



**REPORT OF THE TRUSTEES AND
AUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024
FOR
CANOLFAN CYNGHORI YNYS MON CITIZENS
ADVICE 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 2024**

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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

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 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 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, to enable us to increase our outreach, digital and in person services.

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 is a robust recruitment campaign comprising of publicity activity, presentations to community groups, open door advice service and virtual video conferencing (digital face to face 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:

- Administered Cost of Living fund
- Provided regular digital promotional updates on services
- Continue to provide Tier 1 support to clients with mental health issues (ICAN) to additional venues across the island and provided a remote drop-in service
- Deliver one-to-one energy advice service to proactively support people living in or at risk of fuel poverty
- Lead on one-to-one energy advice service to frontline workers across North and Mid Wales to allow frontline workers to proactively identify and support people living in or at risk of fuel poverty
- Provided Law Clinic services across North Wales working with several partners.
- We were partners in the Christmas fuel voucher scheme providing support to the most vulnerable in the community.
- We attended outreach events across the island to help those in the community that may otherwise not access us for support but that may be struggling with the cost of living. This included visiting areas such as: Amlwch, Beaumaris, Benllech, Bodedern, Bodorgan, Holyhead, Gaerwen, Llanfaethlu, Llanfairpwll, Llangefni, Llangoed, and Valley. It also allowed us to keep statutory and third sector partners up to date on the services we provide.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

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 appreciated the service of approximately 12 active volunteers throughout the year, which included trustees, advisers and administrative team members who provided an effective and efficient 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

ACHIEVEMENT AND PERFORMANCE

Charitable Activities - How our activities deliver public benefit

Our Advice giving helped approximately 10,888 people this financial year with 69,100 issues. 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. The main advice issues this year were Universal Credit initial payments (6,741 issues) and Personal Independent Payment (6,580 issues). We continue to provide increased advice on welfare benefits, debt, housing, low level mental health, and employment.

We identified £10,534,357 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.

We dealt with 488 clients that had 1752 debt issues in Ynys Môn during the financial year. We assisted these clients with £172,251 debts being written off and £5619 payments rescheduled.

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 low level mental health conditions.

Our North and Mid Wales Law Clinic provides legal advice to clients referred by local Citizens Advice offices across North and 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 and Mid Wales and have co-ordinated Fuel Poverty Workshops across the Region, delivered Energy Awareness workshops to community groups and assisted individuals with income maximisation, debt support and financial capability skills through our Energy Advice Project, Energy Outreach Project, Warmer Wales 2, and Mon Multiply project.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

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, Health and Community Care. We also hold Welsh Government's 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 or equivalent

Use of Volunteers and Provision of Community Training

- 12% of our staff are volunteers - this can be equated to a notional cost of £52,380.00
- We provide generalist Adviser training for the local community.
- We actively target volunteers from all groups within the community.
- 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.
- Four active volunteers left, two to enter into employment and two to enter full time university education. Each volunteer has stated their experience with us has been valuable.

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 Boards a significant amount of money as our services prevent stress, provide an 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 other related gains along with our debt write-offs and debt payments rescheduled for 2023/2024 were over £11 million.
- Timely advice can prevent further crises, such as homelessness, time off work due to illness, and unemployment.
- We improve the quality of life for many clients. For example, by reducing the stress of debt, maximising income, and challenging injustice whilst also providing emotional and listening support. This allows a client to receive full holistic support to help them find a way forward.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

Specialist Knowledge and Casework

-We offer specialist casework in debt, welfare benefits, family, domestic violence, power of attorney, housing, and 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 due to the aftermath of the pandemic effects and the current cost of living crisis. Specialist support requires regular one to one support and can last for up to 12 months for some individuals.

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 organisation 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 and have attained Cyber Essentials Plus accreditation. The Trustee Board also meet quarterly and receive a report of compliance from the CEO. We also have a Finance and General Purposes Committee who oversee our financial governance . Every Trustee has Portfolio responsibility for areas of Governance and are expected to conduct compliance reviews regularly.

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.
- Our Law Clinic enjoys an extensive partnership with the Pro Bono Network in partnership with the 6 other citizens advice services across the Region, Bangor University Law School and Pro bono partners.
- We have been active members in contributing to the Council's Prevention & Early Intervention group and administer the cost of living support funding for the island.
- We are members of the Council's All Together hub which aims to tackle homelessness and prevent recurrence of homelessness in vulnerable clients.
- We lead the Ynys Môn Wellbeing hub steering group which includes voluntary and statutory mental health and wellbeing providers. It aims to oversee, monitor and advise on the provision of mental health services on the island, identify gaps and/or issues affecting the community and discuss solutions.
- 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.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

Effective Planning and Monitoring of Services

- 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 with the additional function for clients to be able to upload their documents directly to their casefile.
- The knowledge of the community makes us an effective partner in local initiatives.

We are a member/partner of the following groups:

- Bangor University Social Sciences/Law Faculties
- Pawb Gyda'n Gilydd / All Together here homelessness forum
- Foodbank Partnership
- Bwyd Da Môn
- North Wales Regional Advice Network
- Prevention & Early Intervention Group
- Pro bono Committee for Wales
- Action on gambling harm group
- Help to Claim community and partnership group
- Help Through Hardship Ynys Môn Partnership quality group
- ICAN oversight group, ICAN steering group and ICAN operational group
- Ynys Môn Wellbeing hub steering group
- Justice and Innovation group
- Network for Justice group
- Rights of Women FLOWS forum
- Housing Support Grant Supporting People Provider Forum
- UK SPF Ynys Môn Partnership group

Effective Research and Campaigns Work

- We conducted quarterly meetings with staff to encourage and promote engagement in Research and Campaigns.
- We attended quarterly meetings with North Wales Local Citizens Advices (LCAs) to explore opportunities to collaborate with other LCAs to produce a regional strategy.
- We drew 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 system, which can while preserving the confidentiality of clients-provide valuable data to other agencies and policy-makers.

**REPORT OF THE TRUSTEES
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- We worked closely with our elected members to influence policy.
- We are currently collaborating with the local foodbank to monitor the use of foodbanks being used as a normal part of clients life instead of crisis support.

Some of our successes this year were:

- We have met with North Wales Police to discuss trends we have identified whereby victims of domestic abuse are not treated fairly. This has resulted in a relationship with the Protecting Vulnerable Persons Unit and Public Protection service. We will continue to feedback issues and work with the unit to find ways forward for individuals and the public as a whole.
- We continue to administer Cost of Living fund.
- Provided regular digital promotional updates on services
- Continued to deliver our Tier 1 support to clients with mental health issues (iCAN) to additional venues across the island and provided a remote and face-to-face drop-in service
- Delivered one-to-one energy advice service to proactively support people living in or at risk of fuel poverty
- Delivered one-to-one energy advice sessions to frontline workers across North and Mid Wales to allow frontline workers to proactively identify and support people living in or at risk of fuel poverty
- Provided Law Clinic Services across North and Mid Wales working with several partners
- We attended outreach events across the island to help those in the community that may otherwise not access us for support but that may be struggling with the cost of living. This included visiting areas such as: Amlwch, Beaumaris, Benllech, Bodedern, Bodorgan, Bryngwran, Gaerwen, Holyhead, Llanfaethlu, Llanfairpwll, Llangefni, Llangoed, and Valley. It also allowed us to keep statutory and third sector partners up to date on the services we provide.
- Took part in the Christmas Fuel Voucher Project 2023. The project delivered fuel vouchers to individuals in need on Ynys Môn of which all were offered energy, income max, and further holistic advice.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

FINANCIAL REVIEW

Approach and Principal Funding Sources

As a service providing charity without permanent endowment, almost all Ynys Mon CA funding comes through annual grants and contracts. Core funding is provided by the Isle of Anglesey County Council. This makes up less than 10% of turnover but is vital in enabling us to provide front line access via our team of volunteers. 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, National Lottery, Betsi Cadwaladr, Tudor Trust, Energy Redress and the British Gas Energy Trust. Most of the projects are funded year by year and although some projects ended we have been successful in alternative bids/funders to continue the services on a similar scale.

Financial Performance

Incoming resources in the year were £1,552,175 (2023 - £1,484,404). Of this £1,383,543 related to project restricted activities (2023 - £1,323,555).

Efficiency Savings

The scope for budget reduction is limited as a result of savings made in recent years. Due to us offering a hybrid working pattern to our team we have made savings on office overheads. Additionally, we have made savings by collaborating on projects with the local authority, and other appropriate partners and we work with National Citizens Advice and other local Citizens Advice to collaborate across Wales and England.

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 £838,358, with £426,098 of this being treated as designated funds.

Reserves Policy and Going Concern

The Board of Trustees reviews our reserves quarterly. Although Ynys Mon 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 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 which is sufficient to continue running the organisation for at least six months. It has established a contingency reserve (£69,095) 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

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 (£559k and £85k) and in a AAA rated deposit fund (£89k). The investment policy has been reviewed and the intention is to diversify the investments to interest bearing accounts with a limit of £85k each in normal circumstances and to limit the deposit fund to £100k.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

FUTURE PLANS

Objective 1 : Enlarging & developing our workforce to increase capacity to meet demand and offer a variety of opportunities and roles to volunteers

Objective 2 : Transform the advice giving process- improve self-help opportunities, increase access to initial telephone services and maintain current number of channels for service delivery

Objective 3 : Extend our Research & Campaigns work -increase & improve the quality of our client evidence, work with partners to raise profile of social policy

Objective 4 :Building equality and diversity into everything we do

Objective 5- Developing preventative services- attempting to reach people at the first sign of need

Objective 6- Developing new initiatives into our service delivery- listening to our clients , reviewing our data and reacting to provide a service that meets those needs

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 2024**

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**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

Registered Charity number
1074170

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

Trustees
H D Evans
A Rowlands(Vice Chair)
M Salisbury (Chair)
G M Evans-Jones (resigned 18.7.23)
R Bonwick Salisbury
S W Davies (resigned 8.8.23)
S C Closs-Davies
T A Parry (appointed 2.11.23)

Company Secretary
D S Owen

Senior Statutory Auditor
Colin Bell FCCA

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 (Finance Manager)
Miss D S Owen (Operations Manager)

Bankers
Barclays Bank Plc
273 High Street
Bangor
Gwynedd
LL57 1UE

**CANOLFAN CYNGHORI YNYS MON CITIZENS
ADVICE BUREAU**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Canolfan Cynghori 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 20/10/24 and signed on its behalf by:


M Salisbury (Chair) - Trustee

Opinion

We have audited the financial statements of Canolfan Cyngkori Ynys Mon Citizens Advice Bureau (the 'charitable company') for the year ended 31 March 2024 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 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, 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
ADVICE BUREAU**

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.

Our responsibilities for the audit of the financial statements

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

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

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.

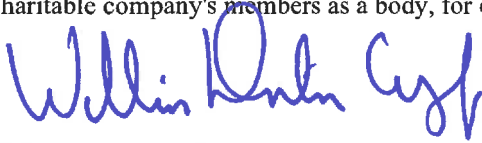
Material misstatements that arise due to fraud can be harder to detect than those resulting from errors, as fraud may involve deliberate concealment or collusion.

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:

25/10/2024

**CANOLFAN CYNGHORI YNYS MON CITIZENS
ADVICE BUREAU**

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2024**

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	204	-	204	632
Charitable activities	5				
Advice and Information Service		153,750	1,381,900	1,535,650	1,473,909
Other trading activities	3	1,426	1,643	3,069	6,674
Investment income	4	13,252	-	13,252	3,189
Total		<u>168,632</u>	<u>1,383,543</u>	<u>1,552,175</u>	<u>1,484,404</u>
EXPENDITURE ON					
Charitable activities	6				
Advice and Information Service		<u>115,795</u>	<u>1,398,330</u>	<u>1,514,125</u>	<u>1,358,452</u>
NET INCOME/(EXPENDITURE)		52,837	(14,787)	38,050	125,952
Transfers between funds	15	<u>16,540</u>	<u>(16,540)</u>	<u>-</u>	<u>-</u>
Net movement in funds		69,377	(31,327)	38,050	125,952
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>768,981</u>	<u>81,614</u>	<u>850,595</u>	<u>724,643</u>
TOTAL FUNDS CARRIED FORWARD		<u>838,358</u>	<u>50,287</u>	<u>888,645</u>	<u>850,595</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 2024**

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
FIXED ASSETS					
Tangible assets	12	5,027	-	5,027	8,430
CURRENT ASSETS					
Debtors	13	32,648	48,040	80,688	71,084
Cash at bank and in hand		<u>801,702</u>	<u>13,872</u>	<u>815,574</u>	<u>784,238</u>
		834,350	61,912	896,262	855,322
CREDITORS					
Amounts falling due within one year	14	(1,019)	(11,625)	(12,644)	(13,157)
NET CURRENT ASSETS		<u>833,331</u>	<u>50,287</u>	<u>883,618</u>	<u>842,165</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>838,358</u>	<u>50,287</u>	<u>888,645</u>	<u>850,595</u>
NET ASSETS		<u>838,358</u>	<u>50,287</u>	<u>888,645</u>	<u>850,595</u>
FUNDS	15				
Unrestricted funds				838,358	768,981
Restricted funds				<u>50,287</u>	<u>81,614</u>
TOTAL FUNDS				<u>888,645</u>	<u>850,595</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 20/10/24 and were signed on its behalf by:


M Salisbury (Chair) - Trustee


S C Closs-Davies - 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 2024**

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from operations	1	<u>18,084</u>	<u>32,516</u>
Net cash provided by operating activities		<u>18,084</u>	<u>32,516</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		-	(6,500)
Interest received		<u>13,252</u>	<u>3,189</u>
Net cash provided by/(used in) investing activities		<u>13,252</u>	<u>(3,311)</u>
Change in cash and cash equivalents in the reporting period		31,336	29,205
Cash and cash equivalents at the beginning of the reporting period		<u>784,238</u>	<u>755,033</u>
Cash and cash equivalents at the end of the reporting period		<u>815,574</u>	<u>784,238</u>

The notes form part of these financial statements

**NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024**

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

	2024	2023
	£	£
Net income for the reporting period (as per the Statement of Financial Activities)	38,050	125,952
Adjustments for:		
Depreciation charges	3,404	5,303
Interest received	(13,252)	(3,189)
Increase in debtors	(9,604)	(34,425)
Decrease in creditors	(514)	(61,125)
Net cash provided by operations	<u>18,084</u>	<u>32,516</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23	Cash flow	At 31.3.24
	£	£	£
Net cash			
Cash at bank and in hand	<u>784,238</u>	<u>31,336</u>	<u>815,574</u>
	<u>784,238</u>	<u>31,336</u>	<u>815,574</u>
Total	<u>784,238</u>	<u>31,336</u>	<u>815,574</u>

The notes form part of these financial statements

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.

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 £1,000 are not capitalised.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

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.

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.

2. DONATIONS AND LEGACIES

	2024	2023
	£	£
Donations	<u>204</u>	<u>632</u>

3. OTHER TRADING ACTIVITIES

	2024	2023
	£	£
Sundry income	<u>3,069</u>	<u>6,674</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

4. INVESTMENT INCOME

	2024	2023
	£	£
Deposit account interest	<u>13,252</u>	<u>3,189</u>

5. INCOME FROM CHARITABLE ACTIVITIES

Grants and Contracts

	<u>Unrestricted</u>	<u>Restricted</u>	<u>2024</u>	2023
Ynys Mon County Council - Core	73,750	-	73,750	73,750
Ynys Mon County Council - Other	30,000	26,250	56,250	95,000
NACAB	-	1,107,615	1,107,615	1,108,228
Access to Justice	-	20,756	20,756	68,151
Big Lottery Fund	-	36,000	36,000	-
Mon CF	-	53,159	53,159	-
Digartref Cyf	-	26,158	26,158	-
Tudor Trust	-	32,000	32,000	-
Betsi Cadwaladr Health Board	50,000	79,962	129,962	128,780
Total	<u>153,750</u>	<u>1,381,900</u>	<u>1,535,650</u>	<u>1,473,909</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 7) £	Totals £
Advice and Information Service	<u>1,379,452</u>	<u>134,673</u>	<u>1,514,125</u>

7. SUPPORT COSTS

	Management £	Governance costs £	Totals £
Advice and Information Service	<u>117,925</u>	<u>16,748</u>	<u>134,673</u>

8. NET INCOME/(EXPENDITURE)

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

	2024	2023
	£	£
Auditors' remuneration	6,600	6,300
Other non-audit services	8,482	7,506
Depreciation - owned assets	<u>3,403</u>	<u>5,303</u>

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

9. TRUSTEES' REMUNERATION AND BENEFITS

No trustees received any remuneration in the year to 31 March 2024 or 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.

10. STAFF COSTS

	2024	2023
	£	£
Wages and salaries	890,440	757,315
Social security costs	66,937	56,819
Other pension costs	18,219	13,857
	<u>975,596</u>	<u>827,991</u>

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

	2024	2023
Chief Executive	1	1
Advice and Information Service	34	32
Administration and Support	7	4
	<u>42</u>	<u>37</u>

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

The charity considers its key management personnel comprise the Chief Executive, the Operations Manager and the Finance Manager. Total remuneration, including employer pension contributions, of the key management personnel were £112,414 (2023 - £126,754).

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

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

	31.03.24	31.03.23
Defined Contribution Scheme (Nest)	50	46

The charity made contributions to pension plans of employees during the year of £18,219 (£13,857 - 2023), and at the year end no contributions were outstanding (£nil - 2023).

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	132	500	632
Charitable activities			
Advice and Information Service	153,750	1,320,159	1,473,909
Other trading activities	3,778	2,896	6,674
Investment income	<u>3,189</u>	<u>-</u>	<u>3,189</u>
Total	<u>160,849</u>	<u>1,323,555</u>	<u>1,484,404</u>
EXPENDITURE ON			
Charitable activities			
Advice and Information Service	<u>100,363</u>	<u>1,258,089</u>	<u>1,358,452</u>
NET INCOME	60,486	65,466	125,952
Transfers between funds	<u>62,622</u>	<u>(62,622)</u>	<u>-</u>
Net movement in funds	123,108	2,844	125,952
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>645,873</u>	<u>78,770</u>	<u>724,643</u>
TOTAL FUNDS CARRIED FORWARD	<u>768,981</u>	<u>81,614</u>	<u>850,595</u>

12. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
COST	
At 1 April 2023 and 31 March 2024	<u>165,249</u>
DEPRECIATION	
At 1 April 2023	156,819
Charge for year	<u>3,403</u>
At 31 March 2024	<u>160,222</u>
NET BOOK VALUE	
At 31 March 2024	<u>5,027</u>
At 31 March 2023	<u>8,430</u>

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Debtors	70,380	68,874
Prepayments and accrued income	<u>10,308</u>	<u>2,210</u>
	<u>80,688</u>	<u>71,084</u>

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Accruals and deferred income	<u>12,644</u>	<u>13,157</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

15. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General Fund	345,252	52,837	14,171	412,261
Contingency Fund	66,726	-	2,369	69,095
New Property Fund	300,000	-	-	300,000
Redundancy Reserve (MAS)	7,003	-	-	7,003
Development & Investment Fund	50,000	-	-	50,000
	768,981	52,837	16,540	838,359
Restricted funds				
Volunteer Adviser Fund	1	-	-	1
Pension Guidance	-	(134)	134	-
Mon CF	-	145	(145)	-
ICAN Project	-	(1,863)	1,863	-
Claim What's Yours	-	249	(249)	-
Tudor Trust	5,607	(2,195)	-	3,412
Hardship Funding Support	51,006	(13,130)	(1,000)	36,876
Advicelink Debt	-	(93)	93	-
Advicelink CF	-	(347)	347	-
Advicelink WB	-	(203)	203	-
FSO Help to Claim	-	1,922	(1,922)	-
Force For Energy	-	(1)	1	-
Help Through Hardship	-	(1,846)	1,846	-
Fuel Poverty Fund	10,000	-	-	10,000
HALS	-	657	(658)	-
Basic Income Pilot	-	358	(358)	-
COL-Subgrant	15,000	(15,652)	652	-
Community Fund	-	606	(606)	-
EAP EOP	-	8,972	(8,973)	-
Warmer Wales	-	3,126	(3,126)	-
Advicelink Winter Capacity	-	2,335	(2,335)	-
Rural Homelessness	-	(742)	742	-
SPF Debt	-	2,828	(2,828)	-
Multiply	-	221	(221)	-
	81,614	(14,787)	(16,540)	50,287
TOTAL FUNDS	850,595	38,050	-	888,645

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

15. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Fund	168,632	(115,795)	52,837
Restricted funds			
Pension Guidance	80,845	(80,979)	(134)
Mon CF	24,668	(24,523)	145
ICAN Project	79,962	(81,825)	(1,863)
Claim What's Yours	75,600	(75,351)	249
Tudor Trust	32,000	(34,195)	(2,195)
Hardship Funding Support	-	(13,130)	(13,130)
Advicelink Debt	52,185	(52,278)	(93)
Advicelink CF	76,581	(76,928)	(347)
Advicelink WB	49,733	(49,936)	(203)
FSO Help to Claim	167,887	(165,965)	1,922
Force For Energy	23,873	(23,874)	(1)
Help Through Hardship	330,469	(332,315)	(1,846)
HALS	20,755	(20,098)	657
Basic Income Pilot	156,578	(156,220)	358
COL-Subgrant	-	(15,652)	(15,652)
Community Fund	36,000	(35,394)	606
EAP EOP	44,029	(35,057)	8,972
Warmer Wales	41,479	(38,353)	3,126
Advicelink Winter Capacity	10,000	(7,665)	2,335
Rural Homelessness	26,158	(26,900)	(742)
SPF Debt	26,250	(23,422)	2,828
Multiply	28,491	(28,270)	221
	<u>1,383,543</u>	<u>(1,398,330)</u>	<u>(14,787)</u>
TOTAL FUNDS	<u>1,552,175</u>	<u>(1,514,125)</u>	<u>38,050</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

15. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General Fund	319,347	60,487	(34,581)	345,252
Contingency Fund	69,523	-	(2,797)	66,726
New Property Fund	200,000	-	100,000	300,000
Redundancy Reserve (MAS)	7,003	-	-	7,003
Development & Investment Fund	<u>50,000</u>	<u>-</u>	<u>-</u>	<u>50,000</u>
	645,873	60,487	62,622	768,981
Restricted funds				
Volunteer Adviser Fund	1	-	-	1
Pension Guidance	-	193	(193)	-
Access to Justice	-	785	(785)	-
ICAN Project	16,048	2,886	(18,934)	-
Mid North Wales Law Clinic	-	(318)	318	-
Moondance	-	3,946	(3,946)	-
Warm Energy	33,847	(16,167)	(17,680)	-
BESN EAP Co	17,491	4,075	(21,567)	-
Claim What's Yours	-	(88)	88	-
Tudor Trust	11,383	(5,776)	-	5,607
Hardship Funding Support	-	51,006	-	51,006
Advicelink Debt	-	(190)	190	-
Advicelink CF	-	(135)	135	-
Advicelink WB	-	559	(559)	-
FSO Help to Claim	-	105	(105)	-
Force For Energy	-	(114)	114	-
Help Through Hardship	-	(63)	63	-
Fuel Poverty Fund	-	10,000	-	10,000
HALS	-	(82)	82	-
Basic Income Pilot	-	(157)	157	-
COL-Subgrant	-	15,000	-	15,000
	<u>78,770</u>	<u>65,465</u>	<u>(62,622)</u>	<u>81,614</u>
TOTAL FUNDS	<u>724,643</u>	<u>125,952</u>	<u>-</u>	<u>850,595</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

15. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Fund	160,849	(100,362)	60,487
Restricted funds			
Pension Guidance	68,461	(68,268)	193
Access to Justice	14,672	(13,887)	785
ICAN Project	78,780	(75,894)	2,886
Mid North Wales Law Clinic	68,151	(68,469)	(318)
Moondance	31,600	(27,654)	3,946
Warm Energy	-	(16,167)	(16,167)
BESN EAP Co	38,632	(34,557)	4,075
Claim What's Yours	72,000	(72,088)	(88)
Tudor Trust	16,500	(22,276)	(5,776)
Hardship Funding Support	55,500	(4,494)	51,006
Advicelink Debt	49,700	(49,890)	(190)
Advicelink CF	72,934	(73,069)	(135)
Advicelink WB	47,365	(46,806)	559
FSO Help to Claim	163,197	(163,092)	105
Force For Energy	47,746	(47,860)	(114)
Help Through Hardship	319,965	(320,028)	(63)
Fuel Poverty Fund	10,000	-	10,000
HALS	41,511	(41,593)	(82)
Basic Income Pilot	111,841	(111,998)	(157)
COL-Subgrant	15,000	-	15,000
	<u>1,323,555</u>	<u>(1,258,090)</u>	<u>65,465</u>
TOTAL FUNDS	<u>1,484,404</u>	<u>(1,358,452)</u>	<u>125,952</u>

Purpose of restricted funds

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.

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.

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.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

15. MOVEMENT IN FUNDS - continued

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.

Warm Energy

The purpose of the Warm Energy project is to deliver a one-to-one in-home (face to face- digitally throughout Covid) advice service to proactively support people living in or at risk of fuel poverty.

BESN EAP

The purpose of the BESN/EAP project is to Provide one-to-one energy and smart meter advice to fuel poor and vulnerable clients who are struggling to pay their bills

- Deliver EAP appointments over the telephone, face to face, through video/webchat channels or in a client's home
- Receive referrals for energy advice from BESN, other advice services within their local office, or from external local voluntary/public organisations

Claim What's Yours The purpose of the Claim What's Yours project is to deliver remote generalist welfare benefits advice via telephone to clients calling the Claim What's Yours helpline, and to provide follow up support via the Claim What's Yours Tasklist.

Tudor Trust

The purpose of the Tudor Trust (I can see you now) Project to provide a face to face digital drop in advice service through video conferencing tool (Attend Anywhere)

Advicelink Debt

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

Advicelink CF

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

Advicelink WB

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

FSO Help to Claim

The purpose of the FSO Help to Claim project is to assist clients with all potential problems that Universal Credit could bring, track and document the issues, and support client clients with changes and challenges they might face

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

15. MOVEMENT IN FUNDS - continued

Force for Energy

The purpose of the Force for Energy Project is to provide energy advice and support, mainly to veterans but also to general public on Anglesey.

Help Through Hardship

The purpose of the helpline is to advise clients in crises that need help with immediate essentials such as food, heating, and toiletries. The advisers will help clients receive these essentials through the Trussell Trust network and independent foodbanks when they cannot afford their immediate needs. They will also help protect clients returning to crisis by advising how to maximise their income, minimise their expenses, and access available grants and schemes to ensure they can afford essentials such as, food, heating and toiletries.

Fuel Poverty Funding

The purpose of the Fuel Poverty funding is to financially assist residents in severe hardship and fuel poverty and provide up to £200 emergency payment to a fuel company in order to meet a local need.

Hardship Funding Support

The purpose of the Hardship fund is to provide financial assistance to Anglesey residents in severe hardship and fuel poverty and provide up to £300 in white goods/fuel vouchers/food vouchers.

HALS

The Purpose of the HALS Project is to continue to provide legal advice to clients who would otherwise be denied access to legal advice. This is an extension to the ATJ Law Clinic Project.

Basic Income Pilot

The Purpose of the Basic Income Pilot is to provide advice to young people eligible for the Welsh Governments Basic Income pilot for care leavers.

COL Subgrant

The Purpose of the COL subgrant is to offer support or increase direct service delivery capacity, to help clients through the cost-of-living crisis.

Access to Justice

The Purpose of the Access to Justice project is to provide legal advice to clients who would otherwise be denied access to legal advice.

Mon CF

The purpose of the Môn CF project was to work collaboratively with our partner Môn CF to assist people in the local community who had been made redundant. Môn CF assisted them with returning to paid employment while Citizens Advice provided help with accessing benefits, and grants to help them with the loss of household income and provided advice on income max, budgeting, and employment rights.

Community Fund

The purpose of the National Lottery Community Fund was to assist people struggling with the Cost of Living, in particular via in-person outreach events and digital remote video call drop-in service to help remove barriers to accessing support.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

15. MOVEMENT IN FUNDS - continued

EAP EOP

The purpose of the Energy Advice and Energy Outreach Project is to provide energy advice and support to people at risk of fuel poverty, including reaching people in their local events in information and one-to-one outreach events.

Warmer Wales

The purpose of Warmer Wales is to provide energy advice and support to people at risk of fuel poverty.

Rural Homelessness

The purpose of the project was to work collaboratively with other key partners such as Digartref, Mind, Bwyd Da Mon, Probation Service, etc for a comprehensive wrap-around support to clients that were at risk of homelessness to help keep them safely in their homes.

SPF Debt

The purpose of this project is to work in collaboration with the Council's financial inclusion team to help clients access income max and debt support in their local communities. Due to the increasing demand of people needing support with health-related forms, the project's focus was changed from debt to benefit forms such as Personal Independence Payment. However, full holistic support is provided whatever the client's needs.

Advicelink Winter Capacity

The purpose of this project was to add further capacity to the EAP project to provide energy advice and support to more people at risk of fuel poverty.

Mon Multiply

The purpose of the project is to help adults with no or low levels of qualifications/skills in mathematics to develop their financial capability skills, by helping them to use numeracy to manage their money. This funding assists adults to develop their knowledge of benefits, grants, income max, budgeting, dealing with debt, savings, banking, credit and borrowing in order to empower them to make changes to increase their available income.

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 training in new digital campaigns to reach clients.

16. RELATED PARTY DISCLOSURES

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

These were transactions between Canolfan Cyngkori Ynys Mon Citizens Advice Bureau and Citizens Advice (National Association of Citizens Advice Bureau) of £11,159 in relation to information services and AGM costs.

17. TAXATION

As a charity, Canolfan Cyngkori 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.

18. GOING CONCERN

Local Authority and other project funding has been secured to 31 March 2025. Welsh Government funding will go out to tender in future and this may mean a significant reduction of funding for Ynys Mon. 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.