Cyngor ar Bopeth Conwy Gwynedd Citizens Advice

England & Wales · Charity number 1092359

Details

Other names	CYNGOR AR BOPETH GWYNEDD & DE YNYS MON CITIZENS ADVICE BUREAU, CYNGOR AR BOPETH GWYNEDD CITIZENS ADVICE, CYNOR AR BOPETH GWYNEDD & DE YNYS MON CITIZENS ADVICE BUREAU, CAB GWYNEDD
Status	Registered
Legal form	Charitable company
Company number	04353734
Registered	2002-06-07
Register	View on the Charity Commission register

Contact

Address	Cyngor ar Bopeth Conwy Gwynedd CAB Victoria Chambers Crown Street Caernarfon Gwynedd LL55 1SY
Phone	0808 27 87 922
Email	finance@cabconwygwynedd.cymru
Website	www.caconwygwynedd.wales

Activities

Objects: THE CHARITY'S OBJECTS ARE TO PROMOTE ANY CHARITABLE PURPOSE FOR THE PUBLIC BENEFIT BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS IN PARTICULAR, BUT WITHOUT LIMITATION, FOR THE BENEFIT OF THE COMMUNITY IN GWYNEDD AND SURROUNDING AREAS.

Activities: The Charity works for the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Conwy, Gwynedd and surrounding areas.

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Classification

- **How:** Makes Grants To Organisations, Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research
- **What:** General Charitable Purposes, The Prevention Or Relief Of Poverty, Accommodation/housing
- **Who:** Children/young People, Elderly/old People, People With Disabilities, The General Public/mankind

Geography

- **Area of benefit:** IN PARTICULAR, BUT WITHOUT LIMITATION, THE COMMUNITY IN GWYNEDD AND SURROUNDING AREAS.
- Conwy
- Gwynedd

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,206,590	£1,070,373	£419,161	31
2024-03-31	£1,022,114	£921,843	£282,943	33
2023-03-31	£786,181	£812,058	£182,673	25
2022-03-31	£652,726	£676,194	£208,549	17
2021-03-31	£529,012	£498,747	£232,017	14

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Trustees

Name	Role	Appointed
PETER MCGLORY	Chair	2025-06-23
Alison Jayne Evans		2024-04-29
Antony Bertola		2025-06-23
Gwennol Ellis		2025-06-23
Huw Llwyd Rowlands		2016-09-16
John Patrick Pollard		
Michelle Louise Durrant		2024-07-24
Peter Evans		2015-01-06
Peter Reginald Lewis		2025-06-23
Robert Ian Cuthbertson		2016-09-16
Sion Hughes		2021-03-11
Stephen Thomas		2025-06-23
Tracey Greta Horton		2025-02-03

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Cyngor ar Bopeth Conwy Gwynedd Citizens Advice

England & Wales - Charity number 1092359

Accounts

REGISTERED COMPANY NUMBER: 04353734 (England and Wales)

REGISTERED CHARITY NUMBER: 1092359

CYNGOR AR BOPETH GWYNEDD CITIZENS ADVICE AUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

(On 31st October 2025 the charitable company's name was changed to Cyngor ar Bopeth Conwy Gwynedd Citizens Advice)

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Registered Company Number: 04353734 (England and Wales)

Registered Charity Number: 1092359

Registered Office: Victoria Chambers, Crown Street, Caernarfon Gwynedd LL55 1SY.

Trustees

Peter McGlory	Chair of the Board/co-opted 23 June 2025
Peter Evans	Chair of the Board until 23 June 2025/Vice Chair from 23 June 2025
Alison Evans	Treasurer from 28 October 2024
Ian Cuthbertson	Treasurer until 28 October 2024
Peter Lewis	Vice Treasurer/co-opted 23 June 2025
Bethan Williams Price	
Huw Llwyd Rowlands	
John Pollard	
Siôn Hughes	Vice Chair from 6 May 2025 until 23 June 2025
Michelle Durrant	
Tracey Horton	co-opted 3 February 2025
Stephen Thomas	co-opted 23 June 2025
Stewart Burnett Jones	co-opted 23 June 2025
Antony Bertola	co-opted 23 June 2025
Gwennol Ellis	co-opted 23 June 2025
Ifan Llewelyn Jones	*resigned with effect 19 June 2025*
Lesley Day	*resigned with effect 19 June 2025*
Matthew Powell	Vice Chair until 4 April 2025/ *resigned with effect 5 April 2025*

Auditors

Barrie Buels, Crestmere Limited Chartered Certified Accountants
Unit F1, Intec Ffordd Y Parc, Parc Menai, Bangor, Gwynedd LL57 4FG

Key Management

Tal Michael – Chief Executive and Company Secretary (until 30 June 2025)

Dawn Green - Chief Executive and Company Secretary (from 30 June 2025)

Bankers

Barclays Bank Plc, 5-7 Bangor Street, Caernarfon, Gwynedd, LL55 1AE

Nationwide Building Society, 258 High Street, Bangor, LL57 1RS

The Charity Bank Limited, Fosse House, 182 High Street, Tonbridge, TN9 1BE

REPORT OF THE TRUSTEES FOR THE YEAR ENDING 31 MARCH 2025

Cyngor ar Bopeth Gwynedd Citizens Advice (CAB Gwynedd) is a registered charity and a company limited by guarantee. It is governed by a board of trustees who are also directors for the purposes of the Companies Act 2006. This is their annual report and the financial statements of the charity for the year ended 31 March 2025.

Objectives and activities

Objectives and aims

The charitable purpose of CAB Gwynedd is "to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Gwynedd and surrounding areas".

The trustees have agreed the following aims:

- to provide the advice people need for the problems they face and to campaign to improve the policies and practices that affect people's lives;
- to provide a service that is free, independent, confidential and impartial; and
- to value diversity, promote equality and challenge discrimination.

In pursuing these aims we are focused on ensuring that advice is available when and where Gwynedd people need it and that they are able to access that advice face to face, by telephone or digitally in the way that best meets their needs. Our campaigning involves engaging with government agencies locally and nationally as both can have a significant impact on Gwynedd people and the problems they face.

In furtherance of these aims we seek to secure training and employment opportunities for local people providing bilingual digital advice, usually by phone, email or webchat, across Wales and England.

Our policy is that all staff should, once fully trained, be paid at least the Living Wage as defined by the Living Wage Foundation. From April 2025 this is set at £12.21 per hour.

Significant activities

We provide advice to clients across Gwynedd and beyond, usually by phone initially but with face-to-face appointments as required. The proportion of clients seeking face to face appointments increased during the year but remains significantly lower than prior to the pandemic with a significant proportion of our service delivered by phone, email, video call and webchat.

Public benefit

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

REPORT OF THE TRUSTEES FOR THE YEAR ENDING 31 MARCH 2025

Grants

The trustees have not made grants in furtherance of the Charity's objectives during 2024-25.

Achievement and performance

Charitable activities

	2024-25	2023-24
Unique clients helped by CAB Gwynedd	7,039	6,308
Unique clients seen face to face	1,178	956
Issues CAB Gwynedd helped with	30,496	27,503
Clients where outcome was recorded	1,741	1,407
Total number of outcomes recorded	5,851	4,987
Clients where an income gain was recorded	773	584
Total Income gains	£4.3m	£1.71m
Total Debt clients receiving full advice	523	633
Clients where debt was written off	73	52
Total value of debt written off	£649k	£659k

However, the recorded outcomes represent only a small fraction of the **impact** of our work as we do not have the resources to follow up with every client until their issue has been resolved. National research indicates that the value of our advice far exceeds the results formally recorded on the casebook system. Using the average outcomes from national research and comparing this with the number of clients we helped with different issues, we can estimate that overall, for every **£100** invested in CAB Gwynedd, during 2024-25 we delivered:

- ***£192*** *in savings to government and public services (fiscal benefits) (£238 in 23-24)*

By helping stop problems occurring or escalating, we reduce the pressure on public services such as health, housing or out-of-work benefits. Total: **£2.2 million** (£2.2 million)

- ***£1,733*** *in wider economic and social benefits (public value) (£1,926)*

Solving problems improves lives - and this means better wellbeing, participation and productivity for the people we help. Total: **£20.1 million** (£17.8 million)

- ***£1,709*** *in value to the people we help (financial outcomes following advice) (£1,514)*

Through our advice, we can increase people's income. We can help them get debts written-off, take up benefits they're entitled to or get compensation for problems. Total: **£19.9 million** (£14.0 million)

These three viewpoints on impact (fiscal, public and people) cannot be added together.

REPORT OF THE TRUSTEES FOR THE YEAR ENDING 31 MARCH 2025

Financial review

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).

Financial position

There was a surplus for the year of £136,217. The surplus in the previous year was £100,271.. The surplus will enable us to maintain reserves as required, with additional surpluses allocated to future service delivery.

In addition to continuing existing programmes, in 2024-25 we were awarded continued funding from the UK Government's Shared Prosperity Fund courtesy of Cyngor Gwynedd. This has enabled us to deliver two projects: giving family budgeting advice in community settings (as part of the Multiply numeracy programme) and upskilling local people in call centre, customer services, reception and admin skills. The latter has made less of a contribution to our core activity of giving advice but has been successful against its own objectives as well as enabling us to recruit several people into substantive advice roles with CAB Gwynedd and other charities.
Funding commenced in July 2023 and continues until December 2025.

Principal funding sources

The principal funding sources for the year's operations were:

- Welsh Government for advice and information services, a proportion of which was raised from a levy from the financial services industry for the purpose of providing debt advice (referred to variously as Single Advice Fund and Advicelink Cymru, delivered in partnership with Citizens Advice charities across Wales, Shelter Cymru and SNAP Cymru).
- Gwynedd Council for core activities, housing advice and additional capacity to train volunteers.
- Department for Work and Pensions for Help to Claim Universal Credit (administered through Citizens Advice).
- Adra Tai Cyf for advice and support to tenants with the aim of ensuring that tenancies are sustainable.
- Various funders to provide energy advice through programmes managed by Citizens Advice in particular funded by Moondance Foundation
- Bangor City Council for advice and support to residents of their area.
- Arfon and South Gwynedd Foodbank to provide advice to foodbank users (commenced November 2022 and continues until October 2025)
- UK Shared Prosperity Fund, administered by Cyngor Gwynedd (see above for details)

REPORT OF THE TRUSTEES FOR THE YEAR ENDING 31 MARCH 2025

Investment policy and objectives

Our policy is that funds not required for current expenditure will be deposited in interest- bearing bank accounts with one or more secure and reputable banks in accounts providing access within a reasonable notice period.

Reserves policy and going concern

The reserves policy agreed by trustees in February 2023 is to hold unrestricted reserves of £190,000. The policy was reviewed by the Board in May 2024. Notwithstanding the increase in turnover, the Board agreed to maintain the same policy on the basis that the increase in funding was to a large extent temporary. As at 31 March 2025, the charity had unrestricted reserves totalling £282,943. Based on the above policy, the board has designated a contingency reserve fund of £190,000 to provide security for the charity in the event of a shortfall in revenues from funders.

The charity's ability to continue to provide current services is largely dependent on funding from local authorities and government agencies. The funding available for 2025-26 is projected to be just over £1M. The financial statements are prepared on a going concern basis based on the risk assessment and cash flow forecasting exercises undertaken.

Looking forward

The trustees are committed to ensuring that the funding available is used in the most effective way possible to meet our charitable objectives, ensuring that CAB Gwynedd remains a going concern. This requires us to ensure that the service offered matches the resources available. We are committed to working with other organisations to improve the effectiveness and efficiency of our operations - our commitment is to securing the advice services which the people of Gwynedd need and deserve not to a particular organisational structure. With this in mind, together with the five other Citizens Advice charities in North Wales we have established a formal consortium, which has been registered with Companies House and will be an associate member of Citizens Advice and registered with the Charity Commission.

Following on from the success of the strategic partnership with Citizens Advice Conwy, Trustees agreed to explore the feasibility of a merged service. The Merger Working Group recommended that the the Trustee Boards of the participating local Citizens Advice offices, having agreed in 2025 to a merger in principle subject to Due Diligence having been duly completed with no additional or substantive risks, barriers or liabilities having been identified, resolved to merge by 30 June 2025.

On 23 June 2025 Conwy Citizens Advice Trustee Board met and agreed to transfer its liabilities and assets to Gwynedd Citizens Advice on 1 July 2025. Gwynedd Citizens Advice Trustee board met and agreed to accept Conwy's liabilities and assets. The merged service has operated as Cyngor ar Bopeth Conwy Gwynedd Citizens Advice under the charity and company of Gwynedd Citizens Advice since 1 July 2025. Formal requests to change the company and charity name have been completed.

REPORT OF THE TRUSTEES FOR THE YEAR ENDING 31 MARCH 2025

Structure, governance and management

CAB Gwynedd is a company limited by guarantee established by its Memorandum of Association dated 2001 and governed by Articles of Association which were updated in November 2023 based on model articles agreed between the Charity Commission and Citizens Advice. It is registered with the Charity Commission. Anyone over the age of 18 years who is not a paid or volunteer worker of the Charity and any corporate body or unincorporated association interested in furthering the work of the charity, can become a member of the charity. The members each agree to contribute £10 in the event of the charity winding up. There are currently 21 individual members and 3 corporate members.

Organisational structure

CAB Gwynedd is managed by a board of trustees (directors) who are ultimately responsible for all aspects of its activities and administration. The Chief Executive is appointed by the trustees to manage the day to day operations of the charity; authority for operational matters including finance and employment has been delegated by the trustees to the Chief Executive. The board meets quarterly and there is an executive committee of four members covering management issues which meets more regularly. No trustee receives any remuneration.

The Executive Committee comprised Peter Evans (Chair), Matthew Powell (Vice Chair) and Ian Cuthbertson (Treasurer) and Siôn Hughes, Alison Evans joined the Executive Committee when she was voted as Treasurer on 28th October 2024.

Wider network

The charity is a member of Citizens Advice (National Association of Citizens Advice Bureaux). Membership of Citizens Advice confers rights and responsibilities. As a condition of membership the charity follows a performance and quality framework consisting of a combination of self-assessment and external checking. 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.

Key management remuneration

The remuneration of paid staff is set by reference to norms in the voluntary sector and in particular other local Citizens Advice offices. The Board has sought to follow the local government pay scheme insofar as this is affordable within available resources.

REPORT OF THE TRUSTEES FOR THE YEAR ENDING 31 MARCH 2025

Recruitment, training and appointment of trustees

As set out in our Articles of Association, the maximum number of trustees is fifteen. In line with best practice, vacancies for trustees are advertised and applicants are interviewed by a panel. However, any member can nominate an individual to be a trustee by giving notice of their intention to nominate that individual between fourteen days and thirty-five days before the AGM.

New trustees undergo an induction session to brief them on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan, and recent financial performance of the charity. During the induction they meet key employees and other trustees. Trustees are encouraged to attend appropriate external events.

Related parties

As stated above, CAB Gwynedd is a member of Citizens Advice, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. It also provides a secure electronic case management tool which is used by the charity. Operating policies are based on national guidance and model procedures where provided, but are independently determined by the trustee board of the charity, in order to fulfil its charitable objects and in compliance with national membership requirements.

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

Risk management

The trustees have a duty to identify and review risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against e.g. fraud and error.

The trustees recognise that any major risk the charity is exposed to needs to be reviewed and systems put in place to mitigate those risks. To that end the charity has produced a risk register and action plan to address priority risks and set up a framework for the continuous management and monitoring of risks. Systems are in place to mitigate the risks as they are identified. The risk register is regularly reviewed and in response to medium risks improved emergency procedures and contingency plans are developed.

REPORT OF THE TRUSTEES FOR THE YEAR ENDING 31 MARCH 2025

Statement of trustees' responsibilities

The trustees (who are also directors of CAB Gwynedd for the purposes of company law) acknowledge their responsibility for preparing the report of the trustees and the financial statement in accordance with applicable law, and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice GAAP), 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 as a business.

The trustees are responsible for ensuring that proper accounting records are kept 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.

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 18th December 2025.

and signed on its behalf by:

PMcGlory

Peter McGlory - Trustee, and Chair of the Board

INDEPENDENT AUDITOR'S REPORT
TO THE TRUSTEES OF CYNGOR AR BOPETH GWYNEDD CITIZENS ADVICE

Opinion

We have audited the financial statements of Cyngor ar Bopeth Gynedd Citizens Advice (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

- In our opinion, the financial statements:
- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity 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 charity'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.

INDEPENDENT AUDITOR'S REPORT
TO THE TRUSTEES OF CYNGOR AR BOPETH GWYNEDD CITIZENS ADVICE

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. 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 course of 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose 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 charity'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.

INDEPENDENT AUDITOR'S REPORT
TO THE TRUSTEES OF CYNGOR AR BOPETH GWYNEDD CITIZENS ADVICE

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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 an auditor's report 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.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

INDEPENDENT AUDITOR'S REPORT
TO THE TRUSTEES OF CYNGOR AR BOPETH GWYNEDD CITIZENS ADVICE

Extent to which the audit was considered capable of detecting irregularities including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

On response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the entity through enquiry and inspection;
- Reviewing financial statements disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indications of potential bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation.This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal control.

Barrie Buels FCCA FCIE
(Senior Statutory Auditor)

Crestmere Limited
Chartered Certified Accountants
Statutory Auditor

18th December 2025

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE REPORT) FOR THE YEAR ENDED 31 MARCH 2025

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Income and Endownments from:					
Donations and Legacies	2	1,541	-	1,541	2,650
Charitable Activities	3	216,476	966,407	1,182,883	1,001,031
Other	4	22,166	-	22,166	18,433
Total Income		240,184	966,407	1,206,590	1,022,114
Expenditure on:					
Charitable Activities	5	88,978	981,395	1,070,373	921,843
Total Expenditure		88,978	981,395	1,070,373	921,843
Net Income/(Expenditure) for the financial year		151,206	(14,989)	136,217	100,271
Transfers between Funds	14	(14,989)	14,989	-	-
Net Movement in Funds		136,218	-	136,217	100,271
Reconciliation of Funds:					
Total funds brought forward		282,944	-	282,944	182,673
Total funds Carried Forward		419,161	-	419,161	282,944

The statement of financial activities includes all gains and losses in the year. All income and expenditure derive from continuing activities.

The notes on pages 20-28 form part of these financial statements.

BALANCE SHEET AT 31 MARCH 2025

	Note	Total Funds 31 March 2025 £	Total Funds 31 March 2024 £
Fixed Assets			
Equipment - cost		3,610	1,125
Equipment - depreciation		1,184	281
	11	2,427	844
Current Assets			
Debtors	12	120,902	168,815
Cash		338,460	175,287
		459,362	344,102
Liabilities			
Creditors - amounts falling due within one year	13	42,628	62,002
Net Current Assets		416,734	282,100
Net Assets		419,161	282,944
Funds of the Charity			
Restricted funds		-	-
Unrestricted funds		229,161	92,944
Designated funds		190,000	190,000
		419,161	282,944

BALANCE SHEET AT 31 MARCH 2025

In recent years, the charitable company has been entitled to exemption from audit under Section 477 of the Companies Act 2006 as the income and expenditure in each year was less than £1m. For the year ended 31 March 2024 an audit is required and has been undertaken.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The Trustees acknowledge their responsibilities for:

a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006, and

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

The financial statements were approved by the board of trustees on 18th December 2025.

and signed on its behalf by:

P M McGlory

Peter McGlory - Trustee, and Chair of the Board

Alison Evans, Trustee & Treasurer

STATEMENT OF CASH FLOWS AT 31 MARCH 2025

	2025 £	2024 £
Operating activities		
Net cash (used in)/provided by operating activities	162,876	(38,737)
Interest paid	(269)	(175)
	162,607	(38,912)
Investing activities		
Investment income	2,148	3,623
Capitalised purchases	(2,485)	(1,125)
Depreciation	903	281
Net cash provided by investing activities	566	2,779
Change in cash and cash equivalents in the year	163,173	(36,133)
Cash and cash equivalents at beginning of the year	175,287	211,420
Total cash and cash equivalents at end of the year	338,460	175,287

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

1.1 Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under Financial Reporting Standard 102, have been prepared in accordance with the Charities SORP (FRS102) 'Accounting and Reporting by Charities: Statement of Recommended Practice, applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS102) (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. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The charitable company is not a member of a group and the financial statements cover its activities as an individual entity. The financial statements are prepared under the historical cost convention and in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

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

1.2 Fund accounting

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

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

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors, or which have been raised by the company for specific purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.3 Income

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

Donated services and facilities are included at the value to the charity where this can be quantified and is material except that the value of services provided by volunteers has not been included in these accounts.

Voluntary income is received by way of grants (including Government grants), donations and gifts, including gift aid where applicable, and is included in full in the statement of financial activities when receivable. Income from grants, where related to performance and specific deliverables, is accounted for when it is probable that the income will be received and the amount can be measured reliably and it is not deferred.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

1.4 Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates.

Charitable expenditure includes those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them. All costs have been allocated to activity cost categories on a basis consistent with the use of resources.

Support costs include all those overhead costs of office accommodation, utility services and other services and costs which support the charity's activities. Also the costs of meeting the constitutional and statutory requirements of the charity and costs linked to the strategic management of the charity.

1.5 Operating leases and hire purchase agreements

The charity classifies leases of property and printing and telecommunications equipment as operating leases; the title to the property and equipment remains with the lessor. Rental charges are expensed on a straight line basis over the term of the lease.

1.6 Tangible fixed assets and depreciation

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

- Furniture and equipment is written off on a straight-line basis over an estimated useful life of four years.
- Computer equipment is written off on a straight-line basis over an estimated useful life of four years.
- Improvement to leasehold property is fully depreciated in the year the expense is incurred.

1.7 Transfers between funds

Any restricted funds that over-spent and are in deficit, are supported using core funding by means of a transfer between funds.

1.8 Pension costs and other post-retirement benefits

The charitable company enrols staff in a defined contribution pension scheme. Contributions payable to the pension scheme are charged to the Statement of Financial Activities in the period to which they relate. Differences between contributions payable in the year and contributions paid are shown as either accruals or prepayments in the balance sheet.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

2 Donations & Legacies

	Unrestricted	Restricted	Total 2025	Total 2024
Voluntary Income	£	£	£	£
Donations	1,541	-	1,541	2,650
	1,541	0	1,541	2,650

3 Income from Charitable Activities

	Unrestricted	Restricted	Total 2025	Total 2024
Advice Services:	£	£	£	£
Cyngor Gwynedd	188,568	-	188,568	188,568
Citizens Advice (a)		603,458	603,458	457,193
Adra Tai Cyf	-	16,000	16,000	15,000
Other	8,083		8,083	64,534
Banc Bwyd Arfon	-	48,138	48,138	43,547
Energy funds (b)	19,825	57,334	77,159	105,227
Shared Prosperity Fund	-	241,476	241,476	126,962
	216,476	966,407	1,182,883	1,001,031

Of the 2024 total £1,001,031, the sum of £164,050 was Unrestricted and £836,981 was Restricted.

(a) Citizens Advice includes Single Advice funding from Welsh Government - Specialist Debt, Community Focus, Claim What's Yours and Care Leavers projects, Help to Claim funding from UK Department of Work and Pensions, and CSDF

(b) Energy funds includes EAP, Carbon Monoxide Advice, Warmer Wales, Force for Energy SPEN & Warmer Homes Discount

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

4 Other Income

	Unrestricted £	Restricted £	Total 2025 £	Total 2024 £
Bank Interest	2,148	-	2,148	3,623
Other Income	20,018	-	20,018	14,811
Total	22,166	-	22,166	18,434

Primarily income for sub-letting Pwllheli offices. The 2024 total was all Unrestricted.

5 Charitable Activities Costs

Charitable activities	Unrestricted Advice & Information Services	Restricted Advice & Information Services	Total 2025	Total 2024
Direct Costs	64,627	752,235	816,862	673,078
Support costs (see below)	24,351	229,161	253,512	248,765
Total	88,978	981,395	1,070,373	921,843
Support costs				
Salaries/management	12,610	106,510	119,120	124,044
Governance	269	2,551	2,820	3,370
Other	11,472	120,100	131,572	121,351
Total	24,351	229,161	253,512	248,765

Support costs are shared overhead costs, shared on the basis of staff FTEs.
Of the 2024 total of £248,765 , Unrestricted total was £21,817, and the Restricted total was £226,948.

6 Net Income or Expenditure for the year

This is stated after charging:	2025 £	2024 £
Independent Examiner's fee	3,120	3,120
Operating lease costs (buildings)	29,090	29,090
Hire of office equipment	10,296	13,728

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

7 Information about Trustees, Directors and Employees

	2025	2024
	£	£
Wages and salaries	818,213	701,090
Social Security costs	62,257	51,370
Pension costs	28,126	24,694
Total	908,597	777,154

The average number of FTE employees, analysed by function was:

	2025	2024
Chief Officer	0.8	0.8
Advice & Information Services	27.2	23.9
Admin. & Support	3.0	3.0
Total	31.0	27.7

No employee received remuneration of more than £60,000.

The charity considers its key management personnel comprise the trustees and the chief executive. Total emoluments, including pension contributions and Employer's NI, of the key management personnel were £54,281 (2024 - £47,948).

8 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year (2024 – £nil).

There were expenses reimbursed to trustees during the year of £46 (2024: £93)

The trustees had indemnity insurance in place throughout the year.

9 Pensions

The charitable company enrols staff in a defined contribution pension scheme administered by Nest under auto-enrolment regulations. The pension cost charge for the year represents contributions payable by the charitable company to the fund and amount to £28,126 (2024: £24,694).

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

10 Comparatives for the statement of financial activities - previous year

	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£
Income and Endowments from:			
Donations and Legacies	2,650	-	2,650
Charitable Activities	164,050	836,981	1,001,031
Other - including Fundraising	18,433	-	18,433
Total Income	185,133	836,981	1,022,114
Resources expended			
Charitable activities	62,664	859,179	921,843
Total resources expended	62,664	859,179	921,843
Net Income/(Expenditure) for the financial year	122,469	(22,198)	100,271
Transfers between funds	(22,198)	22,198	
Net movements in Funds	100,271	-	100,271
Reconciliation of Funds:			
Total funds brought forward	182,673	-	182,673
Total Funds carried forward	282,944	-	282,944

11 Fixed assets

	Improvements to leasehold properties	Furniture & fittings	Equipment	Total
Cost	£	£		£
At 31st March 2024	345,858	44,040	1,125	391,023
Additions 2024-25	-	-	2,485	2,485
	345,858	44,040	3,610	393,508
Depreciation				
At 31st March 2024	345,858	44,040	281	390,179
Annual Charge 2024-25	-	-	903	903
	345,858	44,040	1,184	391,082
Net book value at 31 March 2024	-	-	844	844
Net book value at 31 March 2025	-	-	2,427	2,427

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

12 Debtors - amounts falling due within one year

	2025	2024
	£	£
Accrued Income	19,311	88,778
Prepayments	3,632	5,552
Trade Debtors	97,960	74,486
	120,902	168,816

13 Creditors - amounts falling due within one year

	2025	2024
	£	£
Accounts payable	4,270	9,104
Other creditors including tax and social security	15,532	20,180
Accruals and Deferred Income	21,559	30,955
Others	1,267	1,764
	42,628	62,003

14 Movement in Funds

	At 1 April 2024	Net movement in funds	Transfers in funds	At 31 March 2025
	£	£	£	£
Restricted Funds:				
Advice services	-	(14,989)	14,989	-
	-	(14,989)	14,989	-
Unrestricted Funds:				
Designated reserve fund	190,000	-	-	190,000
General fund	92,943	149,679	(14,989)	227,633
	282,943	149,679	(14,989)	417,633
Total Funds	**282,943**	**134,690**	-	**417,633**

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

15 Restricted Funds

	Balance Held at 31 March 2024	Incoming	Outgoing	Net	Transfers	Balance Held at 31 March 2025
CSDF	-	£20,750	£24,381	(3,631)	3,631	-
Banc Bwyd Arfon	-	£48,138	£48,467	(329)	329	-
SAF - via Citizens Advice	-	£269,604	£276,265	(6,661)	6,661	-
Claim Whats Yours	-	£60,480	£63,218	(2,738)	2,738	-
Energy funds	-	£57,334	£55,212	2,122	(2,122)	-
Help To Claim	-	£268,624	£273,398	(4,774)	4,774	-
SPF /SPF Numeracy	-	£241,476	£239,994	1,483	(1,483)	-
General Advice (Restricted)	-	-	£460	(460)	460	-
	-	966,407	981,395	(14,989)	14,989	-

Transfers between funds: Any restricted funds that have overspent and are in deficit are supported by core funding by means of a transfer between funds.

Purpose of restricted funds:

The total for advice services comprises:

- Welsh Government for advice and information services, a proportion of which was raised from a levy from the financial services industry for the purpose of providing debt advice.
- Department for Work and Pensions for Help to Claim Universal Credit

Both are administered through Citizens Advice.

16 Commitments under operating leases

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

	2025	2024
	£	£
Within one year	39,386	44,182
Between two and five years	17,903	82,107
	57,289	126,289

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

17 Related Party Transactions

There were related party transactions between Cyngor Ar Bopeth Gwynedd Citizens Advice and Citizens Advice (National Association of Citizens Advice Bureaux) during the year.

The charity paid £8,512 to Citizens Advice in membership fees and to cover the cost of insurance, financial support, and information services (2024: £7,645).

No amounts were outstanding at the year end.

18 Taxation

The company, being a registered charity with minimal trading income, has been granted exemption from corporation tax under Section 505 of the Income and Corporation Taxes Act 1988. No provision for taxation has therefore been made in these accounts.

Cyngor ar Bopeth Conwy Gwynedd Citizens Advice

England & Wales - Charity number 1092359

Accounts

REGISTERED COMPANY NUMBER: 04353734 (England and Wales)
REGISTERED CHARITY NUMBER: 1092359

CYNGOR AR BOPETH GWYNEDD CITIZENS ADVICE

AUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

As approved by the Trustee Board 28 October 2024

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Registered Company Number: 04353734 (England and Wales)

Registered Charity Number: 1092359

Registered Office: Canolfan Lafan, 2 Glanrafon, BANGOR, LL57 1LH

Trustees

Peter Evans	Chair of the Board
Matthew Powell	Vice Chair
Ian Cuthbertson	Treasurer (until 28th October 2024)
Bethan Williams Price	
Huw Llwyd Rowlands	
Ifan Llewelyn Jones	
John Pollard	
Lesley Day	
Lis Crompton	*resigned with effect 20th August 2024*
Siôn Hughes	
Alison Evans	Treasurer (from 28th October 2024) *co-opted 29th April 2024*
Michelle Durrant	*co-opted 24th July 2024*

Auditors

Barrie Buels, Crestmere Limited Chartered Certified Accountants
Unit F1, Intec Ffordd Y Parc, Parc Menai, Bangor, Gwynedd LL57 4FG

Key Management

Tal Michael – Chief Executive and Company Secretary

Bankers

Barclays Bank Plc, 5-7 Bangor Street, Caernarfon, Gwynedd, LL55 1AE

Nationwide Building Society, 258 High Street, Bangor, LL57 1RS

The Charity Bank Limited, Fosse House, 182 High Street, Tonbridge, TN9 1BE

REPORT OF THE TRUSTEES FOR THE YEAR ENDING 31 MARCH 2024

Cyngor ar Bopeth Gwynedd Citizens Advice (CAB Gwynedd) is a registered charity and a company limited by guarantee. It is governed by a board of trustees who are also directors for the purposes of the Companies Act 2006. This is their annual report and the financial statements of the charity for the year ended 31 March 2024.

Objectives and activities

Objectives and aims

The charitable purpose of CAB Gwynedd is "to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Gwynedd and surrounding areas".

The trustees have agreed the following aims:

- to provide the advice people need for the problems they face and to campaign to improve the policies and practices that affect people's lives;
- to provide a service that is free, independent, confidential and impartial; and
- to value diversity, promote equality and challenge discrimination.

In pursuing these aims we are focused on ensuring that advice is available when and where Gwynedd people need it and that they are able to access that advice face to face, by telephone or digitally in the way that best meets their needs. Our campaigning involves engaging with government agencies locally and nationally as both can have a significant impact on Gwynedd people and the problems they face.

In furtherance of these aims we seek to secure training and employment opportunities for local people providing bilingual digital advice, usually by phone, email or webchat, across Wales and England.

Our policy is that all staff should, once fully trained, be paid at least the Living Wage as defined by the Living Wage Foundation. From April 2024 this is set at £12 per hour.

Significant activities

We provide advice to clients across Gwynedd and beyond, usually by phone initially but with face-to-face appointments as required. The proportion of clients seeking face to face appointments increased during the year but remains significantly lower than prior to the pandemic with a significant proportion of our service delivered by phone, email, video call and webchat.

Public benefit

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

Grants

The trustees have not made grants in furtherance of the Charity's objectives during 2023-23.

REPORT OF THE TRUSTEES FOR THE YEAR ENDING 31 MARCH 2024

Achievement and performance

Charitable activities

	2023-24	2022-23
Unique clients helped by CAB Gwynedd	6,308	7,484
Unique clients seen face to face	956	654
Issues CAB Gwynedd helped with	27,503	26,542
Clients where outcome was recorded	1,407	1,553
Total number of outcomes recorded	4,987	4,574
Clients where an income gain was recorded	584	636
Total Income gains	£1.71m	£2.89m
Total Debt clients receiving full advice	633	435
Total arrears reported by those clients	£4.28m	£3.34m
Clients where debt was written off	52	30
Total value of debt written off	£659k	£402k

However, the recorded outcomes represent only a small fraction of the **impact** of our work as we do not have the resources to follow up with every client until their issue has been resolved. National research indicates that the value of our advice far exceeds the results formally recorded on the casebook system. Using the average outcomes from national research and comparing this with the number of clients we helped with different issues, we can estimate that overall, for every **£100** invested in CAB Gwynedd, during 2023-24 we delivered:

- ***£238*** *in savings to government and public services (fiscal benefits) (£332 in 21-22)*

By helping stop problems occurring or escalating, we reduce the pressure on public services such as health, housing or out-of-work benefits. Total: **£2.2 million** (£2.3 million)

- ***£1,926*** *in wider economic and social benefits (public value) (£2,872)*

Solving problems improves lives – and this means better wellbeing, participation and productivity for the people we help. Total: **£17.8 million** (£20.1 million)

- ***£1,514*** *in value to the people we help (financial outcomes following advice) (£2,066)*

Through our advice, we can increase people's income. We can help them get debts written-off, take up benefits they're entitled to or get compensation for problems. Total: **£14.0 million** (£14.5 million)

These three viewpoints on impact (fiscal, public and people) cannot be added together.

Financial review

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).

REPORT OF THE TRUSTEES FOR THE YEAR ENDING 31 MARCH 2024

Financial position

There was a surplus for the year of £100,271 The deficit in the previous year was £25,877. The surplus will enable us to maintain reserves as required, with additional surpluses allocated to future service delivery.

In addition to continuing existing programmes, in 2023-24 we were awarded funding from the UK Government's Shared Prosperity Fund courtesy of Cyngor Gwynedd. This has enabled us to deliver two projects: giving family budgeting advice in community settings (as part of the Multiply numeracy programme) and upskilling local people in call centre, customer services, reception and admin skills. The latter has made less of a contribution to our core activity of giving advice but has been successful against its own objectives as well as enabling us to recruit several people into substantive advice roles with CAB Gwynedd and other charities. Funding commenced in July 2023 and continues until December 2024.

Principal funding sources

The principal funding sources for the year's operations were:

- Welsh Government for advice and information services, a proportion of which was raised from a levy from the financial services industry for the purpose of providing debt advice (referred to variously as Single Advice Fund and Advicelink Cymru, delivered in partnership with Citizens Advice charities across Wales, Shelter Cymru and SNAP Cymru).
- Gwynedd Council for core activities, housing advice and additional capacity to train volunteers.
- Department for Work and Pensions for Help to Claim Universal Credit (administered through Citizens Advice).
- Adra Tai Cyf for advice and support to tenants with the aim of ensuring that tenancies are sustainable.
- Various funders to provide energy advice through programmes managed by Citizens Advice in particular funded by Moondance Foundation
- Bangor City Council for advice and support to residents of their area.
- National Lottery to support dedicated supervisory capacity in Dolgellau (commenced February 2023 and ended January 2024)
- Arfon and South Gwynedd Foodbank to provide advice to foodbank users (commenced November 2022 and continues until October 2025)
- UK Shared Prosperity Fund, administered by Cyngor Gwynedd (see above for details)

Investment policy and objectives

Our policy is that funds not required for current expenditure will be deposited in interest-bearing bank accounts with one or more secure and reputable banks in accounts providing access within a reasonable notice period.

Reserves policy and going concern

The reserves policy agreed by trustees in February 2023 is to hold unrestricted reserves of £190,000. The policy was reviewed by the Board in May 2024. Notwithstanding the increase in turnover, the Board agreed to maintain the same policy on the basis that the increase in funding was to a large extent temporary. As at 31 March 2024, the charity had unrestricted reserves

totalling £282,943. Based on the above policy, the board has designated a contingency reserve fund of £190,000 to provide security for the charity in the event of a shortfall in revenues from funders.

The charity's ability to continue to provide current services is largely dependent on funding from local authorities and government agencies. The funding available for 2024-25 is projected to be just over £1M. The financial statements are prepared on a going concern basis based on the risk assessment and cash flow forecasting exercises undertaken.

Looking forward

The trustees are committed to ensuring that the funding available is used in the most effective way possible to meet our charitable objectives, ensuring that CAB Gwynedd remains a going concern. This requires us to ensure that the service offered matches the resources available. We are committed to working with other organisations to improve the effectiveness and efficiency of our operations – our commitment is to securing the advice services which the people of Gwynedd need and deserve not to a particular organisational structure. With this in mind, together with the five other Citizens Advice charities in North Wales we have established a formal consortium, which has been registered with Companies House and will be an associate member of Citizens Advice and registered with the Charity Commission.

Structure, governance and management

CAB Gwynedd is a company limited by guarantee established by its Memorandum of Association dated 2001 and governed by Articles of Association which were updated in November 2023 based on model articles agreed between the Charity Commission and Citizens Advice. It is registered with the Charity Commission. Anyone over the age of 18 years who is not a paid or volunteer worker of the Charity and any corporate body or unincorporated association interested in furthering the work of the charity, can become a member of the charity. The members each agree to contribute £10 in the event of the charity winding up. There are currently 21 individual members and 3 corporate members.

Organisational structure

CAB Gwynedd is managed by a board of trustees (directors) who are ultimately responsible for all aspects of its activities and administration. The Chief Executive is appointed by the trustees to manage the day to day operations of the charity; authority for operational matters including finance and employment has been delegated by the trustees to the Chief Executive. The board meets quarterly and there is an executive committee of four members covering management issues which meets more regularly. No trustee receives any remuneration.

The Executive Committee comprised Peter Evans (Chair), Matthew Powell (Vice Chair) and Ian Cuthbertson (Treasurer) and Siôn Hughes.

Wider network

The charity is a member of Citizens Advice (National Association of Citizens Advice Bureaux). Membership of Citizens Advice confers rights and responsibilities. As a condition of membership the charity follows a performance and quality framework consisting of a combination of self-assessment and external checking. 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.

Key management remuneration

The remuneration of paid staff is set by reference to norms in the voluntary sector and in particular other local Citizens Advice offices. The Board has sought to follow the local government pay scheme insofar as this is affordable within available resources.

Recruitment, training and appointment of trustees

As set out in our Articles of Association, the maximum number of trustees is fifteen and there are currently eleven. In line with best practice, vacancies for trustees are advertised and applicants are interviewed by a panel. However, any member can nominate an individual to be a trustee by giving notice of their intention to nominate that individual between fourteen days and thirty-five days before the AGM.

New trustees undergo an induction session to brief them on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan, and recent financial performance of the charity. During the induction they meet key employees and other trustees. Trustees are encouraged to attend appropriate external events.

Related parties

As stated above, CAB Gwynedd is a member of Citizens Advice, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. It also provides a secure electronic case management tool which is used by the charity. Operating policies are based on national guidance and model procedures where provided, but are independently determined by the trustee board of the charity, in order to fulfil its charitable objects and in compliance with national membership requirements.

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

Risk management

The trustees have a duty to identify and review risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against e.g. fraud and error.

The trustees recognise that any major risk the charity is exposed to needs to be reviewed and systems put in place to mitigate those risks. To that end the charity has produced a risk register and action plan to address priority risks and set up a framework for the continuous management and monitoring of risks. Systems are in place to mitigate the risks as they are identified. The risk register is regularly reviewed and in response to medium risks improved emergency procedures and contingency plans are developed.

REPORT OF THE TRUSTEES FOR THE YEAR ENDING 31 MARCH 2024

Statement of trustees' responsibilities

The trustees (who are also directors of CAB Gwynedd for the purposes of company law) acknowledge their responsibility for preparing the report of the trustees and the financial statement in accordance with applicable law, and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice GAAP), 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 is it inappropriate to presume that the charitable company will continue as a business.

The trustees are responsible for ensuring that proper accounting records are kept 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.

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

and signed on its behalf by:

Peter Evans - Trustee, and Chair of the Board

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES

Opinion

We have audited the financial statements of Cyngor ar Bopeth Gwynedd Citizens Advice (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities, the balance sheet and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity 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 charity'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 other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. 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 course of 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.

Matters on which we are required to report by exception
We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees
As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose 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 charity'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.

Auditor's responsibilities for the audit of the financial statements
We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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 an auditor's report 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.

A further description of our responsibilities is available on the Financial Reporting Council's website at frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities including fraud
Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment and likely future developments, including in relation to the legal and regulatory framework applicable

and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

On response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the entity through enquiry and inspection;
- Reviewing financial statements disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indications if potential bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal control.

Barrie Buels FCCA FCIE (Senior Statutory Auditor)

Crestmere Limited
Chartered Certified Accountants
Statutory Auditor 28 October 2024

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

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Income and Endownments from:					
Donations and Legacies	2	2,650	-	2,650	22,551
Charitable Activities	3	164,050	836,981	1,001,031	758,183
Other	4	18,433	-	18,433	5,447
Total Income		185,133	836,981	1,022,114	786,181
Expenditure on:					
Charitable Activities	5	62,664	859,179	921,843	812,058
Total Expenditure		62,664	859,179	921,843	812,058
Net Income/(Expenditure) for the financial year		122,469	(22,198)	100,271	(25,877)
Transfers between Funds	13	(22,198)	22,198	-	-
Net Movement in Funds		100,271	-	100,271	(25,877)
Reconciliation of Funds:					
Total funds brought forward		182,673	-	182,673	208,549
Total funds Carried Forward	13	282,943	-	282,943	182,673

The statement of financial activities includes all gains and losses in the year. All income and expenditure derive from continuing activities.

The notes on pages 16 - 23 form part of these financial statements.

STATEMENT OF CASH FLOWS AT 31 MARCH 2024

	2024 £	2023 £
Operating activities		
Net cash (used in)/provided by operating activities	(39,862)	(26,412)
Interest paid	(175)	(268)
	(40,037)	(26,680)
Investing activities		
Investment income	3,623	1,758
Depreciation	281	-
Net cash provided by investing activities	3,904	1,758
Change in cash and cash equivalents in the year	(36,133)	(24,922)
Cash and cash equivalents at beginning of the year	211,420	236,342
Total cash and cash equivalents at end of the year	175,287	211,420

BALANCE SHEET AT 31 MARCH 2024

	Note	Total Funds 31 March 2024 £	Total Funds 31 March 2023 £
Fixed Assets			
Equipment - cost		1,125	-
Equipment - depreciation		281	-
	11	844	-
Current Assets			
Debtors	12	168,815	52,321
Cash		175,287	211,421
		344,102	263,742
Liabilities			
Creditors - amounts falling due within one year	13	62,002	81,069
Net Current Assets		282,100	182,673
Net Assets		282,943	182,673
Funds of the Charity			
Restricted funds		-	-
Unrestricted funds		92,943	-
Designated funds		190,000	182,673
		282,943	182,673

BALANCE SHEET AT 31 MARCH 2024 – continued

In recent years, the charitable company has been entitled to exemption from audit under Section 477 of the Companies Act 2006 as the income and expenditure in each year was less than £1m. For the year ended 31 March 2024 an audit is required and has been undertaken.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The Trustees acknowledge their responsibilities for:

a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006, and

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

The financial statements were approved by the board of trustees on

and signed on its behalf by:

Peter Evans, Trustee & Chair of the Board **Alison Evans, Trustee & Treasurer**

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

1 Accounting policies

1.1 Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under Financial Reporting Standard 102, have been prepared in accordance with the Charities SORP (FRS102) 'Accounting and Reporting by Charities: Statement of Recommended Practice, applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS102) (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. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The charitable company is not a member of a group and the financial statements cover its activities as an individual entity. The financial statements are prepared under the historical cost convention and in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

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

1.2 Fund accounting

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

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

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors, or which have been raised by the company for specific purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.3 Income

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

Donated services and facilities are included at the value to the charity where this can be quantified and is material except that the value of services provided by volunteers has not been included in these accounts.

Voluntary income is received by way of grants (including Government grants), donations and gifts, including gift aid where applicable, and is included in full in the statement of financial activities when receivable. Income from grants, where related to performance and specific deliverables, is accounted for when it is probable that the income will be received and the amount can be measured reliably and it is not deferred.

1.4 Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates.

Charitable expenditure includes those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them. All costs have been allocated to activity cost categories on a basis consistent with the use of resources.

Support costs include all those overhead costs of office accommodation, utility services and other services and costs which support the charity's activities. Also the costs of meeting the constitutional and statutory requirements of the charity and costs linked to the strategic management of the charity.

1.5 Operating leases and hire purchase agreements

The charity classifies leases of property and printing and telecommunications equipment as operating leases; the title to the property and equipment remains with the lessor. Rental charges are expensed on a straight line basis over the term of the lease.

1.6 Tangible fixed assets and depreciation

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

- Furniture and equipment is written off on a straight-line basis over an estimated useful life of four years.
- Computer equipment is written off on a straight-line basis over an estimated useful life of four years.
- Improvement to leasehold property is fully depreciated in the year the expense is incurred.

1.7 Transfers between funds

Any restricted funds that over-spent and are in deficit, are supported using core funding by means of a transfer between funds.

1.8 Pension costs and other post-retirement benefits

The charitable company enrols staff in a defined contribution pension scheme. Contributions payable to the pension scheme are charged to the Statement of Financial Activities in the period to which they relate. Differences between contributions payable in the year and contributions paid are shown as either accruals or prepayments in the balance sheet.

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

2 Donations & Legacies

	Unrestricted	Restricted	Total 2024	Total 2023
Voluntary Income	**£**	**£**	**£**	**£**
Donations	2,650	-	2,650	22,551
	2,650	0	2,650	22,551

2023/24 Donations included an annual donation from CK Tools of £250, plus £1,500 from Bangor City Council and £150 from Cyngor Cymuned Llanelltyd

2022/23 Donations included an annual donation from CK Tools of £250, plus £22,191 from the late Miss ML Hughes.

3 Income from Charitable Activities

	Unrestricted	Restricted	Total 2024	Total 2023
Advice Services:	**£**	**£**	**£**	**£**
Cyngor Gwynedd	148,568	40,000	188,568	178,332
Citizens Advice (a)		457,193	457,193	456,911
Adra Tai Cyf	-	15,000	15,000	15,000
Other	15,482	49,052	64,534	4,773
Banc Bwyd Arfon	-	43,547	43,547	18,182
Energy funds (b)	-	105,227	105,227	84,985
Shared Prosperity Fund	-	126,962	126,962	-
	164,050	836,981	1,001,031	758,183

Of the 2023 total £758,183, £138,462 was Unrestricted and £619,722 was Restricted.

(a) Citizens Advice includes Single Advice funding from Welsh Government - Specialist Debt, Community Focus, Claim What's Yours and Care Leavers projects and Help to Claim funding from UK Department of Work and Pensions

(b) Energy funds includes EAP, Carbon Monoxide Advice, Warmer Wales, Force for Energy & Warmer Homes Discount

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

4 Other Income

	Unrestricted	Restricted	Total 2024	Total 2023
	£	£	£	£
Bank Interest	3,623	-	3,623	1,758
Other Income	14,811	-	14,811	3,689
Total	18,433	-	18,433	5,447

Primarily income for sub-letting Pwllheli offices. The 2023 total of £5,447 was all Unrestricted.

5 Charitable Activities Costs

Charitable activities	Unrestricted Advice & Information Services	Restricted Advice & Information Services	Total 2024	Total 2023
Direct Costs	40,847	632,231	673,078	563,769
Support costs (see below)	21,817	226,948	248,765	248,289
Total	62,664	859,179	921,843	812,058
Support costs				
Salaries/management	12,994	111,050	124,044	126,050
Governance	74	3,296	3,370	3,424
Other	8,750	112,601	121,351	118,815
Total	21,817	226,948	248,765	248,289

Support costs are shared overhead costs, shared on the basis of staff FTEs.
Of the 2023 total of £248,289, Unrestricted total was £42,524, and the Restricted total was £205,766

6 Net Income or Expenditure for the year

This is stated after charging:	2024 £	2023 £
Independent Examiner's fee	3,120	1,320
Operating lease costs (buildings)	29,090	36,894
Hire of office equipment	13,728	9,526

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

7 Information about Trustees, Directors and Employees

	2024	2023
	£	£
Wages and salaries	701,090	618,315
Social Security costs	51,370	37,258
Pension costs	24,694	22,836
Total	777,154	678,409

The average number of FTE employees, analysed by function was:

	2024	2023
Chief Officer	0.8	0.9
Advice & Information Services	23.9	21.6
Admin. & Support	3.0	2.5
Total	27.7	25.0

No employee received remuneration of more than £60,000.

The charity considers its key management personnel comprise the trustees and the chief executive. Total emoluments, including pension contributions and Employer's NI, of the key management personnel were £47,948 (2023 - £49,583).

8 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year (2023 – £nil).

There were expenses reimbursed to trustees during the year of £93 (2023: £47)

The trustees had indemnity insurance in place throughout the year.

9 Pensions

The charitable company enrols staff in a defined contribution pension scheme administered by Nest under auto-enrolment regulations. The pension cost charge for the year represents contributions payable by the charitable company to the fund and amount to £24,694 (2023: £22,836).

10 Comparatives for the statement of financial activities – previous year

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Income and Endowments from:			
Donations and Legacies	22,551	-	22,551
Charitable Activities	138,462	619,721	758,183
Other - including Fundraising	5,447	-	5,447
Total Income	166,460	619,721	786,181
Resources expended			
Charitable activities	131,503	680,555	812,058
Total resources expended	131,503	680,555	812,058
Net Income/(Expenditure) for the financial year	34,957	(60,834)	(25,877)
Transfers between funds	(60,834)	60,834	
Net movements in Funds	(25,877)	-	(25,877)
Reconciliation of Funds:			
Total funds brought forward	208,549	-	208,549
Total Funds carried forward	182,672	-	182,672

11 Fixed assets

	Improvements to leasehold properties £	Furniture & fittings £	Equipment	Total £
Cost				
At 1 April 2022 and 31 March 2023	345,858	44,040	-	389,898
Additions 2023-24	-	-	1,125	1,125
	345,858	44,040	1,125	391,023
Depreciation				
At 1 April 2022 and 31 March 2023	345,858	44,040	-	389,898
Annual Charge 2023-24	-	-	281	281
	345,858	44,040	281	390,179
Net book value at end 2022 and 2023	-	-	-	-
Net book value at 31 March 2024	-	-	844	844

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

12 Debtors - amounts falling due within one year

	2024	2023
	£	£
Accrued Income	88,778	46,563
Prepayments	5,552	4,686
Trade Debtors	74,486	1,072
	168,815	52,321

13 Creditors - amounts falling due within one year

	2024	2023
	£	£
Accounts payable	9,104	1,362
Other creditors including tax and social security	20,180	18,098
Accruals and Deferred Income	30,955	57,400
Others	1,764	4,210
	62,002	81,070

14 Movement in Funds

	At 1 April 2023	Net movement in funds	Transfers in funds	At 31 March 2024
	£	£	£	£
Restricted Funds:				
Advice services	-	(22,198)	22,198	-
	-	(22,198)	22,198	-
Unrestricted Funds:				
Designated reserve fund	182,672	-	7,328	190,000
General fund	-	122,469	(29,526)	92,943
	182,672	122,469	(22,198)	282,943
Total Funds	**182,672**	**100,270**	**-**	**282,943**

Transfers between funds: Any restricted funds that have overspent and are in deficit are supported by core funding by means of a transfer between funds.

Purpose of restricted funds:

The total for advice services comprises:

- Welsh Government for advice and information services, a proportion of which was raised from a levy from the financial services industry for the purpose of providing debt advice.
- Department for Work and Pensions for Help to Claim Universal Credit

Both are administered through Citizens Advice.

15 Commitments under operating leases

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

Operating Leases

	2024	2023
	£	£
Within one year	42,818	44,182
Between two and five years	48,289	82,107
	91,107	126,289

16 Related Party Transactions

There were related party transactions between Cyngor Ar Bopeth Gwynedd Citizens Advice and Citizens Advice (National Association of Citizens Advice Bureaux) during the year.

The charity paid £7,645 to Citizens Advice in membership fees and to cover the cost of insurance, financial support, and information services (2023: £11,113).

No amounts were outstanding at the year end.

17 Taxation

The company, being a registered charity with minimal trading income, has been granted exemption from corporation tax under Section 505 of the Income and Corporation Taxes Act 1988. No provision for taxation has therefore been made in these accounts.

Cyngor ar Bopeth Conwy Gwynedd Citizens Advice

England & Wales - Charity number 1092359

Accounts

REGISTERED COMPANY NUMBER: 04353734 (England and Wales)
REGISTERED CHARITY NUMBER: 1092359

CYNGOR AR BOPETH GWYNEDD CITIZENS ADVICE

UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

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Registered Company Number: 04353734 (England and Wales)

Registered Charity Number: 1092359

Registered Office: Canolfan Lafan, 2 Glanrafon, BANGOR, LL57 1LH

Trustees

Peter Evans	Chair of the Board
Matthew Powell	Vice Chair
Ian Cuthbertson	Treasurer
Bethan Williams Price	
Huw Llwyd Rowlands	
Ifan Llewelyn Jones	
John Pollard	
Lesley Day	
Lis Crompton	
Siôn Hughes	

President: Betty Williams (position abolished in line with national guidance 11/11/2022)

Independent Examiner

Barrie Buels, Crestmere Limited Chartered Certified Accountants
Unit F1, Intec Ffordd Y Parc, Parc Menai, Bangor, Gwynedd LL57 4FG

Key Management

Tal Michael – Chief Executive and Company Secretary

Bankers

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

Nationwide Building Society, 258 High Street, Bangor, Gwynedd LL57 1RS

The Charity Bank Limited, Fosse House, 182 High Street, Tonbridge, TN9 1BE

REPORT OF THE TRUSTEES FOR THE YEAR ENDING 31 MARCH 2023

Cyngor ar Bopeth Gwynedd Citizens Advice (CAB Gwynedd) is a registered charity and a company limited by guarantee. It is governed by a board of trustees who are also directors for the purposes of the Companies Act 2006. This is their annual report and the financial statements of the charity for the year ended 31 March 2023.

Objectives and activities

Objectives and aims

The charitable purpose of CAB Gwynedd is "to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Gwynedd and surrounding areas".

The trustees have agreed the following aims:

- to provide the advice people need for the problems they face and to campaign to improve the policies and practices that affect people's lives;
- to provide a service that is free, independent, confidential and impartial; and
- to value diversity, promote equality and challenge discrimination.

In pursuing these aims we are focused on ensuring that advice is available when and where Gwynedd people need it and that they are able to access that advice face to face, by telephone or digitally in the way that best meets their needs. Our campaigning involves engaging with government agencies locally and nationally as both can have a significant impact on Gwynedd people and the problems they face.

In furtherance of these aims we seek to secure training and employment opportunities for local people providing bilingual digital advice, usually by phone, email or webchat, across Wales and England.

Our policy is that all staff should, once fully trained, be paid at least the Living Wage as defined by the Living Wage Foundation. From April 2023 this is set at £10.90 per hour.

Significant activities

We provide advice to clients across Gwynedd and beyond, usually by phone initially but with face-to-face appointments as required. With restrictions to tackle the Covid-19 pandemic lifted, we resumed offering face to face advice during 2022-23 but a significant proportion of our service continued to be delivered by phone, email, video call and webchat.

Public benefit

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

Grants

The trustees have not made grants in furtherance of the Charity's objectives during 2022-23.

REPORT OF THE TRUSTEES FOR THE YEAR ENDING 31 MARCH 2023

Achievement and performance

Charitable activities

	2022-23	2021-22
Unique clients helped by CAB Gwynedd	7,484	4,776
Unique clients seen face to face	654	223
Issues CAB Gwynedd helped with	26,542	14,980
Clients where outcome was recorded	4,574	798
Clients where an income gain was recorded	636	363
Total Income gains	£2.89m	£1.8m
Total arrears reported by clients	£3.35m	£3.17m
Clients where debt was written off	30	18
Total value of debt written off	£402k	£261k

However, the recorded outcomes represent only a small fraction of the **impact** of our work as we do not have the resources to follow up with every client until their issue has been resolved. National research indicates that the value of our advice far exceeds the results formally recorded on the casebook system. Using the average outcomes from national research and comparing this with the number of clients we helped with different issues, we can estimate that overall for every **£100** invested in CAB Gwynedd, during 2022-23 we delivered:

- ***£332*** *in savings to government and public services (fiscal benefits) (£331 in 21-22)*

By helping stop problems occurring or escalating, we reduce the pressure on public services such as health, housing or out-of-work benefits. Total: **£2.3 million** (£1.9 million)

- ***£2,872*** *in wider economic and social benefits (public value) (£2,276)*

Solving problems improves lives – and this means better wellbeing, participation and productivity for the people we help. Total: **£20.1 million** (£13.2 million)

- ***£2,066*** *in value to the people we help (financial outcomes following advice) (£1,451)*

Through our advice, we can increase people's income. We can help them get debts written-off, take up benefits they're entitled to or get compensation for problems. Total: **£14.5 million** (£8.4 million)

Financial review

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).

REPORT OF THE TRUSTEES FOR THE YEAR ENDING 31 MARCH 2023

Financial position

There was an overall deficit for the year of £25,877. The deficit in the previous year was £23,468. As reported in previous accounts, it was our intention to spend most of the surplus generated in 2020-21 on service delivery in 2021-22 and 2022-23 which was achieved.

We have continued to deliver Advicelink Cymru in partnership with Citizens Advice charities across North Wales plus Shelter Cymru and SNAP Cymru. Advicelink Cymru is supported by the Welsh Government's Single Advice Fund.

We have continued to deliver Universal Credit Help to Claim on behalf of the UK Department of Work and Pensions. Our funding for and contribution to this service doubled in 2022-23, which has had a significant impact on various of the statistics outlined above.

Principal funding sources

The principal funding sources for the year's operations were:

- Welsh Government for advice and information services, a proportion of which was raised from a levy from the financial services industry for the purpose of providing debt advice.
- Gwynedd Council for core activities, housing advice and additional capacity to train volunteers.
- Department for Work and Pensions for Help to Claim Universal Credit (administered through Citizens Advice).
- Adra (Tai) Cyf for advice and support to tenants with the aim of ensuring that tenancies are sustainable.
- Various funders to provide energy advice: Force for Energy (North Wales scheme funded by Energy Redress Scheme and managed by Denbighshire Citizens Advice) and various schemes managed by Citizens Advice in particular funded by Moondance Foundation
- Bangor City Council for advice and support to residents of their area.
- National Lottery to support dedicated supervisory capacity in Dolgellau (commenced February 2023)
- Arfon and South Gwynedd Foodbank to provide advice to foodbank users (commenced November 2022)

Investment policy and objectives

Our policy is that funds not required for current expenditure will be deposited in interest-bearing bank accounts with one or more secure and reputable banks in accounts providing access within a reasonable notice period.

Reserves policy and going concern

The reserves policy agreed by trustees in February 2022 is to hold unrestricted reserves of £190,000. For 2022-23 this was expected to provide at least 3 months running costs. The policy was reviewed by the Board in May 2023. Notwithstanding the increase in turnover, the Board agreed to maintain the same policy on the basis that the increase in funding was to a

large extent temporary. As at 31 March 2023, the charity had unrestricted reserves totalling £182,673. Based on the above policy, the board has designated a contingency reserve fund of £190,000 to provide security for the charity in the event of a shortfall in revenues from funders.

The charity's ability to continue to provide current services is largely dependent on funding from local authorities and government agencies. The funding available for 2023-24 is projected to be over £1m. The financial statements are prepared on a going concern basis based on the risk assessment and cash flow forecasting exercises undertaken.

Looking forward

The trustees are committed to ensuring that the funding available is used in the most effective way possible to meet our charitable objectives, ensuring that CAB Gwynedd remains a going concern. This requires us to ensure that the service offered matches the resources available. We are committed to working with other organisations to improve the effectiveness and efficiency of our operations – our commitment is to securing the advice services which the people of Gwynedd need and deserve not to a particular organisational structure. With this in mind, together with the five other Citizens Advice charities in North Wales we have established a formal consortium, which has been registered with Companies House and will be an associate member of Citizens Advice and registered with the Charity Commission.

Structure, governance and management

CAB Gwynedd is a company limited by guarantee established by its Memorandum of Association dated 2001 and governed by Articles of Association which were updated in November 2022 based on model articles agreed between the Charity Commission and Citizens Advice. It is registered with the Charity Commission. Anyone over the age of 18 years who is not a paid or volunteer worker of the Charity and any corporate body or unincorporated association interested in furthering the work of the charity, can become a member of the charity. The members each agree to contribute £10 in the event of the charity winding up. During 2022-23 there were 26 individual members and 2 corporate members.

Organisational structure

CAB Gwynedd is managed by a board of trustees (directors) who are ultimately responsible for all aspects of its activities and administration. The Chief Executive is appointed by the trustees to manage the day to day operations of the charity; authority for operational matters including finance and employment has been delegated by the trustees to the Chief Executive. The board meets quarterly and there is an executive committee of four members covering management issues which meets more regularly. No trustee receives any remuneration.

The Executive Committee comprised Peter Evans (Chair), Matthew Powell (Vice Chair) and Ian Cuthbertson (Treasurer). In April 2023 they were joined by Siôn Hughes.

Wider network

The charity is a member of Citizens Advice (National Association of Citizens Advice Bureaux). Membership of Citizens Advice confers rights and responsibilities. As a condition of

membership, the charity follows a performance and quality framework consisting of a combination of self-assessment and external checking. 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.

Key management remuneration

The remuneration of paid staff is set by reference to norms in the voluntary sector and in particular other local Citizens Advice offices. The Board has sought to follow the local government pay scheme insofar as this is affordable within available resources.

Recruitment, training and appointment of trustees

As set out in the Articles of Association, the maximum number of trustees is fifteen and there are currently ten. In line with best practice, vacancies for trustees are advertised and applicants are interviewed by a panel. However, any member can nominate an individual to be a trustee by giving notice of their intention to nominate that individual between fourteen days and thirty-five days before the AGM.

New trustees undergo an induction session to brief them on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan, and recent financial performance of the charity. During the induction they meet key employees and other trustees. Trustees are encouraged to attend appropriate external events.

Related parties

As stated above, CAB Gwynedd is a member of Citizens Advice, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. It also provides a secure electronic case management tool which is used by the charity. Operating policies are based on national guidance and model procedures where provided, but are independently determined by the trustee board of the charity, in order to fulfil its charitable objects and in compliance with national membership requirements.

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

Risk management

The trustees have a duty to identify and review risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against e.g. fraud and error.

The trustees recognise that any major risk the charity is exposed to needs to be reviewed and systems put in place to mitigate those risks. To that end the charity has produced a risk register and action plan to address priority risks and set up a framework for the continuous management and monitoring of risks. Systems are in place to mitigate the risks as they are

identified. The risk register is regularly reviewed and in response to medium risks improved emergency procedures and contingency plans are developed.

Statement of trustees' responsibilities

The trustees (who are also directors of CAB Gwynedd for the purposes of company law) acknowledge their responsibility for preparing the report of the trustees and the financial statement in accordance with applicable law, and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice GAAP), 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 is it inappropriate to presume that the charitable company will continue as a business.

The trustees are responsible for ensuring that proper accounting records are kept 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.

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 31st October 2023

and signed on its behalf by:

Peter Evans - Trustee, and Chair of the Board

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES

I report to the trustees on my examination of the financial statements of Cyngor ar Bopeth Gwynedd Citizens Advice (the charity) for the year ended 31 March 2023.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

Barrie Buels FCCA FCIE
Crestmere Limited,
Chartered Certified Accountants
Unit F1, Intec, Parc Menai, Bangor, LL57 4FG

Signed: 24 October 2023

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE REPORT) FOR THE YEAR ENDED 31 MARCH 2023

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Income and Endownments from:					
Donations and Legacies	2	22,551	0	22,551	8,315
Charitable Activities	3	138,462	619,721	758,183	642,176
Other	4	5,447	0	5,447	2,235
Total Income		166,460	619,721	786,181	652,726
Expenditure on:					
Charitable Activities	5	131,503	680,555	812,058	676,194
Total Expenditure		131,503	680,555	812,058	676,194
Net Income/(Expenditure) for the financial year		34,957	(60,834)	(25,877)	(23,468)
Transfers between Funds	14	(60,834)	60,834	-	-
Net Movement in Funds		(25,877)	-	(25,877)	(23,468)
Reconciliation of Funds:					
Total funds brought forward		208,549	-	208,549	232,017
Total funds Carried Forward	14	182,672	-	182,672	208,549

The statement of financial activities includes all gains and losses in the year. All income and expenditure derive from continuing activities.

The notes on pages 13 - 19 form part of these financial statements.

STATEMENT OF CASH FLOWS AT 31 MARCH 2023

	2023 £	2022 £
Operating activities		
Net cash (used in)/provided by operating activities	(26,412)	34,035
Interest paid	(268)	(189)
	(26,680)	33,846
Investing activities		
Investment income	1,758	452
Net cash provided by investing activities	1,758	452
Change in cash and cash equivalents in the year	(24,922)	34,298
Cash and cash equivalents at beginning of the year	236,342	202,044
Total cash and cash equivalents at end of the year	211,420	236,342

BALANCE SHEET AT 31 MARCH 2023

	Note	Total Funds 31 March 2023 £	Total Funds 31 March 2022 £
Current Assets			
Debtors	11	52,321	14,166
Cash		211,421	236,342
		263,742	250,508
Liabilities			
Creditors - amounts falling due within one year	12	81,069	41,959
Net Current Assets		182,673	208,549
Net Assets		182,673	208,549
Funds of the Charity	13		
Restricted funds		-	-
Unrestricted funds		-	18,549
Designated funds		182,673	190,000
		182,673	208,549

BALANCE SHEET AT 31 MARCH 2023 – continued

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not required the company to obtain an audit of its financial statement for the year ended 31 March 2023 in accordance with Section 476 of the Companies Act 2006.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The Trustees acknowledge their responsibilities for:

a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006, and

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

The financial statements were approved by the board of trustees on

and signed on its behalf by:

Peter Evans, Trustee & Chair of the Board **Ian Cuthbertson, Trustee & Treasurer**

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

1.1 Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under Financial Reporting Standard 102, have been prepared in accordance with the Charities SORP (FRS102) 'Accounting and Reporting by Charities: Statement of Recommended Practice, applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS102) (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. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The charitable company is not a member of a group and the financial statements cover its activities as an individual entity. The financial statements are prepared under the historical cost convention and in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

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

1.2 Fund accounting

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

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

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors, or which have been raised by the company for specific purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.3 Income

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

Donated services and facilities are included at the value to the charity where this can be quantified and is material except that the value of services provided by volunteers has not been included in these accounts.

Voluntary income is received by way of grants (including Government grants), donations and gifts, including gift aid where applicable, and is included in full in the statement of financial activities when receivable. Income from grants, where related to performance and specific deliverables, is accounted for when it is probable that the income will be received and the amount can be measured reliably and it is not deferred.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

1.4 Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates.

Charitable expenditure includes those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them. All costs have been allocated to activity cost categories on a basis consistent with the use of resources.

Support costs include all those overhead costs of office accommodation, utility services and other services and costs which support the charity's activities. Also the costs of meeting the constitutional and statutory requirements of the charity and costs linked to the strategic management of the charity.

1.5 Operating leases and hire purchase agreements

The charity classifies leases of property and printing and telecommunications equipment as operating leases; the title to the property and equipment remains with the lessor. Rental charges are expensed on a straight line basis over the term of the lease.

1.6 Tangible fixed assets and depreciation

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

- Furniture and equipment is written off on a straight-line basis over an estimated useful life of four years.
- Computer equipment is written off on a straight-line basis over an estimated useful life of four years.
- Improvement to leasehold property is fully depreciated in the year the expense is incurred.

1.7 Transfers between funds

Any restricted funds that over-spent and are in deficit, are supported using core funding by means of a transfer between funds.

1.8 Pension costs and other post-retirement benefits

The charitable company enrols staff in a defined contribution pension scheme. Contributions payable to the pension scheme are charged to the Statement of Financial Activities in the period to which they relate. Differences between contributions payable in the year and contributions paid are shown as either accruals or prepayments in the balance sheet.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

2 Donations & Legacies

	Unrestricted	Restricted	Total 2023	Total 2022
Voluntary Income	**£**	**£**	**£**	**£**
Donations	22,551	-	22,551	8,315
	22,551	0	22,551	8,315

2021/22 Donations included £250 from C K Tools, and £7,500 from the late Miss LM Hughes (all Unrestricted).

2022/23 Donations include an annual donation from CK Tools of £250, and £22,191 from the late Miss LM Hughes.

3 Income from Charitable Activities

	Unrestricted	Restricted	Total 2023	Total 2022
Advice Services:	**£**	**£**	**£**	**£**
Cyngor Gwynedd	138,332	40,000	178,332	166,303
Citizens Advice*		456,911	456,911	418,077
Adra Tai Cyf (prev. CCG)	-	15,000	15,000	15,000
Other	130	4,643	4,773	2,500
Banc Bwyd Arfon	-	18,182	18,182	12,000
Energy funds**	-	84,985	84,985	28,296
	138,462	619,721	758,183	642,176

Of the 2022 total £642,176, Unrestricted total was £168,803 and Restricted total was £473,373.

*Citizens Advice includes Single Advice funding (Specialist Debt, Community Focus, Claim What's Yours and Care Leavers projects) and Help to Claim

4 Other Income

	Unrestricted	Restricted	Total 2023	Total 2022
	£	**£**	**£**	**£**
Bank Interest	1,758	-	1,758	452
Other Income	3,689	-	3,689	1,784
Total	5,447	-	5,447	2,236

The 2022 total of £2,236 was all Unrestricted.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

5 Charitable Activities Costs

Charitable activities	Unrestricted Advice & Information Services	Restricted Advice & Information Services	Total 2023	Total 2022
Direct Costs	88,979	474,789	563,769	421,483
Support costs (see below)	42,524	205,766	248,289	254,711
Total	131,503	680,555	812,058	676,194
Support costs				
Salaries/management	19,653	106,398	126,050	143,996
Governance	896	2,528	3,424	2,406
Other	21,975	96,840	118,815	108,309
Total	42,524	205,766	248,289	254,711

Support costs are shared overhead costs, shared on the basis of staff FTEs.

Of the 2022 total of £676,194, Unrestricted total was £137,248, and the Restricted total was £538,946

6 Net Income or Expenditure for the year

This is stated after charging:	2023 £	2022 £
Independent Examiner's fee	1,320	1,320
Operating lease costs (buildings)	36,894	37,470
Hire of office equipment	9,526	12,133

7 Information about Trustees, Directors and Employees

	2023 £	2022 £
Wages and salaries	618,315	425,033
Social Security costs	37,258	32,087
Pension costs	22,836	17,563
Total	678,409	474,683

The average number of FTE employees, analysed by function was:

	2023	2022
Chief Officer	0.9	1.0
Advice & Information Services	21.6	13.6
Admin. & Support	2.5	2.7
Total	25.0	17.3

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

No employee received remuneration of more than £60,000.

The charity considers its key management personnel comprise the trustees and the chief executive. Total emoluments, including pension contributions and Employer's NI, of the key management personnel were £49,583 (2022 - £46,926).

8 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year (2022 – £nil).

Expenses were reimbursed to trustees during the year totalling £47 (2022 £nil)

The trustees had indemnity insurance in place throughout the year.

9 Pensions

The charitable company enrols staff in a defined contribution pension scheme administered by Nest under auto-enrolment regulations. The pension cost charge for the year represents contributions payable by the charitable company to the fund and amount to £22,836 (2022: £17,563).

10 Comparatives for the statement of financial activities – previous year

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Income and Endowments from:			
Donations and Legacies	8,315	-	8,315
Charitable Activities	168,803	473,373	642,176
Other - including Fundraising	2,235	-	2,235
Total Income	179,353	473,373	652,726
Resources expended			
Charitable activities	137,248	538,946	676,194
Total resources expended	137,248	538,946	676,194
Net Income/(Expenditure) for the financial year	42,105	(65,573)	(23,468)
Transfers between funds	(60,168)	60,168	
Net movements in Funds	(18,063)	(5,405)	(23,468)
Reconciliation of Funds:			
Total funds brought forward	226,612	5,405	232,017
Total Funds carried forward	208,549	-	208,549

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

11 Fixed assets

	Improvements to leasehold properties	Furniture & fittings	Total
Cost	£	£	£
At 1 April 2021 and 31 March 2022	345,858	44,040	389,898
Depreciation			
At 1 April 2021 and 31 March 2022	345,858	44,040	389,898
Net book value at end 2021 and 2022	-	-	-

There were no changes to the fixed assets position during the year.

12 Debtors - amounts falling due within one year

	2023	2022
	£	£
Accrued Income	46,563	8,827
Prepayments	4,686	4,647
Trade Debtors	1,072	692
	52,321	14,166

13 Creditors - amounts falling due within one year

	2023	2022
	£	£
Accounts payable	1,362	434
Other creditors including tax and social security	18,098	8,217
Accruals and Deferred Income	57,400	27,447
Others	4,210	5,861
	81,070	41,959

14 Movement in Funds

	At 1 April 2022	Net movement in funds	Transfers in funds	At 31 March 2023
	£	£	£	£
Restricted Funds:				
Advice services	-	(60,833)	60,833	-
	-	(60,833)	60,833	-
Unrestricted Funds:				
Designated reserve fund	190,000	-	(7,328)	182,673
General fund	18,549	34,957	(53,506)	-
	208,549	34,957	(60,833)	182,673
Total Funds	**208,549**	**(25,877)**	**-**	**182,673**

Transfers between funds: Any restricted funds that have overspent and are in deficit are supported by core funding by means of a transfer between funds.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

Purpose of restricted funds:

Advice services

The total for advice services comprises:

- Welsh Government for advice and information services, a proportion of which was raised from a levy from the financial services industry for the purpose of providing debt advice.
- Department for Work and Pensions for Help to Claim Universal Credit

Both are administered through Citizens Advice.

15 Commitments under operating leases

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

Operating Leases

	2023	2022
	£	£
Within one year	44,182	26,780
Between two and five years	82,107	51,247
	126,289	78,027

16 Related Party Transactions

There were related party transactions between CAB Gwynedd and Citizens Advice (National Association of Citizens Advice Bureaux) during the year.

The charity paid £11,113 to Citizens Advice in membership fees (2022: £12,375) and to cover the cost of insurance, financial support, and information services.

No amounts were outstanding at the year end.

17 Taxation

The company, being a registered charity with minimal trading income, has been granted exemption from corporation tax under Section 505 of the Income and Corporation Taxes Act 1988. No provision for taxation has therefore been made in these accounts.

18 Going concern

As at 31 March 2023, the charity had unrestricted reserves totalling £182,673. The Board has decided that the charity should aim to have unrestricted reserves of £190,000 and actions to achieve this level of reserves are underway.

Following risk assessments and cash flow exercises undertaken, the Trustees consider it appropriate to prepare the financial statements on a going concern basis.

Cyngor ar Bopeth Conwy Gwynedd Citizens Advice

England & Wales - Charity number 1092359

Accounts

REGISTERED COMPANY NUMBER: 04353734 (England and Wales)
REGISTERED CHARITY NUMBER: 1092359

CYNGOR AR BOPETH GWYNEDD CITIZENS ADVICE

REPORT OF THE TRUSTEES AND UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

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Registered Company Number: 04353734 (England and Wales)

Registered Charity Number: 1092359

Registered Office: Canolfan Lafan, 2 Glanrafon, BANGOR, LL57 1LH

Trustees

Peter Evans	Chair of the Board
Matthew Powell	Vice Chair
Ian Cuthbertson	Treasurer
Lesley Day	
Ifan Llewelyn Jones	
Very Revd Kathy Jones	(resigned 3/6/2021)
John Pollard	
Huw Llwyd Rowlands	
Lis Crompton	
Siôn Hughes	
Bethan Williams Price	

President: Betty Williams

Independent Examiner

Barrie Buels, Crestmere Limited Chartered Certified Accountants
Unit F1, Intec Ffordd Y Parc, Parc Menai, Bangor, Gwynedd LL57 4FG

Key Management

Tal Michael – Chief Executive and Company Secretary

Bankers

Barclays Bank Plc, 5-7 Bangor Street, Caernarfon, Gwynedd, LL55 1AE

Nationwide Building Society, 258 High Street, Bangor, LL57 1RS

The Charity Bank Limited, Fosse House, 182 High Street, Tonbridge, TN9 1BE

REPORT OF THE TRUSTEES FOR THE YEAR ENDING 31 MARCH 2022

Cyngor ar Bopeth Gwynedd Citizens Advice (CAB Gwynedd) is a registered charity and a company limited by guarantee. It is governed by a board of trustees who are also directors for the purposes of the Companies Act 2006. This is their annual report and the financial statements of the charity for the year ended 31 March 2022.

Objectives and activities

Objectives and aims

The charitable purpose of CAB Gwynedd is "to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Gwynedd and surrounding areas".

The trustees have agreed the following aims:

- to provide the advice people need for the problems they face and to campaign to improve the policies and practices that affect people's lives;
- to provide a service that is free, independent, confidential and impartial; and
- to value diversity, promote equality and challenge discrimination.

In pursuing these aims we are focused on ensuring that advice is available when and where Gwynedd people need it and that they are able to access that advice face to face, by telephone or digitally in the way that best meets their needs. Our campaigning involves engaging with government agencies locally and nationally as both can have a significant impact on Gwynedd people and the problems they face.

In furtherance of these aims we seek to secure training and employment opportunities for local people providing bilingual digital advice, usually by phone, email or webchat, across Wales and England.

Our policy is that all staff should, once fully trained, be paid at least the Living Wage as defined by the Living Wage Foundation. From April 2022 this is set at £9.90 per hour.

Significant activities

We provide advice to clients across Gwynedd and beyond, usually by phone initially but with face-to-face appointments as required. Due to restrictions to tackle the Covid-19 pandemic our advice was almost exclusively delivered by phone, email, video call and webchat during 2021-22.

Public benefit

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

Grants

The trustees have not made grants in furtherance of the Charity's objectives during 2021-22.

Achievement and performance

Charitable activities

	2021-22	2020-21
Unique clients helped by CAB Gwynedd	4,776	3,301
Issues CAB Gwynedd helped with	14,980	10,313
Clients where outcome was recorded	798	659
Clients where an income gain was recorded	363	328
Total Income gains	£1.8m	£1.9m
Clients where debt was written off	18	25
Total value of debt written off	£261k	£235k

However, the recorded outcomes represent only a small fraction of the **impact** of our work as we do not have the resources to follow up with every client until their issue has been resolved. National research indicates that the value of our advice far exceeds the results formally recorded on the casebook system. Using the average outcomes from national research and comparing this with the number of clients we helped with different issues, we can estimate that overall for every **£100** invested in CAB Gwynedd, during 2021-22 we delivered:

- ***£331*** *in savings to government and public services (fiscal benefits) (£159 in 20-21)*

By helping stop problems occurring or escalating, we reduce the pressure on public services such as health, housing or out-of-work benefits. Total: **£1.9 million** (£786,000)

- ***£2,276*** *in wider economic and social benefits (public value) (£1,576)*

Solving problems improves lives – and this means better wellbeing, participation and productivity for the people we help. Total: **£13.2 million** (£7.8 million)

- ***£1,451*** *in value to the people we help (financial outcomes following advice) (£1,066)*

Through our advice, we can increase people's income. We can help them get debts written-off, take up benefits they're entitled to or get compensation for problems. Total: **£8.4 million** (£5.3 million)

Financial review

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).

Financial position

There was an overall deficit for the year of £23,468. The surplus in the previous year was £30,265. As reported in the 2020-21 accounts, it was our intention to spend most of this surplus on service delivery in 2021-22 with the rest in 2022-23 and this has been achieved.

We have continued to deliver Advicelink Cymru in partnership with Citizens Advice charities across North Wales plus Shelter Cymru and SNAP Cymru. Advicelink Cymru is supported by the Welsh Government's Single Advice Fund.

We have continued to deliver Universal Credit Help to Claim on behalf of the UK Department of Work and Pensions.

Principal funding sources

The principal funding sources for the year's operations were:

- Welsh Government for advice and information services, a proportion of which was raised from a levy from the financial services industry for the purpose of providing debt advice.
- Gwynedd Council for core activities and additional capacity to train volunteers.
- Department for Work and Pensions for Help to Claim Universal Credit (administered through Citizens Advice).
- Adra (previously Cartrefi Cymunedol Gwynedd) for advice and support to tenants with the aim of ensuring that tenancies are sustainable.
- Moondance Foundation to employ an additional part-time staff member to answer calls and provide advice
- The Asda Foundation (through Trussell Trust) to employ an additional part-time staff member to work with local Food Banks to ensure their clients receive appropriate advice
- Bangor City Council for advice and support to residents of their area.
- We received £2,500 grant funding from Caernarfon Royal Town Council on 1st April 2021 which was assumed to be accrued income, and was therefore accounted for in 2020-21 Accounts.

Investment policy and objectives

Our policy is that funds not required for current expenditure will be deposited in interest-bearing bank accounts with one or more secure and reputable banks in accounts providing access within a reasonable notice period.

Reserves policy and going concern

The reserves policy (agreed by trustees in October 2018 and reviewed annually): that the charity should hold unrestricted reserves of at least £160,000, based on 4 months anticipated running costs. With significant additional income, our running costs have increased and in February 2022 the Board agreed to revise its reserves policy to holding unrestricted reserves of £190,000. For 2022-23 this provides for at least 3 months anticipated running costs. This remains consistent with the financial health monitoring regime operated by Citizens Advice nationally, based on guidance from the Charity Commission.

As at 31 March 2022, the charity had unrestricted reserves totalling £208,549. Based on the above policy, the board has designated a contingency reserve fund of £190,000 to provide security for the charity in the event of a shortfall in revenues from funders.

The charity's ability to continue to provide current services is largely dependent on funding from local authorities and government agencies. The funding available for 2022-23 is projected to be around £750k. The financial statements are prepared on a going concern basis based on the risk assessment and cash flow forecasting exercises undertaken.

Looking forward

The trustees are committed to ensuring that the funding available is used in the most effective way possible to meet our charitable objectives, ensuring that CAB Gwynedd remains a going concern. This requires us to ensure that the service offered matches the resources available. We are committed to working with other organisations to improve the effectiveness and efficiency of our operations – our commitment is to securing the advice services which the people of Gwynedd need and deserve not to a particular organisational structure. With this in mind and with Welsh Government funding expected to be allocated on a regional basis again in the near future, the Board has agreed to create a formal consortium with the other Citizens Advice charities in North Wales. The work we have undertaken in partnership with Cyngor ar Bopeth Cylch Conwy Citizens Advice has helped informed this process and we will continue to work closely with our colleagues in Conwy as well as participating fully in the new consortium.

Structure, governance and management

The charity is a company limited by guarantee established by its Memorandum of Association dated 2001 and governed by Articles of Association which were updated in October 2016. It is registered with the Charity Commission. Anyone over the age of 18 years who is not a paid or volunteer worker of the Charity and any corporate body or unincorporated association interested in furthering the work of the charity, can become a member of the charity. The members each agree to contribute £1 in the event of the charity winding up. There are currently 27 individual members and 2 corporate members.

Organisational structure

Citizens Advice Gwynedd is managed by a board of trustees who are ultimately responsible for all aspects of its activities and administration. The Chief Executive is appointed by the trustees to manage the day to day operations of the charity; authority for operational matters including finance and employment has been delegated by the trustees to the Chief Executive. The board meets quarterly and there is an executive committee comprising the chair, vice-chair and treasurer covering management issues which meets more regularly. No trustee receives any remuneration.

The executive committee comprises Peter Evans – Chair, Matthew Powell – Vice Chair, and Ian Cuthbertson – Treasurer. There were no changes during the year.

Wider network

The charity is a member of Citizens Advice (National Association of Citizens Advice Bureaux). Membership of Citizens Advice confers rights and responsibilities. As a condition of membership the charity follows a performance and quality framework consisting of a combination of self-assessment and external checking. 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.

Key management remuneration

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

Recruitment, training and appointment of trustees

As set out in the Articles of Association, the maximum number of trustees is fifteen and there are currently ten. All trustees retire from office at the third annual general meeting following their election or appointment (in the case of co-opted trustees). They may all be re-elected or re-appointed. In line with best practice, vacancies for trustees are advertised and applicants are interviewed by a panel. However, any member can nominate an individual to be a trustee by giving notice of their intention to nominate that individual between fourteen days and thirty-five days before the AGM.

New trustees undergo an induction session to brief them on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan, and recent financial performance of the charity. During the induction they meet key employees and other trustees. Trustees are encouraged to attend appropriate external events.

Related parties

As stated above Cyngor Ar Bopeth Gwynedd Citizens Advice is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. It also provides a secure electronic case management tool which must be used by the charity as a condition of membership. Operating policies are based on national guidance and model procedures where provided, but are independently determined by the trustee board of the charity, in order to fulfil its charitable objects and in compliance with national membership requirements.

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

Risk management

The trustees have a duty to identify and review risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against e.g. fraud and error.

The trustees recognise that any major risk the charity is exposed to needs to be reviewed and systems put in place to mitigate those risks. To that end the charity has produced a risk register and action plan to address priority risks and set up a framework for the continuous

management and monitoring of risks. Systems are in place to mitigate the risks as they are identified. The risk register is regularly reviewed and in response to medium risks improved emergency procedures and contingency plans are developed.

Statement of trustees' responsibilities

The trustees (who are also directors of Cyngor ar Bopeth Gwynedd Citizens Advice for the purposes of company law) acknowledge their responsibility for preparing the report of the trustees and the financial statement in accordance with applicable law, and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice GAAP), 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 is it inappropriate to presume that the charitable company will continue as a business.

The trustees are responsible for ensuring that proper accounting records are kept 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.

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 1st November 2022

and signed on its behalf by:

Peter Evans - Trustee, and Chair of the Board

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES

I report to the trustees on my examination of the financial statements of Cyngor ar Bopeth Gwynedd Citizens Advice (the charity) for the year ended 31 March 2022.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

Barrie Buels FCCA FCIE
Crestmere Limited,
Chartered Certified Accountants
Unit F1, Intec, Parc Menai, Bangor, LL57 4FG

Signed: 7 November 2022

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE REPORT) FOR THE YEAR ENDED 31 MARCH 2022

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Income and Endownments from:					
Donations and Legacies	2	8,315	-	8,315	529
Charitable Activities	3	168,803	473,373	642,176	526,739
Capital projects		-	-	-	665
Other	4	2,235	-	2,235	1,079
Total Income		179,353	473,373	652,726	529,012
Expenditure on:					
Charitable Activities	5	137,248	538,946	676,194	498,747
Capital projects		-	-	-	-
Total Expenditure		137,248	538,946	676,194	498,747
Net Income/(Expenditure) for the financial year		42,105	(65,573)	(23,468)	30,265
Transfers between Funds	13	(60,168)	60,168	-	-
Net Movement in Funds		(18,063)	(5,405)	(23,468)	30,265
Reconciliation of Funds:					
Total funds brought forward		226,612	5,405	232,017	201,752
Total funds Carried Forward	13	208,549	-	208,549	232,017

The statement of financial activities includes all gains and losses in the year. All income and expenditure derive from continuing activities.

The notes on pages 13 - 22 form part of these financial statements.

STATEMENT OF CASH FLOWS AT 31 MARCH 2022

	2022 £	2021 £
Operating activities		
Net cash (used in)/provided by operating activities	34,035	74,986
Interest paid	(189)	(158)
	33,846	74,828
Investing activities		
Investment income	452	894
Net cash provided by investing activities	452	894
Change in cash and cash equivalents in the year	34,298	75,722
Cash and cash equivalents at beginning of the year	202,044	126,322
Total cash and cash equivalents at end of the year	236,342	202,044

BALANCE SHEET AT 31 MARCH 2022

	Note	Total Funds 31 March 2022 £	Total Funds 31 March 2021 £
Current Assets			
Debtors	12	14,166	79,265
Cash at bank and in hand		236,342	202,044
		250,508	281,309
Liabilities			
Creditors - amounts falling due within one year	13	41,959	49,292
Net Current Assets		208,549	232,017
Net Assets		208,549	232,017
Funds of the Charity	14		
Restricted funds		-	5,404
Unrestricted funds		18,549	66,612
Designated funds		190,000	160,000
		208,549	232,017

BALANCE SHEET AT 31 MARCH 2022 – continued

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statement for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The Trustees acknowledge their responsibilities for:

a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006, and

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

The financial statements were approved by the board of trustees on 1st November 2022

and signed on its behalf by:

Peter Evans, Trustee & Chair of the Board **Ian Cuthbertson, Trustee & Treasurer**

1 Accounting policies

1.1 Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under Financial Reporting Standard 102, have been prepared in accordance with the Charities SORP (FRS102) 'Accounting and Reporting by Charities: Statement of Recommended Practice, applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS102) (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. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The charitable company is not a member of a group and the financial statements cover its activities as an individual entity. The financial statements are prepared under the historical cost convention and in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

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

1.2 Fund accounting

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

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

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors, or which have been raised by the company for specific purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.3 Income

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

Donated services and facilities are included at the value to the charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts.

Voluntary income is received by way of grants (including Government grants), donations and gifts, including gift aid where applicable, and is included in full in the statement of financial activities when receivable. Income from grants, where related to performance and specific deliverables, is accounted for when it is probable that the income will be received and the amount can be measured reliably and it is not deferred.

1.4 Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates.

Charitable expenditure includes those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them. All costs have been allocated to activity cost categories on a basis consistent with the use of resources.

Support costs include all those overhead costs of office accommodation, utility services and other services and costs which support the charity's activities. Also the costs of meeting the constitutional and statutory requirements of the charity and costs linked to the strategic management of the charity.

1.5 Operating leases and hire purchase agreements

The charity classifies leases of property and printing and telecommunications equipment as operating leases; the title to the property and equipment remains with the lessor. Rental charges are expensed on a straight line basis over the term of the lease.

1.6 Tangible fixed assets and depreciation

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

- Furniture and equipment is written off on a straight-line basis over an estimated useful life of four years.
- Computer equipment is written off on a straight-line basis over an estimated useful life of four years.
- Improvement to leasehold property is fully depreciated in the year the expense is incurred.

1.7 Transfers between funds

Any restricted funds that over-spent and are in deficit, are supported using core funding by means of a transfer between funds.

1.8 Pension costs and other post-retirement benefits

The charitable company enrols staff in a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate. Differences between contributions payable in the year and contributions paid are shown as either accruals or prepayments in the balance sheet.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

2 Donations & Legacies

	Unrestricted	Restricted	Total 2022	Total 2021
Voluntary Income	**£**	**£**	**£**	**£**
Donations	8,315	-	8,315	529
	8,315	0	8,315	529

Donations includes £250 from C K Tools, and £7,500 from the late Miss LM Hughes

3 Income from Charitable Activities

	Unrestricted	Restricted	Total 2022	Total 2021
Advice Services:	**£**	**£**	**£**	**£**
Cyngor Gwynedd	166,303	-	166,303	132,579
Citizens Advice	-	418,077	418,077	361,786
Adra Tai Cyf (prev. CCG)	-	15,000	15,000	15,000
Community Foundation Wales	-	-	-	13,100
Other	2,500	-	2,500	1,773
Cyngor Tref Caernarfon				2,500
Banc Bwyd Arfon	0	12,000	12,000	
Energy funds	0	28,296	28,296	
Capital projects			-	
Pwllheli leasehold improvements			-	665
	168,803	473,373	642,176	527,403

Citizens Advice includes funding to support Single Advice funding - Debt/Community Focus, Income Maximisation, Claim What's Yours, and Help to Claim projects

Note: a payment of £2,500 from Caernarfon Royal Town Council was received on 1st April 2021, and was assumed to be accrued income and therefore included in the accounts for 2020-21. This funding was actually intended to be for 2021-22.

Comparative year total income from charitable activities was stated as £524,903 but £2,500 was omitted from the total column. The revised total is £527,403, which concurs with income reported on SOFA for 2020/21 (charitable activities + capital).

4 Other Income

	Unrestricted	Restricted	Total 2022	Total 2021
	£	**£**	**£**	**£**
Bank Interest	452	-	452	-
Other Income	1,784	-	1,784	1,080
Total	2,235	-	2,235	1,080

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

5 Charitable Activities Costs

Charitable activities	Unrestricted Advice & Information Services	Restricted Advice & Information Services	Total 2022	Total 2021
Direct Costs	54,638	366,845	421,483	322,393
Support costs (see below)	82,610	172,101	254,711	176,354
Total	137,248	538,946	676,194	498,747
Support costs				
Salaries/management	43,987	100,009	143,996	75,606
Governance	439	1,967	2,406	5,103
Other	38,184	70,125	108,309	95,645
Total	82,610	172,101	254,711	176,354

Support costs are shared overhead costs, shared on the basis of staff FTEs.

6 Net Income or Expenditure for the year

	2022	2021
This is stated after charging:	£	£
Independent Examiner's fee	1,320	3,120
Operating lease costs (buildings)	37,470	28,470
Hire of office equipment	12,133	13,416

7 Information about Trustees, Directors and Employees

	2022	2021
	£	£
Wages and salaries	425,033	331,775
Social Security costs	32,087	19,736
Pension costs	17,563	12,683
Total	474,683	364,194

The average number of FTE employees, analysed by function was:

	2022	2021
Chief Officer	1.0	0.8
Advice & Information Services	13.6	11.0
Admin. & Support	2.7	2.0
Total	17.3	13.8

No employee received remuneration of more than £60,000.

The charity considers its key management personnel comprise the trustees and the chief executive. Total emoluments, including pension contributions and Employer's NI, of the key management personnel were £46,926 (2021 - £39,954).

8 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year (2021 – £nil).

No expenses were reimbursed to trustees during the year (2021 £nil)

The trustees had indemnity insurance in place throughout the year.

9 Pensions

The charitable company enrols staff in a defined contribution pension scheme administered by Nest under auto-enrolment regulations. The pension cost charge for the year represents contributions payable by the charitable company to the fund and amount to £17,563 (2021: £12,056).

10 Comparatives for the statement of financial activities – previous year

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Income and Endowments from:			
Donations and Legacies	529	-	529
Charitable Activities	136,362	390,376	526,739
Capital projects	-	665	665
Other - including Fundraising	1,079	-	1,079
Total Income	137,970	391,041	529,012
Resources expended			
Charitable activities	95,662	403,085	498,747
Capital projects	-	-	-
Total resources expended	95,662	403,085	498,747
Net movements in Funds	30,265	-	30,265
Reconciliation of Funds:			
Total funds brought forward	196,347	5,405	201,752
Total Funds carried forward	226,612	5,405	232,017

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

11 Fixed assets

	Improvements to leasehold properties	Furniture & fittings	Total
Cost	**£**	**£**	**£**
At 1 April 2021 and 31 March 2022	345,858	44,040	389,898
Depreciation			
At 1 April 2021 and 31 March 2022	345,858	44,040	389,898
Net book value at end 2021 and 2022	-	-	-

There were no changes to the fixed assets position during the year.

12 Debtors - amounts falling due within one year

	2022	2021
	£	**£**
Accrued Income	8,827	77,259
Prepayments	4,647	-
Trade Debtors	692	2,006
	14,166	79,265

13 Creditors - amounts falling due within one year

	2022	2021
	£	**£**
Accounts payable	434	-
Other creditors including tax and social security	8,217	6,260
Accruals	27,447	27,752
Others	5,861	15,280
	41,959	49,292

14 Movement in Funds

	At 1 April 2021	Net movement in funds	Transfers in funds	At 31 March 2022
	£	**£**	**£**	**£**
Restricted Funds:				
Advice services	5,405	(65,573)	60,168	-
	5,405	(65,573)	60,168	-
Unrestricted Funds:				
Designated reserve fund	160,000	-	30,000	190,000
General fund	66,612	42,105	(90,168)	18,549
	226,612	42,105	(60,168)	208,549
Total Funds	**232,017**	**(23,468)**	**-**	**208,549**

Transfers between funds: Any restricted funds that have overspent and are in deficit are supported by core funding by means of a transfer between funds.

Purpose of restricted funds:

Advice services

The total for advice services comprises:

- Welsh Government for advice and information services, a proportion of which was raised from a levy from the financial services industry for the purpose of providing debt advice.
- Department for Work and Pensions for Help to Claim Universal Credit

Both are administered through Citizens Advice.

Purpose of designated funds:

Contingency Fund The purpose of the Contingency Fund is to ensure that we are able to cover our obligations in the event of loss of funding.

15 Commitments under operating leases

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

Operating Leases

	2022	2021
	£	£
Within one year	26,780	40,603
Between two and five years	51,247	51,246
	78,027	91,849

16 Related Party Transactions

There were related party transactions between Cyngor Ar Bopeth Gwynedd Citizens Advice and Citizens Advice (National Association of Citizens Advice Bureaux) during the year.

The charity paid £12,375 to Citizens Advice in membership fees and to cover the cost of insurance, financial support, and information services.

No amounts were outstanding at the year end.

17 Taxation

The company, being a registered charity with minimal trading income, has been granted exemption from corporation tax under Section 505 of the Income and Corporation Taxes Act 1988. No provision for taxation has therefore been made in these accounts.

18 Going concern

As at 31 March 2022, the charity had unrestricted reserves totalling £208,549. The Board has decided that the charity should hold unrestricted reserves of at least £190,000, ensuring at least 3 months anticipated running costs.

Following risk assessments and cash flow exercises undertaken, the Trustees consider it appropriate to prepare the financial statements on a going concern basis.

Cyngor ar Bopeth Conwy Gwynedd Citizens Advice

England & Wales - Charity number 1092359

Accounts

REGISTERED COMPANY NUMBER: 04353734 (England and Wales)
REGISTERED CHARITY NUMBER: 1092359

CYNGOR AR BOPETH GWYNEDD CITIZENS ADVICE

REPORT OF THE TRUSTEES AND UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

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Registered Company Number: 04353734 (England and Wales)

Registered Charity Number: 1092359

Registered Office: Canolfan Lafan, 2 Glanrafon, BANGOR, LL57 1LH

Trustees

Peter Evans	Chair of the Board
Mathew Powell	Vice Chair
Ian Cuthbertson	Treasurer
Lesley Day	
Ifan Llewelyn Jones	
Very Revd Kathy Jones	(resigned 3/6/2021)
John Pollard	
Huw Llwyd Rowlands	
Lis Crompton	(co-opted 24/11/2020)
Siôn Hughes	(co-opted 9/3/2021)
Bethan Williams Price	(co-opted 31/3/2021)

President: Betty Williams

Independent Examiner

Barrie Buels, Crestmere Limited Chartered Certified Accountants
Unit F1, Intec Ffordd Y Parc, Parc Menai, Bangor, Gwynedd LL57 4FG

Key Management

Tal Michael – Chief Executive and Company Secretary

Bankers

Barclays Bank Plc, 5-7 Bangor Street, Caernarfon, Gwynedd, LL55 1AE

Nationwide Building Society, 258 High Street, Bangor, LL57 1RS

The Charity Bank Limited, Fosse House, 182 High Street, Tonbridge, TN9 1BE

REPORT OF THE TRUSTEES FOR THE YEAR ENDING 31 MARCH 2021

Cyngor ar Bopeth Gwynedd Citizens Advice (CAB Gwynedd) is a registered charity and a company limited by guarantee. It is governed by a board of trustees who are also directors for the purposes of the Companies Act 2006. This is their annual report and the financial statements of the charity for the year ended 31 March 2021.

Objectives and activities

Objectives and aims

The charitable purpose of CAB Gwynedd is "to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Gwynedd and surrounding areas".

The trustees have agreed the following aims:

- to provide the advice people need for the problems they face and to campaign to improve the policies and practices that affect people's lives;
- to provide a service that is free, independent, confidential and impartial; and
- to value diversity, promote equality and challenge discrimination.

In pursuing these aims we are focused on ensuring that advice is available when and where Gwynedd people need it and that they are able to access that advice face to face, by telephone or digitally in the way that best meets their needs. Our campaigning involves engaging with government agencies locally and nationally as both can have a significant impact on Gwynedd people and the problems they face.

In furtherance of these aims we seek to secure training and employment opportunities for local people providing bilingual digital advice, usually by phone, email or webchat, across Wales and England.

Our policy is that all staff should, once fully trained, be paid at least the Living Wage as defined by the Living Wage Foundation. From April 2021 this is set at £9.50 per hour.

Significant activities

We provide advice to clients across Gwynedd, usually by phone initially but with face-to-face appointments as required. Due to restrictions to tackle the Covid-19 pandemic our advice was almost exclusively delivered by phone, email, video call and webchat during 2020-21. In total we helped 3,301 clients in 2020-21 (3,993 clients in 2019-20) with 10,313 issues (12,731). We recorded outcomes against 659 of these clients (546 in in 2019-20). For these clients we secured £235k (£285k) debt written off and income gains of £1.9m (£1.7m).

Public benefit

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

Grants

The trustees have not made grants in furtherance of the Charity's objectives during 2020-21.

Achievement and performance

Charitable activities – how our activities deliver public benefit

National research indicates that the value of our advice far exceeds the results formally recorded on the casebook system. Using the average outcomes from national research we can say that overall for every £100 invested in CAB Gwynedd, during 2020-21 we delivered:

- *£159 in savings to government and public services (fiscal benefits)*

By helping stop problems occurring or escalating, we reduce the pressure on public services such as health, housing or out-of-work benefits. Total: **£786,000**

- *£1,576 in wider economic and social benefits (public value)*

Solving problems improves lives – and this means better wellbeing, participation and productivity for the people we help. Total: **£7.8 million**

- *£1,066 in value to the people we help (financial outcomes following advice)*

Through our advice, we can increase people's income. We can help them get debts written-off, take up benefits they're entitled to or get compensation for problems. Total: **£5.3 million**

Caution should be exercised in making direct comparisons with previous years for the following reasons:

- Citizens Advice services across England & Wales have seen a different profile of clients in terms of issues and problems this year compared with most others, primarily because of external factors associated with the pandemic and lockdown.
- In particular, across England & Wales, there were less debt, benefits and housing clients. And less of the debt clients seen had debts written off, and less of the housing clients seen were affected by homelessness. In the model, the numbers of these client groups contribute heavily to the overall savings figures generated.
- The national team have updated the impact assumption figures used in the fiscal and public model through a new iteration of their National Outcomes and Impact Research conducted in 2020/21.

Financial review

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).

Financial position

There was an overall surplus for the year of £30,265. The surplus in the previous year was £34,572. These surpluses are primarily the result of uncertainty and delays in recruitment: we did not know whether Citizens Advice would be awarded funding from the Single Advice Fund commencing January 2020 and if we hadn't, we would have faced a very different financial position. Our initial attempts at recruitment were delayed by the Covid pandemic and by individuals turning down job offers, requesting part-time hours and some individuals leaving after training. However we intend to spend most of this surplus on service delivery in 2021-22 with the rest in 2022-23 and it has enabled recruitment to proceed and much-delayed pay awards to be implemented.

We have continued to deliver Advicelink Cymru in partnership with Citizens Advice charities across North Wales plus Shelter Cymru and SNAP Cymru. Advicelink Cymru is supported by the Welsh Government's Single Advice Fund.

We have continued to deliver Universal Credit Help to Claim on behalf of the UK Department of Work and Pensions and funding continues in 2021-22.

Principal funding sources

The principal funding sources for the year's operations were:

- Welsh Government for advice and information services, a proportion of which was raised from a levy from the financial services industry for the purpose of providing debt advice.
- Gwynedd Council for core activities.
- Department for Work and Pensions for Help to Claim Universal Credit (administered through Citizens Advice).
- Department for Business, Energy & Industrial Strategy for Remote Working Equipment and to create enduring capacity to meet more demand on Adviceline phone, chat and email (administered through Citizens Advice).
- Adra (previously Cartrefi Cymunedol Gwynedd) for advice and support to tenants with the aim of ensuring that tenancies are sustainable.
- Community Foundation Wales to employ an additional staff member for six months and for equipment to ensure our offices are Covid-secure.
- Caernarfon Royal Town Council for advice and support to residents of their areas.

Investment policy and objectives

Our policy is that funds not required for current expenditure will be deposited in interest-bearing bank accounts with one or more secure and reputable banks in accounts providing access within a reasonable notice period.

Reserves Policy and going concern

The reserves policy (agreed by trustees in October 2018 and reviewed annually): that the charity should hold unrestricted reserves of at least £160,000, based on 4 months anticipated

running costs. This is consistent with the financial health monitoring regime operated by Citizens Advice nationally, based on guidance from the Charity Commission.

As at 31 March 2021, the charity had unrestricted reserves totalling £226,612. With the above guidance in mind, the board has designated a contingency reserve fund of £160,000 to provide security for the charity in the event of a shortfall in revenues from funders.

The charity's ability to continue to provide current services is largely dependent on funding from local authorities and government agencies. The funding available for 2021-22 is projected to be £507,909. The financial statements are prepared on a going concern basis based on the risk assessment and cash flow forecasting exercises undertaken.

Looking forward

The trustees are committed to ensuring that the funding available is used in the most effective way possible to meet our charitable objectives, ensuring that CAB Gwynedd remains a going concern. This requires us to ensure that the service offered matches the resources available. We are committed to working with other organisations to improve the effectiveness and efficiency of our operations – our commitment is to securing the advice services which the people of Gwynedd need and deserve not to a particular organisational structure. With this in mind, the Board has agreed to develop a strategic partnership with Cyngor ar Bopeth Cylch Conwy Citizens Advice. Both Trustee Boards see this as an opportunity to share resources, reduce duplication, build on business strengths and negate potential weaknesses and in so doing build a resilient partnership which could invest more resources into a quality front line service that meets the needs of citizens.

The Welsh Language is very important in both counties and working together will mean we are better able to deliver language choice as well as ensuring high quality advice can be accessed in a variety of ways whether it be by phone, video, email or face to face (in line with government guidance on minimising the risk of transmitting Covid-19) in Welsh and English, and also using British Sign Language.

The development comes in light of many discussions with the wider Citizens Advice network and trends across the charitable sector. It will enable us to:

- Strengthen governance to deal with the increasing responsibilities now required of trustees
- Create a resilient partnership better able to withstand shortfalls arising from time to time such as staff vacancies or loss of funding
- Strengthen quality, training and communications thereby improving the service our staff and volunteers deliver
- Dedicate resources to consistent staff development within a staffing structure that achieves a better home and work balance, achieving a high level of mental & physical health & well being
- Widen the service offer at no extra cost e.g. offering video appointments, and British Sign Language
- Strengthen partnership working with statutory and voluntary agencies and with the other Citizens Advice charities in North Wales

Structure, governance and management

The charity is a company limited by guarantee established by its Memorandum of Association dated 2001 and governed by Articles of Association which were updated in October 2016. It is registered with the Charity Commission. Anyone over the age of 18 years who is not a paid or volunteer worker of the Charity and any corporate body or unincorporated association interested in furthering the work of the charity, can become a member of the charity. The members each agree to contribute £1 in the event of the charity winding up. There are currently 26 individual members and 2 corporate members.

Organisational structure

CAB Gwynedd is managed by a board of trustees who are ultimately responsible for all aspects of its activities and administration. The Chief Executive is appointed by the trustees to manage the day to day operations of the charity; authority for operational matters including finance and employment has been delegated by the trustees to the Chief Executive. The board meets quarterly and there is an executive committee comprising the chair, vice-chair and treasurer covering management issues which meets more regularly. No trustee receives any remuneration.

The executive committee comprises Peter Evans – Chair, Matthew Powell – Vice Chair, and Ian Cuthbertson – Treasurer. There were no changes during the year.

Wider network

The charity is a member of Citizens Advice (National Association of Citizens Advice Bureaux). Membership of Citizens Advice confers rights and responsibilities. As a condition of membership the charity follows a performance and quality framework consisting of a combination of self-assessment and external checking. 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.

Key management remuneration

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

Recruitment, training and appointment of trustees

As set out in the Articles of Association, the maximum number of trustees is 15 and the minimum is 3, being either:

a) elected at an annual general meeting (maximum ten such elected trustees in total), or

b) co-opted by the trustee board provided that on appointment the total number of co-opted trustees is no more than one third of the total number of trustees.

All elected trustees retire from office at the third annual general meeting following their election, but may be re-elected. All co-opted trustees retire from office at the third annual

general meeting following the meeting of the trustee board at which they were appointed, but may then be re-appointed.

In line with best practice, vacancies for trustees are advertised and applicants are interviewed by a panel. However, any member can nominate an individual to be a trustee by giving notice of their intention to nominate that individual between fourteen days and thirty five days before the AGM.

New trustees undergo an induction session to brief them on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision making processes, the business plan, and recent financial performance of the charity. During the induction they meet key employees and other trustees. Trustees are encouraged to attend appropriate external events.

Related parties

As stated above Cyngor Ar Bopeth Gwynedd Citizens Advice is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. It also provides a secure electronic case management tool which must be used by the charity as a condition of membership. Operating policies are based on national guidance and model procedures where provided, but are independently determined by the trustee board of the charity, in order to fulfil its charitable objects and in compliance with national membership requirements.

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

Risk management

The trustees have a duty to identify and review risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against e.g. fraud and error.

The trustees recognise that any major risk the charity is exposed to needs to be reviewed and systems put in place to mitigate those risks. To that end the charity has produced a risk register and action plan to address priority risks and set up a framework for the continuous management and monitoring of risks. Systems are in place to mitigate the risks as they are identified. The risk register is regularly reviewed and in response to medium risks improved emergency procedures and contingency plans are developed.

Statement of trustees' responsibilities

The trustees (who are also directors of Cyngor ar Bopeth Gwynedd Citizens Advice for the purposes of company law) acknowledge their responsibility for preparing the report of the trustees and the financial statement in accordance with applicable law, and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice GAAP), 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 is it inappropriate to presume that the charitable company will continue as a business.

The trustees are responsible for ensuring that proper accounting records are kept 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.

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 3rd November 2021

and signed on its behalf by:

Peter Evans - Trustee, and Chair of the Board

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES

I report to the trustees on my examination of the financial statements of Cyngor ar Bopeth Gwynedd Citizens Advice (the charity) for the year ended 31 March 2021.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

Barrie Buels FCCA FCIE
Crestmere Limited,
Chartered Certified Accountants
Unit F1, Intec, Parc Menai, Bangor, LL57 4FG

Signed 3rd November 2021

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

	Note	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Income and Endowments from:					
Donations and Legacies	3	529	-	529	375
Charitable Activities	4	136,362	390,376	526,739	450,365
Capital projects		-	665	665	429
Other - including Fundraising	5	1,079	-	1,079	1,260
Total Income		137,971	391,041	529,012	452,429
Expenditure on:					
Charitable Activities	6	95,662	403,085	498,747	413,643
Capital Projects		-	-	-	4,214
Total Expenditure		95,662	403,085	498,747	417,857
Net Income/Expenditure before transfers		42,309	(12,043)	30,265	34,572
Transfers between funds		(12,043)	12,043	-	-
Net Movement on Funds for the Year		30,265	-	30,265	34,572
Reconciliation of Funds:	15				
Balances brought forward		196,347	5,405	201,752	167,180
Balances Carried Forward		226,612	5,405	232,017	201,752

The statement of financial activities includes all gains and losses in the year. All income and expenditure derive from continuing activities.

The notes on pages 14 - 21 form part of these financial statements.

STATEMENT OF CASH FLOWS AT 31 MARCH 2021

	2021	2020
	£	£
Operating activities		
Net cash (used in)/provided by operating activities	74,986	(36,891)
Interest paid	(158)	(265)
	74,828	(37,156)
Investing activities		
Investment income	894	450
Net cash provided by investing activities	894	450
Change in cash and cash equivalents in the year	75,722	(36,706)
Cash and cash equivalents at beginning of the year	126,322	163,028
Total cash and cash equivalents at end of the year	202,044	126,322

BALANCE SHEET AT 31 MARCH 2021

	Note	Unrestricted Funds	Restricted Funds	Total Funds 31-Mar-21	Total Funds 31-Mar-20
Fixed Assets				**£**	**£**
Tangible fixed assets	12	-	-	-	-
Current Assets					
Debtors	13	49,292	29,973	79,265	105,252
Cash at bank and in hand		196,639	5,405	202,044	126,321
		245,931	35,378	281,309	231,573
Liabilities					
Creditors - amounts falling due within one year	14	19,319	29,973	49,292	29,821
Net Current Assets		226,612	5,405	232,017	201,752
Net Assets		226,612	5,405	232,017	201,752
Funds of the Charity	15				
Restricted funds		0	5,404	5,404	5,405
Unrestricted funds		66,612	0	66,612	36,347
Designated funds		160,000	0	160,000	160,000
		226,612	5,404	232,017	201,752

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statement for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The Trustees acknowledge their responsibilities for:

a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006, and

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

The financial statements were approved by the board of trustees on 3rd November 2021 and signed on its behalf by:

Peter Evans, Trustee & Chair of the Board **Ian Cuthbertson, Trustee & Treasurer**

Cyngor ar Bopeth Gwynedd Citizens Advice Company Registration No. 04353734

1 Accounting policies

1.1 Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under Financial Reporting Standard 102, have been prepared in accordance with the Charities SORP (FRS102) 'Accounting and Reporting by Charities: Statement of Recommended Practice, applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The charitable company is not a member of a group and the financial statements cover its activities as an individual entity.

The financial statements are prepared under the historical cost convention.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

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

1.2 Fund accounting

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

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

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors, or which have been raised by the company for specific purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.3 Income

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

Donated services and facilities are included at the value to the charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts.

Voluntary income is received by way of grants (including Government grants), donations and gifts, including gift aid where applicable, and is included in full in the statement of financial activities when receivable. Income from grants, where related to performance and specific deliverables, is accounted for when it is probable that the income will be received and the amount can be measured reliably and is not deferred.

1.4 Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates.

Charitable expenditure includes those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them. All costs have been allocated to activity cost categories on a basis consistent with the use of resources.

Support costs include all those overhead costs of office accommodation, utility services and other services and costs which support the charity's activities. Also the costs of meeting the constitutional and statutory requirements of the charity and costs linked to the strategic management of the charity.

1.5 Operating leases and hire purchase agreements

The charity classifies leases of property and printing and telecommunications equipment as operating leases; the title to the property and equipment remains with the lessor. Rental charges are expensed on a straight line basis over the term of the lease.

1.6 Tangible fixed assets and depreciation

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

- Furniture and equipment is written off on a straight-line basis over an estimated useful life of four years.
- Computer equipment is written off on a straight-line basis over an estimated useful life of four years.
- Improvement to leasehold property is fully depreciated in the year the expense is incurred.

1.7 Transfers between funds

Any restricted funds that over-spent and are in deficit, are supported using core funding by means of a transfer between funds.

1.8 Pension costs and other post-retirement benefits

The charitable company enrols staff in a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate. Differences between contributions payable in the year and contributions paid are shown as either accruals or prepayments in the balance sheet.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations & legacies

	Unrestricted	Restricted	Total 2021	Total 2020
Voluntary income	**£**	**£**	**£**	**£**
Donations	529	-	529	375
	529	-	529	375

Donations includes £250 from C K Tools

4 Income from charitable activities

	Unrestricted	Restricted	Total 2021	Total 2020
Advice services:	**£**	**£**	**£**	**£**
Cyngor Gwynedd	132,579	-	132,579	132,577
Citizens Advice	-	361,786	361,786	282,805
Adra Tai Cyf (prev. CCG)	-	15,000	15,000	15,000
Community Foundation Wales	-	13,100	13,100	
Cyngor Tref Caernarfon	2,500			2,500
Other	1,283	490	1,773	12,123
Betsi Cadwaladr University Health Board	-	-	-	5,360
Capital projects				
Pwllheli leasehold improvements	-	665	665	429
	136,362	391,041	524,903	450,794

Citizens Advice includes funding to support Single Advice funding - Debt/Community Focus, Income Maximisation (Welsh Government), and Help to Claim projects (UK Government).

5 Other income

	Unrestricted	Restricted	Total 2021	Total 2020
	£	**£**	**£**	**£**
Rent from hire of rooms	-	-	-	150
Bank interest	894	-	894	450
Other income	186	-	186	660
Total	1,080	-	1,080	1,260

6 Charitable activities costs

	Unrestricted Advice & Information Services	Restricted Advice & Information Services	Total 2021	Total 2020
Charitable activities				
Direct costs	67,164	255,229	322,393	230,477
Support costs (see below)	28,498	147,856	176,354	187,380
Total	95,662	403,085	498,747	417,857
Support costs				
Salaries/management	903	74,703	75,606	89,970
Other	25,684	69,961	95,645	91,427
Governance	1,911	3,192	5,103	5,983
Total	28,498	147,856	176,354	187,380

Support costs are allocated based on hours worked in each area.

7 Net income or expenditure for the year

	2021 £	2020 £
This is stated after charging:		
Independent Examiner's fee	3,120	3,120
Operating lease costs (buildings)	28,470	37,470
Hire of office equipment	13,416	7,965

8 Information about trustees, directors and employees

	2021 £	2020 £
Wages and salaries	331,775	275,464
Social Security costs	19,736	15,743
Pension costs	12,683	10,182
Total	364,194	301,389

The average number of employees (full time equivalent), analysed by function was:

	2021	2020
Chief Officer	0.8	0.8
Advice & information services	11	9.7
Administration & support	2	1.1
Total	13.8	11.6

No employee received remuneration of more than £60,000.

The charity considers its key management personnel comprise the trustees and the chief executive. Total emoluments, including pension contributions, of the key management personnel were £39,954 (2020 - £36,603).

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year (2020 – £nil).

No expenses were reimbursed to trustees during the year (2020 - £200)

The trustees had indemnity insurance in place throughout the year.

10 Pensions

The charitable company enrols staff in a defined contribution pension scheme administered by Nest under auto-enrolment regulations. The pension cost charge for the year represents contributions payable by the charitable company to the fund and amount to £12,056 (2020: £10,182).

11 Comparatives for the statement of financial activities – previous year

	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Income and Endowments from:			
Donations and legacies	375	-	375
Charitable activities	155,902	294,463	450,365
Capital projects	-	429	429
Other - including fundraising	1,260	-	1,260
Total Income	157,537	294,892	452,429
Expenditure on:			
Charitable activities	92,246	321,397	413,643
Capital projects	-	4,214	4,214
Total expenditure	92,246	325,611	417,857
Net income/expenditure before transfers	65,291	(30,719)	34,572
Transfers between funds	(36,124)	36,124	-
			-
Net movement on funds for the year	29,167	5,405	34,572
Reconciliation of funds:			
Balances brought forward	167,180	-	167,180
Balances carried forward	196,347	5,405	201,752

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

12 Fixed assets

	Improvements to leasehold properties	Furniture & fittings	Total
Cost	**£**	**£**	**£**
At 1 April 2020 and 31 March 2021	345,858	44,040	389,898
Depreciation			
At 1 April 2020 and 31 March 2021	345,858	44,040	389,898
Net book value at end 2020 and 2021	-	-	-

There were no changes to the fixed assets position during the year.

13 Debtors - amounts falling due within one year

	2021	2020
	£	**£**
Accrued Income	77,259	104,408
Prepayments	2,006	844
	79,265	105,252

14 Creditors - amounts falling due within one year

	2021	2020
	£	**£**
Other creditors including tax and social security	6,260	8,338
Accruals	27,752	20,156
Others	15,280	1,327
	49,292	29,821

15 Movement in Funds

	At 1 April 2020	Net movement in funds	Transfers in funds	At 31 March 2021
Restricted Funds:	**£**	**£**	**£**	**£**
Advice services	5,405	(12,043)	12,043	5,405
	5,405	(12,043)	12,043	5,405
Unrestricted Funds:				
Designated reserve fund	160,000	-	-	160,000
General fund	36,347	42,309	(12,043)	66,612
	196,347	42,309	(12,043)	226,612
Total Funds	**201,752**	**30,265**	**-**	**232,017**

Transfers between funds: Any restricted funds that have overspent and are in deficit are supported by core funding by means of a transfer between funds.

Analysis of net assets between funds

	General funds £	Designated funds £	Restricted funds £	Total funds £
Current assets	115,904	160,000	5,405	281,309
Current liabilities	(49,292)	-	-	(49,292)
Net assets	66,612	160,000	5,405	232,017

Purpose of restricted funds:

Advice services

The total for advice services comprises:

- Welsh Government for advice and information services, a proportion of which was raised from a levy from the financial services industry for the purpose of providing debt advice.
- Department for Work and Pensions for Help to Claim Universal Credit

Both are administered through Citizens Advice.

Purpose of designated funds:

Contingency Fund The purpose of the Contingency Fund is to ensure that we are able to cover our obligations in the event of loss of funding.

16 Commitments under operating leases

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

	2021 £	2020 £
Within one year	40,603	39,500
Between two and five years	51,246	61,616
	91,850	101,116

17 Related Party Transactions

There were related party transactions between Cyngor Ar Bopeth Gwynedd Citizens Advice and Citizens Advice (National Association of Citizens Advice Bureaux) during the year.

The charity paid £10,695 to Citizens Advice in membership fees and to cover the cost of insurance, financial support, and information services.

In addition to receiving grants through Citizens Advice, they also reimbursed travel costs of £100.90 for attending events and/or participating in committees.

No amounts were outstanding at the year end.

18 Taxation

The company, being a registered charity with minimal trading income, has been granted exemption from corporation tax under Section 505 of the Income and Corporation Taxes Act 1988. No provision for taxation has therefore been made in these accounts.

19 Going concern

As at 31 March 2021, the charity had unrestricted reserves totalling £226,612. The Board has decided that the charity should hold unrestricted reserves of at least £160,000, based on 4 months anticipated running costs.

Following risk assessments and cash flow exercises undertaken, the Trustees consider it appropriate to prepare the financial statements on a going concern basis.