

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 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.

REPORT OF THE TRUSTEES FOR THE YEAR ENDING 31 MARCH 2021

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).

REPORT OF THE TRUSTEES FOR THE YEAR ENDING 31 MARCH 2021

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

REPORT OF THE TRUSTEES FOR THE YEAR ENDING 31 MARCH 2021

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

REPORT OF THE TRUSTEES FOR THE YEAR ENDING 31 MARCH 2021

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

REPORT OF THE TRUSTEES FOR THE YEAR ENDING 31 MARCH 2021

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.

REPORT OF THE TRUSTEES FOR THE YEAR ENDING 31 MARCH 2021

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 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 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.

CYNGOR AR BOPETH GWYNEDD CITIZENS ADVICE
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)
	<u>74,828</u>	<u>(37,156)</u>
Investing activities		
Investment income	894	450
Net cash provided by investing activities	<u>894</u>	<u>450</u>
Change in cash and cash equivalents in the year	75,722	(36,706)
Cash and cash equivalents at beginning of the year	<u>126,322</u>	<u>163,028</u>
Total cash and cash equivalents at end of the year	<u>202,044</u>	<u>126,322</u>

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:

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

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

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.

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

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 enrolls 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 2021**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

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

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

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 enrolls 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

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

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
	<u>91,850</u>	<u>101,116</u>

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.

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

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.