between funds	<u>4,320</u>	<u>(4,320)</u>	<u>-</u>
Other recognised gains/(losses)			
Actuarial gains/(losses) on defined benefit schemes	<u>(67,000)</u>	<u>-</u>	<u>(67,000)</u>
Net movement in funds	(68,458)	13,294	(55,164)
RECONCILIATION OF FUNDS			
Total funds brought forward	287,972	6,661	294,633
TOTAL FUNDS CARRIED FORWARD	<u>219,514</u>	<u>19,955</u>	<u>239,469</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

12. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
COST	
At 1 April 2020 and 31 March 2021	<u>151,634</u>
DEPRECIATION	
At 1 April 2020	145,938
Charge for year	<u>1,900</u>
At 31 March 2021	<u>147,838</u>
NET BOOK VALUE	
At 31 March 2021	<u>3,796</u>
At 31 March 2020	<u>5,696</u>

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21 £	31.3.20 £
Other debtors	103,057	33,673
Prepayments and accrued income	<u>1,665</u>	<u>1,663</u>
	<u>104,722</u>	<u>35,336</u>

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21 £	31.3.20 £
Pension settlement	20,000	-
Accruals	<u>13,009</u>	<u>7,248</u>
	<u>33,009</u>	<u>7,248</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

15. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General Fund	284,906	43,757	(142,973)	185,690
Pension Reserve	(224,000)	224,000	-	-
Contingency Fund	51,604	-	6,886	58,490
New Property Fund	100,000	-	100,000	200,000
Redundancy Reserve (MAS)	7,003	-	-	7,003
Development & Investment Fund	-	-	50,000	50,000
	<u>219,513</u>	<u>267,757</u>	<u>13,913</u>	<u>501,183</u>
Restricted funds				
Volunteer Adviser Fund	69	(68)	-	1
Pension Guidance	19,887	(18,283)	(1,604)	-
British Gas Energy Trust	-	808	(808)	-
Universal Support	-	495	(495)	-
Big Energy Savings Network	-	603	(603)	-
Energy Advice Programme	-	1,332	(1,332)	-
SAF Generalist	-	770	(770)	-
SAF Specialist WB	-	769	(769)	-
SAF Specialist Debt	-	419	(419)	-
Energy Redress	-	1,132	-	1,132
Trussell Trust	-	154	(154)	-
Wales Resilience Fund	-	(54)	54	-
Advicelink Telephone	-	7,740	-	7,740
ICAN Project	-	2,893	(2,893)	-
Covid 19 Employment Advice	-	1,802	(1,802)	-
Income Maximisation Project	-	6,346	(2,317)	4,029
Mid North Wales Law Clinic	-	2,317	-	2,317
Moondance	-	13,850	-	13,850
	<u>19,956</u>	<u>23,025</u>	<u>(13,913)</u>	<u>29,069</u>
TOTAL FUNDS	<u>239,469</u>	<u>290,782</u>	<u>-</u>	<u>530,252</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

15. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General Fund	110,862	(67,105)	-	43,757
Pension Reserve	-	-	224,000	224,000
	110,862	(67,105)	224,000	267,757
Restricted funds				
Volunteer Adviser Fund	-	(68)	-	(68)
Pension Guidance	54,935	(73,218)	-	(18,283)
British Gas Energy Trust	19,869	(19,061)	-	808
Universal Support	40,536	(40,041)	-	495
Big Energy Savings Network	16,975	(16,372)	-	603
Energy Advice Programme	6,960	(5,628)	-	1,332
SAF Generalist	70,129	(69,359)	-	770
SAF Specialist WB	48,640	(47,871)	-	769
SAF Specialist Debt	64,084	(63,665)	-	419
Energy Redress	19,255	(18,123)	-	1,132
Trussell Trust	62,323	(62,169)	-	154
Wales Resilience Fund	15,000	(15,054)	-	(54)
Advicelink Telephone	20,000	(12,260)	-	7,740
ICAN Project	13,488	(10,595)	-	2,893
Covid 19 Employment Advice	18,000	(16,198)	-	1,802
Income Maximisation Project	11,500	(5,154)	-	6,346
Mid North Wales Law Clinic	68,151	(65,834)	-	2,317
Moondance	13,850	-	-	13,850
	563,695	(540,670)	-	23,025
TOTAL FUNDS	<u>674,557</u>	<u>(607,775)</u>	<u>224,000</u>	<u>290,782</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

15. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General Fund	170,162	(5,779)	120,523	284,906
Pension Reserve	(157,000)	(67,000)	-	(224,000)
Contingency Fund	54,810	-	(3,206)	51,604
New Property Fund	220,000	-	(120,000)	100,000
Redundancy Reserve (MAS)	-	-	7,003	7,003
	287,972	(72,779)	4,320	219,513
Restricted funds				
Better Advice/Better Lives	-	127	(127)	-
Volunteer Adviser Fund	125	(56)	-	69
Communities First Outcomes	-	149	(149)	-
Money Advice Service Funded Debt				
Advice Project	-	7,121	(7,121)	-
Pension Guidance	-	19,887	-	19,887
British Gas Energy Trust	-	24	(24)	-
Access to Justice	4,128	(4,152)	25	-
Universal Support	2,408	(2,403)	(4)	-
Frontline Debt Welfare	-	122	(122)	-
Universal Credit	-	359	(359)	-
Big Energy Savings Network	-	22	(22)	-
Energy Advice Programme	-	(479)	479	-
SAF Generalist	-	(1,429)	1,429	-
SAF Specialist WB	-	(814)	814	-
SAF Specialist Debt	-	(995)	995	-
Energy Redress	-	134	(134)	-
	6,661	17,617	(4,320)	19,956
TOTAL FUNDS	<u>294,633</u>	<u>(55,162)</u>	<u>-</u>	<u>239,469</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

15. 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 £
Unrestricted funds				
General Fund	117,810	(123,589)	-	(5,779)
Pension Reserve	-	-	(67,000)	(67,000)
	117,810	(123,589)	(67,000)	(72,779)
Restricted funds				
Better Advice/Better Lives	60,026	(59,899)	-	127
Volunteer Adviser Fund	-	(56)	-	(56)
Communities First Outcomes	45,000	(44,851)	-	149
Money Advice Service Funded Debt				
Advice Project	46,105	(38,984)	-	7,121
Pension Guidance	87,306	(67,419)	-	19,887
British Gas Energy Trust	19,707	(19,683)	-	24
Access to Justice	940	(5,092)	-	(4,152)
Universal Support	36,468	(38,871)	-	(2,403)
Frontline Debt Welfare	36,188	(36,066)	-	122
Universal Credit	9,949	(9,590)	-	359
Big Energy Savings Network	16,475	(16,453)	-	22
Energy Advice Programme	9,900	(10,379)	-	(479)
SAF Generalist	17,249	(18,678)	-	(1,429)
SAF Specialist WB	11,385	(12,199)	-	(814)
SAF Specialist Debt	11,750	(12,745)	-	(995)
Energy Redress	3,851	(3,717)	-	134
	412,299	(394,682)	-	17,617
TOTAL FUNDS	<u>530,109</u>	<u>(518,271)</u>	<u>(67,000)</u>	<u>(55,162)</u>

**CANOLFAN CYNGHORI YNYS MON CITIZENS
ADVICE BUREAU**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

15. MOVEMENT IN FUNDS - continued

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

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General Fund	170,162	37,978	(22,450)	185,690
Pension Reserve	(157,000)	157,000	-	-
Contingency Fund	54,810	-	3,680	58,490
New Property Fund	220,000	-	(20,000)	200,000
Redundancy Reserve (MAS)	-	-	7,003	7,003
Development & Investment Fund	-	-	50,000	50,000
	<u>287,972</u>	<u>194,978</u>	<u>18,233</u>	<u>501,183</u>
Restricted funds				
Better Advice/Better Lives	-	127	(127)	-
Volunteer Adviser Fund	125	(124)	-	1
Communities First Outcomes	-	149	(149)	-
Money Advice Service Funded Debt				
Advice Project	-	7,121	(7,121)	-
Pension Guidance	-	1,604	(1,604)	-
British Gas Energy Trust	-	832	(832)	-
Access to Justice	4,128	(4,152)	25	-
Universal Support	2,408	(1,908)	(500)	-
Frontline Debt Welfare	-	122	(122)	-
Universal Credit	-	359	(359)	-
Big Energy Savings Network	-	625	(625)	-
Energy Advice Programme	-	853	(853)	-
SAF Generalist	-	(659)	659	-
SAF Specialist WB	-	(45)	45	-
SAF Specialist Debt	-	(576)	576	-
Energy Redress	-	1,266	(134)	1,132
Trussell Trust	-	154	(154)	-
Wales Resilience Fund	-	(54)	54	-
Advicelink Telephone	-	7,740	-	7,740
ICAN Project	-	2,893	(2,893)	-
Covid 19 Employment Advice	-	1,802	(1,802)	-
Income Maximisation Project	-	6,346	(2,317)	4,029
Mid North Wales Law Clinic	-	2,317	-	2,317
Moondance	-	13,850	-	13,850
	<u>6,661</u>	<u>40,642</u>	<u>(18,233)</u>	<u>29,069</u>
TOTAL FUNDS	<u>294,633</u>	<u>235,620</u>	<u>-</u>	<u>530,252</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

15. 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 £
Unrestricted funds				
General Fund	228,672	(190,694)	-	37,978
Pension Reserve	-	-	157,000	157,000
	228,672	(190,694)	157,000	194,978
Restricted funds				
Better Advice/Better Lives	60,026	(59,899)	-	127
Volunteer Adviser Fund	-	(124)	-	(124)
Communities First Outcomes	45,000	(44,851)	-	149
Money Advice Service Funded Debt				
Advice Project	46,105	(38,984)	-	7,121
Pension Guidance	142,241	(140,637)	-	1,604
British Gas Energy Trust	39,576	(38,744)	-	832
Access to Justice	940	(5,092)	-	(4,152)
Universal Support	77,004	(78,912)	-	(1,908)
Frontline Debt Welfare	36,188	(36,066)	-	122
Universal Credit	9,949	(9,590)	-	359
Big Energy Savings Network	33,450	(32,825)	-	625
Energy Advice Programme	16,860	(16,007)	-	853
SAF Generalist	87,378	(88,037)	-	(659)
SAF Specialist WB	60,025	(60,070)	-	(45)
SAF Specialist Debt	75,834	(76,410)	-	(576)
Energy Redress	23,106	(21,840)	-	1,266
Trussell Trust	62,323	(62,169)	-	154
Wales Resilience Fund	15,000	(15,054)	-	(54)
Advicelink Telephone	20,000	(12,260)	-	7,740
ICAN Project	13,488	(10,595)	-	2,893
Covid 19 Employment Advice	18,000	(16,198)	-	1,802
Income Maximisation Project	11,500	(5,154)	-	6,346
Mid North Wales Law Clinic	68,151	(65,834)	-	2,317
Moondance	13,850	-	-	13,850
	975,994	(935,352)	-	40,642
TOTAL FUNDS	1,204,666	(1,126,046)	157,000	235,620

Purpose of restricted funds

Better Advice / Better Lives

To provide a service to clients throughout Ynys Mon via primary health care teams.

Volunteer Advisor Fund

The purpose of the Volunteer Advisor Fund is to support volunteers of Ynys Mon Citizens Advice Bureau by financially assisting with recreation and team building activities.

15. MOVEMENT IN FUNDS - continued

Communities First Outcomes

The purpose of the Communities First Outcomes Project is to deliver outreach advice in Communities First areas on Anglesey.

Money Advice Service funded Debt Advice Project

The purpose of the Money Advice Service Debt Advice Project (MASDAP) is to provide debt advice sessions to members of the public requiring help with their debt problems.

Pension Guidance

The purpose of the Pension Wise Project is a government service set up to help people understand their pension options - Ynys Mon CAB offers face to face guidance to people approaching retirement with a defined contribution pensions pot to make informed decisions about their pensions.

Access to Justice

The purpose of this project is to provide additional practical 'access to justice' employment advice to those unable to afford help

Universal Support

The purpose of the Universal Support project is to assist clients with all the potential problems that Universal Credit could bring, to track and document the issues, as well as ensuring that we have provision to support the residents of Anglesey with the changes and challenges that they might face

Frontline Debt Welfare

The purpose of the Frontline Debt and Welfare Benefits projects is to enable delivery of front-line advice services on issues relating to welfare benefits, debt, housing and discrimination

Universal Credit

The purpose of the Universal Credit project is to support Anglesey residents in managing the transition from legacy benefits to Universal Credit. The project was twofold, with the provision of additional face to face advice in more rural locations and a dedicated local helpline/email service for both service users and support services to access.

British Gas Energy Trust

The purpose of the British Gas Energy Trust project is to provide one to one advice to clients in fuel poverty and to proactively target fuel poor clients.

Big Energy Savings Network

The Big Energy Savings Network project is an assisted action project aimed at vulnerable consumers to reduce their energy costs.

Energy Advice Programme

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

15. MOVEMENT IN FUNDS - continued

The purpose of the Energy Advice Programme is to provide local Energy Advice to clients via open door/telephone & home visits.

SAF Generalist

The purpose of the SAF Generalist project is to provide a range of free social welfare/generalist benefit and debt advice.

SAF Specialist Welfare Benefit

The purpose of the SAF Specialist WB project is to provide free social welfare rights based information across a range of specialist welfare benefit subjects.

SAF Specialist Debt

The purpose of the SAF Specialist Debt project is to provide free specialist debt advice.

Energy Redress

The purpose of the Energy Redress project is to offer support and advice to vulnerable clients to manage energy debts and maximise income and deliver training/raise awareness to front line agencies.

Trussell Trust

The purpose of the Trussell Trust helpline is to provide an assessment of immediate need of the person in crisis and providing a foundation from which to access a range of other key services. For people identified as being unable to afford to buy food, an e-referral will be made to the person's local food bank.

Wales Resilience Fund

The purpose of the Wales Resilience fund was to provide Generalist/Employment assistance to clients during the Covid Lockdown period

Advicelink Telephone

The purpose of the Advicelink Telephone funding was to enable local offices to increase their Telephone advice capacity delivery, in light of the increased demand for advice across all channels caused by COVID-19.

ICAN Project

The purpose of the ICAN project is to reduce the stigma of mental health diagnosis and support people with low level mental health conditions to create a pathway to recovery, improving wellbeing and preventing the development of mental health issues. Through education and support we aim to improve people's awareness of how to be proactive in looking after their health and wellbeing.

Covid 19 Employment Advice

The purpose of the Wales Resilience fund was to provide Employment assistance to clients during the Covid Lockdown period.

Income Maximisation Pilot

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

15. MOVEMENT IN FUNDS - continued

The purpose of the Income Maximisation Pilot is to provide holistic income maximisation advice.

Mid North Wales Law Clinic

The Purpose of the Mid/North Wales Law Clinic is to provide legal advice to clients who would otherwise be denied access to legal advice. It also aims to create and maintain a legal advice services network across seven counties and to meet training needs relating to social welfare advice.

Moondance

The purpose of the Moondance Project is to provide Recruitment/Training Support to Staff and Volunteers.

Purpose of designated funds

Contingency Fund

The purpose of the contingency fund is to maintain limited funds to meet committed costs should the charity be wound up.

Redundancy Reserve (MAS)

This represents amounts received from Money Advise Service as a contribution to potential future redundancy costs for staff employed on this project.

New Property Fund

The purpose of designated fund is for the purchase of new premises in Holyhead/Llangefni.

Development and Investment Fund

This fund is for existing and planned spend on new partnerships and opportunities and includes unfunded pilot projects, buying-in help with grant applications and fund-raising, costs of attending conferences and networking meetings, our own research on client needs to pitch to new partners and investment and training in new digital campaigns to reach clients.

16. EMPLOYEE BENEFIT OBLIGATIONS

As the last active member left the scheme on 31 March 2018 a cessation valuation has been undertaken in February 2021 by the scheme actuary and a final settlement of £20,000 to close the scheme was agreed. A payment of £20,000 was made in April 2021 and the scheme has now been closed.

17. RELATED PARTY DISCLOSURES

There have been related party transactions identified in accordance with FRS 102.

These were transactions between Canolfan Cyngori Ynys Mon Citizens Advice Bureau and Citizens Advice (National Association of Citizens Advice Bureau) of £6,607 in relation to information services and AGM costs.

18. TAXATION

As a charity, Canolfan Cyngori Ynys Mon Citizens Advice Bureau, is exempt from tax on income and gains to the extent that these are applied to its charitable objects. No tax charges have arisen in the year.

19. GOING CONCERN

Local Authority and other project funding has been secured to 31 March 2022. Welsh Government funding will go out to tender in future and this may mean a significant reduction of funding for Ynys Môn. The trustees are aware that there will be changes to both Welsh Government and Local Authority funding but details will need to be agreed. They are therefore preparing for the potential impact on the organisation of these changes and will set future budgets once the funding changes are known.

Bearing this in mind, the trustees still feel it prudent to prepare the financial statements on a going concern basis as there are resources and options available that will result in Ynys Mon CAB being able to continue to operate as a going concern.

**CANOLFAN CYNGHORI YNYS MON CITIZENS
ADVICE BUREAU**

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021**

	31.3.21 £	31.3.20 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	50	4,190
Other trading activities		
Sundry income	7,509	5,039
Investment income		
Deposit account interest	297	2,256
Charitable activities		
Grants and contracts	<u>666,701</u>	<u>518,624</u>
Total incoming resources	674,557	530,109
EXPENDITURE		
Charitable activities		
Wages	389,380	351,192
Social security	25,105	23,009
Pensions	8,941	8,373
Pension settlement	20,000	-
Advertising & recruitment	2,672	1,990
Partner payments	59,864	-
Travel	307	6,000
Reference materials & training	2,650	4,165
NACAB information	6,607	8,850
Fixtures and fittings	1,899	3,675
Bank interest	-	53
	<u>517,425</u>	<u>407,307</u>
Support costs		
Management		
Rates and water	148	227
Insurance	2,284	3,640
Light and heat	3,680	2,752
Telephone	10,125	9,185
Postage and stationery	6,977	15,506
Sundries	5,703	7,273
Rent	15,303	18,569
Repairs and renewals	18,496	29,508
Household and cleaning	242	3,974
Carried forward	62,958	90,634

This page does not form part of the statutory financial statements

**CANOLFAN CYNGHORI YNYS MON CITIZENS
ADVICE BUREAU**

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021**

	31.3.21 £	31.3.20 £
Management		
Brought forward	62,958	90,634
Computer costs	<u>15,232</u>	<u>2,436</u>
	78,190	93,070
Other		
Redundancy costs	-	5,110
Governance costs		
Auditors' remuneration	5,760	5,520
Auditors' remuneration for non audit work	6,400	5,840
AGM	<u>-</u>	<u>1,424</u>
	<u>12,160</u>	<u>12,784</u>
Total resources expended	<u>607,775</u>	<u>518,271</u>
Net income	<u>66,782</u>	<u>11,838</u>

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