

REGISTERED COMPANY NUMBER: 04265661 (England and Wales)  
REGISTERED CHARITY NUMBER: 1094263

**Report of the Trustees and**  
**Unaudited Financial Statements for the Year Ended 31 March 2023**  
**for**  
**Cyngor Ar Bopeth Powys**  
**Citizens Advice Bureau**

Morgan Griffiths LLP  
Chartered Accountants  
Cross Chambers  
9 High Street  
Newtown  
Powys  
SY16 2NY

**Cyngor Ar Bopeth Powys  
Citizens Advice Bureau**

**Contents of the Financial Statements  
for the Year Ended 31 March 2023**

---

	<b>Page</b>
<b>Reference and Administrative Details</b>	<b>1</b>
<b>Report of the Trustees</b>	<b>2 to 11</b>
<b>Independent Examiner's Report</b>	<b>12</b>
<b>Statement of Financial Activities</b>	<b>13</b>
<b>Balance Sheet</b>	<b>14 to 15</b>
<b>Cash Flow Statement</b>	<b>16</b>
<b>Notes to the Cash Flow Statement</b>	<b>17</b>
<b>Notes to the Financial Statements</b>	<b>18 to 25</b>

---

**Cyngor Ar Bopeth Powys  
Citizens Advice Bureau**

**Reference and Administrative Details  
for the Year Ended 31 March 2023**

---

<b>TRUSTEES</b>	C Thomas Chair D Ryan Vice Chair J Kearle Treasurer J Hankins T Butler M C Harvey P R Swanson S J Kearle S E Evans (appointed 10.5.22)
-----------------	--

<b>COMPANY SECRETARY</b>	Y E Bell
--------------------------	----------

<b>REGISTERED OFFICE</b>	Ladywell House Newtown Powys SY16 1QS
--------------------------	--

<b>REGISTERED COMPANY NUMBER</b>	04265661 (England and Wales)
--------------------------------------	------------------------------

<b>REGISTERED CHARITY NUMBER</b>	1094263
--------------------------------------	---------

<b>INDEPENDENT EXAMINER</b>	Morgan Griffiths LLP Chartered Accountants Cross Chambers 9 High Street Newtown Powys SY16 2NY
-----------------------------	--

<b>BANKERS</b>	NatWest Bank Plc Broad Street Newtown Powys SY16 2LY
----------------	--

**Report of the Trustees**  
**for the Year Ended 31 March 2023**

---

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. 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 Ended 31 March 2023**

---

## **OBJECTIVES AND ACTIVITIES**

### **Objectives and aims**

**Our mission:** To provide access to independent and quality assured advice services, helping people understand and exercise their rights and responsibilities and to make informed decisions about their lives.

**Our aims:** To provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives.

**Our principles:** To provide, free, independent, confidential, and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

**Our values:** To focus on clients, achieve results, continuously improve, promote equality and fairness, value each other and work together.

We stand up for equality: challenging discrimination through advice: championing equality through research and campaigns: valuing diversity as an employer and volunteer agency.

### **Strategic Overview**

Citizens Advice Powys has a responsibility to plan strategically so that our activities fit with the needs of our communities, are aligned with the plans of other key stakeholders such as Welsh Government, Powys County Council, Powys Teaching Health Board, our third sector partners and our National Citizens Advice Service.

The provision of advice remains a key component of the Welsh Government's plans to tackle poverty, well-being and mental health and will contribute to the goals of the Well-being of Future Generations (Wales) Act 2015, Public Health Wales Long Term Strategy 2023-35 and the Social Services and Well-being (Wales) Act 2014.

The Powys Well-being Plan, "Towards 2040", has been developed by the Public Services Board. The vision is for a Fair, Sustainable and Healthy Powys. The three well-being objectives which shape the work to achieve the vision are:

- People in Powys live happy, healthy and safe lives.
- Powys is a county of sustainable places and communities.
- An increasingly effective Public Service for the people of Powys

### **Our Business and Development Plan**

During 2022-2023 we continued to deliver services consistently and have been able to adapt and make strategic progress in several key areas to meet the increase and change in demands. Our long-term goals have remained the same and the Trustee Board has reviewed our activities to ensure that our advice services continue to be fully inclusive and accessible to all.

Citizens Advice Powys is committed to 3 areas of strategic development:

- Financial Development.
- Training and Growth of the Workforce.
- Service Development.

During 2022-2023 we continued working towards:

- Developing multi-channel, accessible services to all client groups.
- Working proactively to prevent people reaching crisis point.
- Increasing Welsh Language provision.
- Working with partners and external stakeholders.

### **Quality Assured Advice Services**

Quality Assurance is very important to us as an independent advice service provider. We are called upon to help some of the most vulnerable people in our communities with very complex and life limiting problems. They deserve an advice service they can be confident is quality assured, independent of all other parties and that is externally accredited as being so.

Report of the Trustees  
for the Year Ended 31 March 2023

---

Citizens Advice Powys is accredited by the Advice Quality Standard (AQS).

To maintain this standard, we are externally assessed on a tri-yearly basis and must meet the strict requirements outlined in the assessment process:

- Client case management.
- Access to up to date and relevant legal material.
- Advisers and caseworkers who have met the required competence and experience criteria.
- Caseworkers who are able to demonstrate ongoing experience in casework categories.
- Operation of a strict internal file review procedure to ensure quality of advice and adherence to procedures and a system that is in place to ensure corrective action is taken where necessary.
- Regular Supervision and appraisal of advisers and caseworkers.

Citizens Advice Powys has been accredited by the IAQF since July 2019.

As a funder of organisations providing free and independent information and advice services, the Welsh Government ensures that organisations it funds are effectively managed; that the information and advice provided is up to date and that staff providing front-line advice services have the necessary skills and competencies to provide the best advice possible to clients.

The IAQF Wales ensures that all providers meet minimum standards in relation to safety, responsiveness, and effectiveness, but also seeks to embed a culture of continuous improvement.

Citizens Advice Powys is accredited with the MAPS Debt Advice Quality Framework.

The framework has been developed to ensure that the range of debt advice qualifications and training programs support debt advisers with the knowledge and skills to undertake a range of activities required to assist clients with high quality debt advice.

Report of the Trustees  
for the Year Ended 31 March 2023

---

## ACHIEVEMENT AND PERFORMANCE

### Review of Our Activities

During 2022-2023 we have continued to provide a full advice service across Powys via telephone, digital and in-person delivery. Our website includes additional online access for people to self-refer and partner organisations to formally refer directly.

**Core Volunteer Delivered Service** - Funded by Powys County Council, our Core Service is the backbone of our organisation with triage and advice services provided by our highly skilled volunteer workforce, supported by our paid and experienced Advice Service Managers. Clients accessing the service via our 0345 Message Line, website self-referral, or formal partner referrals are called back by our volunteer team who triage all incoming enquiries to identify urgencies/deadlines and arrange appropriate appointments with our staff specialists. Without our volunteers we would not be able to deal with such large numbers of clients seeking access to our services. **During 2022-23 our volunteers dealt with 15,138 requests for advice and support.**

**Town and Community Councils** throughout Powys continued to contribute to the Core Service. The Trustee Board is grateful for this local community support.

**Advicelink Services** - which is funded by the Welsh Government, commenced service delivery on 1st January 2020. The aim is to deliver free social welfare information and advice services, which achieves the most effective and sustainable outcomes for those seeking advice. The service reaches out to the most vulnerable clients proactively to get advice service intervention to those who most need it before they are in crisis.

The funding is split into 3 advice delivery models:

**Advicelink Community Focused** - delivery of all types of social welfare information and advice up to and including generalist advice with casework.

**Advicelink Specialist Benefits** - provides access to specialist casework on a range of legal social welfare problems, supporting people with appeals and tribunals.

**Advicelink Specialist Debt** advice is provided by our team of trained specialists who are fully accredited by the Institute for Money Advice and the Insolvency Service. Provision of specialist debt advice is Quality Assessed to meet the requirements of the Debt Quality Framework with outcomes reported to the Financial Conduct Authority.

**Telephone Rural Outreach Service** - using the telephony delivery channel, this project has allowed us to increase our capacity to provide clients with a quick response to generalist advice issues and specialist welfare benefit casework. This project addresses specific barriers to advice for clients such as rurality, lack of transport, affordability of transport and caring responsibilities.

**Newtown Advice Service** - in partnership with Newtown Town Council the advice service is targeted at people who live within the 5 Local Authority wards of Newtown.

**Empowerment through In-House Advice** - a bespoke advice service delivered directly to people receiving help with their substance use which aims to prevent client's problems becoming complex, acting as triggers, and leading to relapse.

**Warmer Wales** - expert energy advice to people experiencing or at risk of, fuel poverty and those vulnerable to the cold. Assisting with benefit and energy grant applications as well as providing practical energy advice on tariff switching and dealing with suppliers. The service also provides emergency energy provision for people in financial crisis.

**Mid & South Wales Financial Capability Forum** - the quarterly forum is attended by members representing over 50 different statutory and third sector organisations. We continue to deliver the forums virtually.

**Claim What's Yours** - A Wales wide telephone service to support people who are struggling financially to identify any benefit entitlement they are unaware of.

Report of the Trustees  
for the Year Ended 31 March 2023

---

**Basic Income Pilot** - The Basic Income for Care Leavers in Wales pilot is available for those leaving care who are turning 18 years of age between 1 July 2022 and 30 June 2023. Providing a monthly payment of £1,600 (£1,280, after-tax) to all eligible recipients choosing to participate in the pilot. CA Powys advisers work with the Local Authority to provide advice and support to participants of the pilot.

**Foodbank Extra service** - Funded by the Trussell Trust, Citizens Advice Powys are working in partnership with Llandrindod Wells Foodbank to deliver the "Foodbank Extra" project. The project helps people with the issues they have, that lead them to need an emergency food parcel. The project helps people resolve their practical issues, maximise their income, reduce their debts, solve housing, energy and other issues and aims to reduce the need to be dependent on foodbanks and other charitable sources.

**Contribution of paid staff and volunteers**

Both Citizens Advice Powys Trustees and the Operations Team recognise that the charity's success could not have been achieved without the hard work and commitment of both paid staff and volunteers.

With the dedication of our paid and volunteer team, we have continued to deliver services, adapted to meet increases and changes in demand. The Trustee Board have regularly reviewed our operational activities and kept pace with rapidly changing events so that our advice services continue to be fully inclusive and accessible to all.

**Volunteers** - our volunteer team is an integral and valued part of our Powys wide service. They are important to the sustainability of our local advice services across the county. As well as increasing our capacity, it is also a way forward for our volunteers to benefit from gaining new skills, personal development, better well-being, increased knowledge of community issues and stronger community engagement. This can also contribute to individuals finding employment, but it also keeps the service rooted within the community.

Our volunteers tell us that they value the opportunity to:

- Make a positive change to people's lives.
- Gain work experience
- Meet new people.
- Feel valued and a part of the team.

**During 2022/23 our volunteers contributed over 4,900 hours, with calculated monetary value of £107k.**

**Trustees** - our volunteer Trustee Board works hard to ensure that we operate smoothly and meet all of our Citizens Advice Membership requirement and legal obligations as a Limited Company, a charity and an organisation regulated by the Financial Conduct Authority.

**The Impact of Our Advice**

During the 12 months to March 2023 Citizens Advice Powys:

- **4,360** individual clients assisted.
- **21,651** Advice issues dealt with
- **£2.35 million** gained for their clients in either "one off" or "ongoing" welfare benefit awards.
- **£3.5 million** of debt managed.
- **15,138** requests for advice and support.

We have introduced online referral options for individuals and partner agencies, giving people the option of 24/7 access to contact us.

- **1,230** Website contacts from individuals
- **585** partner referrals

We currently work with over **40 different formal referral partners** from third sector support organisations and statutory services. Working with our partners ensures that we are providing an effective and improved wrap around support for the people we assist. We have increased our knowledge of the strengths of other services available and raised awareness of the support we can provide as a Citizens Advice service.



**Report of the Trustees  
for the Year Ended 31 March 2023**

---

Understanding how we have impacted people we support through our advice service is important to us. During the year our feedback shows:

- 86% reported they would NOT have been able to sort out their problem without our help.
- 16% said that their problem was urgent.
- 62% said that they needed action taken on their behalf.
- 82% said that their issue had been positively resolved.
- 82% felt less stressed, depressed, or anxious after advice.
- 44% reported improved physical health after advice.

**What our clients say about us:**

"Since initially asking for help with my issue CAB were massively helpful to start, and have been very reassuring about their continued support as it is on-going. Whilst I am waiting to hear about a resolution, they have regularly checked in with me to see how things are progressing, and this makes me feel more secure and a lot less stressed at the prospect of having to try and deal with it on my own, it's a wonderful service"

"You have been a Godsend, thank you for keeping on top of this complaint and not giving up, I don't know what I would have done without you, probably be in debt for the rest of my life if you hadn't got this money wiped from my account."

"Thank you for your continued support and sticking with it, you never gave up, we had given up hope of ever getting heating put in our home, and my husband can now rest easy that he will be warm enough through his palliative care at home."

"The person I spoke to was clear and concise and helped me fill in the various forms I needed to fill in and complete and send off. Also, they phoned me back later in the year telling me of what costs of living monies I am entitled to and other information. I can't find any fault at all with the advice and service I received, it was first class. They've helped me tremendously, a very excellent organisation."

**FINANCIAL REVIEW**

**Principal funding sources**

The principle funding sources for the charity in the year were:-

- Henry Smith Charity - £43,725
- Powys County Council - Core Funding £51,205
- Welsh Government - Advicelink Community Focused £131,881
- Welsh Government - Specialist Debt £70,701

**Investment policy and objectives**

Under the Memorandum and Articles of Association, the charity has the power to make any investment which the Trustees see fit. The assets of the charity are available and adequate to meet its obligations for the foreseeable future.

Report of the Trustees  
for the Year Ended 31 March 2023

---

## FINANCIAL REVIEW

### Reserves policy

The Trustees have reviewed the Reserves Policy and believe that the organisation should hold financial reserves in order to ensure that the charity can continue to operate to meet the needs of clients in the event of unforeseen and potentially damaging circumstances arising. It has taken into account the reliability and continuance of future funding, timing of cashflows and working capital requirements, cover for unplanned emergency repairs and potential liabilities relating to staff should there be closure of a particular activity.

### Unrestricted Reserves

The Unrestricted Reserves held by the Charity at 31st March 2023 amounted to £285,938. The Unrestricted Reserves are held for the following purposes:

**Operational Reserves** - The Trustees consider that it would be prudent to set aside an amount of at least five months operating expenditure, to provide cover in the event of unforeseen circumstances or falls in income. The computation of this value will be reviewed on an annual basis. As at 31st March 2023 this figure was identified as £218k.

**Designated Reserves** - In addition, unrestricted funds have been considered, the Trustees have designated £10k to be used for actions identified in the Business Plan for 2023-24, including training of new advisers, technology replacement and reaching out into local communities.

**Contractual Commitment Reserves** - The Trustees aim to build up a reserve to ensure the organisation is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover and the costs of any disciplinary and/or grievance procedures which may arise. As at 31st March 2023 this figure was identified as £105k.

### Restricted Reserves

These funds are restricted by the donor or funder and cannot be used for the general purposes of the organisation. Their existence does not imply that there has been an under spend but may result from a variety of circumstances including timing differences between the organisation's financial year and the funding of the project concerned. The Restricted Funds held by the charity as at 31st March 2023 amounted to £9,574.

Report of the Trustees  
for the Year Ended 31 March 2023

---

## **FUTURE DEVELOPMENTS**

Citizens Advice Powys is committed to 3 areas of strategic development:

- Financial Development;
- Training and Growth of the Workforce;
- Service Development.

During 2023-2024 we will be working towards:

**Financial sustainability** - we aim to secure national and local funding to ensure ongoing funds to support core and project services.

**Increasing workforce capacity and resilience** - we will continue to recruit volunteers and paid staff and ensure that everyone has the skills, knowledge, and resources to deliver services. All volunteers and staff will continue to be supported with their own wellbeing.

**Developing Multi-channel, accessible services to all client groups** - we will achieve this by identifying barriers, improving existing access, piloting, and introducing new delivery channels and frameworks.

**Working proactively to prevent people reaching crisis point** - we aim to increase multi-agency working with a range of third sector and statutory support organisations, raising awareness, and developing self-help options.

### **We will continue to deliver ongoing services during 2023-2024**

- Core Volunteer Delivered Service
- Welsh Government Advicelink Services
- Telephone Rural Outreach Service.
- Newtown Advice Service
- Empowerment through In-House Advice
- Claim What's Yours
- Energy advice
- Basic Income Pilot
- Foodbank Extra

During 2023-24 the Trustee Funding Sub-Committee will work towards developing our Funding Strategy to ensure we identify gaps in our advice provision and acquire longer-term and sustainable funding.

The Trustee Board would like to thank all the funders who have contributed to the overall success and continuation of the Citizens Advice service across Powys and look forward to working with new and existing funders in the coming months.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **Governing document**

The organisation is a charitable company limited by guarantee and was established by a Memorandum of Association on 6 August 2001.

The organisation is registered at Companies House No. 4265661

The organisation is registered with the Charity Commission No. 1094263

### **Recruitment and appointment of new trustees**

The management of the organisation is the responsibility of the Trustees who are elected and co-opted under the terms of the governing document. Each Trustee retires from office at the third Annual general meeting following their appointment and will be re-elected if they wish to continue as a Board member.

Registers of Members Interests and People with Significant Control is kept at the registered office.

All directors of the company are also Trustees of the charity. There are no other Trustees. All the Trustees named on page 1 served throughout the year, unless appointed or resigned as shown.

Report of the Trustees  
for the Year Ended 31 March 2023

---

## STRUCTURE, GOVERNANCE AND MANAGEMENT

### Organisational structure

**Governance** - The Trustee Board is responsible for the strategic direction and legal compliance of the organisation and is accountable for all the acts and omissions of Citizens Advice Powys. The Board meets quarterly and at other times if required. In addition, there are 4 Sub-Committees: Human Resources (HR), Premises, Finance and Funding. Each sub-committee has its Terms of Reference and comprises a minimum of 3 Trustee Board members, including the Chair. The sub-committees meet more regularly to ensure timely reviews of matters arising between the regular, quarterly Board meetings to which they report back.

**Executive Management** - The Trustee Board exercises its overall control through the organisation's Chief Executive Officer (CEO). Line managed by the Trustee Board Chair, the CEO (Y Bell) is authorised by the Trustees to manage the day-to-day operational matters of the charity.

**Operational Management** - The CEO exercises day-to-day operational management and supervision of advice services through two Advice Service Managers, (N Kielthy & A Schmeinck) and a Debt/Energy Team Supervisor (J Maskall). Other staff, some of whom are self-supervising, also contribute greatly to the smooth and effective running of the organisation. The supervisory and operational activity is coordinated through regular Operational meetings chaired by the CEO.

### Induction and training of new trustees

The organisation places great importance on the governance issues of running a charity. Trustees must be committed to the aims and principles of the Citizens Advice service and possess specific skills of use to the Board in addition to their responsibility for exercising general oversight.

All Trustees are provided with an induction framework and given access to a portfolio of training on specific issues so that they fully understand their responsibilities as Trustees and employers.

### Related parties

Citizens Advice Powys is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux under a membership agreement which is designed to ensure that advice services to clients across all channels are protected, enhanced, and trusted.

Specifically, the agreement sets out what national Citizens Advice will do, what local Citizens Advice will do and, when and how membership starts and ends.

The membership agreement automatically accredits the local Citizens Advice with relevant quality standards and monitors the performance of each local Citizens Advice against a Performance and Quality Framework which is audited in a 3 yearly cycle. The framework is split into five key areas:

1. Client experience
2. Quality of Advice Assessment
3. People Management
4. Leadership
5. Financial Health.

This process gives assurance to stakeholders that CA Powys implements systems and processes which enable us to operate effectively as a service provider, employer and volunteering charity.

The framework embeds risk-based thinking, is linked to leadership, management and compliance activities and provides full accreditation to external quality marks.

In 2022, Citizens Advice Powys was in Year 3 of the assessment cycle and was re-accredited with the following external quality marks:

- AQS - Advice Quality Standard with Casework
- AQS - Advice Quality Standard with Telephone
- Money and Pensions Service Debt Advice Quality Framework
- Welsh Government Information Advice Quality Framework (IAQF)

**Report of the Trustees  
for the Year Ended 31 March 2023**

---

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Risk management**

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. Citizens Advice Powys has a Risk Register in place which identifies key risks. The Risk Register is monitored and reviewed regularly throughout the year. The review process will identify key priorities and an action plan is produced to resolve any emerging issues. Additionally, the Trustee Board has a Business Continuity Plan to ensure that business critical activities can continue to be conducted.

**Statement of Internal Control**

Our Trustee Board oversees the information security of all personal information that is processed about our clients', staff, funders, and strategic partners. Citizens Advice Powys holds joint responsibility for client data that are held in the national Citizens Advice Service case management system. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the General Data Protection Regulation and Data Protection Act 2018.

Citizens Advice Powys is registered with the Information Commissioner's Office under Z7669287 and will process all personal data in accordance with the General Data Protection Regulation and Data Protection Act 2018.

Our Privacy Policy at [www.powyscitizensadvice.org.uk](http://www.powyscitizensadvice.org.uk) provides further information on how personal data is processed and stored.

Approved by order of the board of trustees on 17 October 2023 and signed on its behalf by:



C Thomas - Trustee

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

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023.

**Responsibilities and basis of report**

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

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

**Independent examiner's statement**

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

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

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

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

Thomas Landers BA FCA

Morgan Griffiths LLP  
Chartered Accountants  
Cross Chambers  
9 High Street  
Newtown  
Powys  
SY16 2NY

17 October 2023

**Cyngor Ar Bopeth Powys  
Citizens Advice Bureau**

**Statement of Financial Activities  
(Incorporating an Income and Expenditure Account)  
for the Year Ended 31 March 2023**

	Notes	Unrestricted funds £	Restricted funds £	<b>31.3.23 Total funds £</b>	31.3.22 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	25	-	25	160
<b>Charitable activities</b>	4				
Provision of Advice & Information		83,204	453,283	536,487	553,980
Investment income	3	1,170	-	1,170	49
<b>Total</b>		<b>84,399</b>	<b>453,283</b>	<b>537,682</b>	<b>554,189</b>
<b>EXPENDITURE ON</b>					
<b>Charitable activities</b>	5				
Provision of Advice & Information		84,159	452,877	537,036	527,612
Net gains on investments		175	-	175	180
<b>NET INCOME</b>		<b>415</b>	<b>406</b>	<b>821</b>	<b>26,757</b>
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		285,523	9,168	294,691	267,934
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>285,938</b>	<b>9,574</b>	<b>295,512</b>	<b>294,691</b>

The notes form part of these financial statements

Cyngor Ar Bopeth Powys  
Citizens Advice Bureau (Registered number: 04265661)

**Balance Sheet**  
**31 March 2023**

	Notes	<b>31.3.23</b> £	31.3.22 £
<b>FIXED ASSETS</b>			
Tangible assets	12	<b>573</b>	765
Investments	13	<b>1,621</b>	1,446
		<b>2,194</b>	2,211
<b>CURRENT ASSETS</b>			
Debtors	14	<b>24,138</b>	8,652
Cash at bank and in hand		<b>352,834</b>	338,836
		<b>376,972</b>	347,488
<b>CREDITORS</b>			
Amounts falling due within one year	15	<b>(83,654)</b>	(55,008)
<b>NET CURRENT ASSETS</b>		<b>293,318</b>	292,480
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<b>295,512</b>	294,691
<b>NET ASSETS</b>		<b>295,512</b>	294,691
<b>FUNDS</b>	18		
Unrestricted funds		<b>285,938</b>	285,523
Restricted funds		<b>9,574</b>	9,168
<b>TOTAL FUNDS</b>		<b>295,512</b>	294,691

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 statements for the year ended 31 March 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

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

The notes form part of these financial statements



Cyngor Ar Bopeth Powys  
Citizens Advice Bureau

Balance Sheet - continued  
31 March 2023

---

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

The financial statements were approved by the Board of Trustees and authorised for issue on 17 October 2023 and were signed on its behalf by:



C Thomas - Trustee

The notes form part of these financial statements

Cyngor Ar Bopeth Powys  
Citizens Advice Bureau

**Cash Flow Statement  
for the Year Ended 31 March 2023**

	Notes	31.3.23 £	31.3.22 £
<b>Cash flows from operating activities</b>			
Cash generated from operations	1	13,007	101,001
Net cash provided by operating activities		13,007	101,001
<b>Cash flows from investing activities</b>			
Interest received		991	10
Net cash provided by investing activities		991	10
<b>Change in cash and cash equivalents in the reporting period</b>		13,998	101,011
<b>Cash and cash equivalents at the beginning of the reporting period</b>		338,836	237,825
<b>Cash and cash equivalents at the end of the reporting period</b>		352,834	338,836

The notes form part of these financial statements

Cyngor Ar Bopeth Powys  
Citizens Advice Bureau

Notes to the Cash Flow Statement  
for the Year Ended 31 March 2023

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

	31.3.23 £	31.3.22 £
<b>Net income for the reporting period (as per the Statement of Financial Activities)</b>	<b>821</b>	<b>26,757</b>
<b>Adjustments for:</b>		
Depreciation charges	191	255
Gain on investments	(175)	(180)
Interest received	(991)	(10)
(Increase)/decrease in debtors	(15,485)	91,587
Increase/(decrease) in creditors	28,646	(17,408)
<b>Net cash provided by operations</b>	<b>13,007</b>	<b>101,001</b>

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

	At 1.4.22 £	Cash flow £	At 31.3.23 £
<b>Net cash</b>			
Cash at bank and in hand	338,836	13,998	352,834
	338,836	13,998	352,834
<b>Total</b>	<b>338,836</b>	<b>13,998</b>	<b>352,834</b>

The notes form part of these financial statements

Notes to the Financial Statements  
for the Year Ended 31 March 2023

---

1. ACCOUNTING POLICIES

**Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

**Income**

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

**Expenditure**

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

**Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings                      - 25% on reducing balance

**Taxation**

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

**Fund accounting**

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

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

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

**Hire purchase and leasing commitments**

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

**Pension costs and other post-retirement benefits**

The charitable company operates 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.

**Cyngor Ar Bopeth Powys  
Citizens Advice Bureau**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2023**

**2. DONATIONS AND LEGACIES**

	<b>31.3.23</b>	<b>31.3.22</b>
	<b>£</b>	<b>£</b>
Donations	<b>25</b>	<b>160</b>

**3. INVESTMENT INCOME**

	<b>31.3.23</b>	<b>31.3.22</b>
	<b>£</b>	<b>£</b>
Dividends	<b>179</b>	<b>39</b>
Deposit account interest	<b>991</b>	<b>10</b>
	<b>1,170</b>	<b>49</b>

**4. INCOME FROM CHARITABLE ACTIVITIES**

	<b>31.3.23</b>	<b>31.3.22</b>
	<b>£</b>	<b>£</b>
Other contributions	<b>1,239</b>	<b>3,663</b>
Grants	<b>535,248</b>	<b>550,317</b>
	<b>536,487</b>	<b>553,980</b>

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

	<b>31.3.23</b>	<b>31.3.22</b>
	<b>£</b>	<b>£</b>
Powys CC - Core Grant	<b>51,204</b>	<b>51,205</b>
Town & Community Councils	<b>971</b>	<b>1,170</b>
Powys Teaching Health Board	<b>2,919</b>	<b>7,861</b>
Henry Smith Charity	<b>43,725</b>	<b>59,700</b>
PCC - Empowerment Through In-house Advice	<b>26,500</b>	<b>25,000</b>
Gwendoline & Margaret Davies Charity	<b>2,500</b>	<b>3,000</b>
Newtown Town Council	<b>4,370</b>	<b>8,119</b>
CITA - Help to Claim	<b>-</b>	<b>45,590</b>
British Gas Energy Trust - Warmer Wales	<b>-</b>	<b>20,034</b>
WG Advicelink Community Focused	<b>131,881</b>	<b>126,809</b>
WG Advicelink Specialist	<b>92,082</b>	<b>88,540</b>
PCC Homeless	<b>-</b>	<b>5,600</b>
PAVO Social Development Fund	<b>3,194</b>	<b>8,882</b>
Laura Ashley Foundation	<b>-</b>	<b>9,951</b>
PAVO Voluntary Sector Support	<b>-</b>	<b>5,998</b>
WG Advicelink & Claim What's Yours	<b>32,185</b>	<b>53,050</b>
Kickstart	<b>-</b>	<b>1,433</b>
Moondance	<b>21,188</b>	<b>28,375</b>
CITA Warmer Wales Energy	<b>41,500</b>	<b>-</b>
Trussell Trust Foodbank Extra	<b>22,427</b>	<b>-</b>
Basic Income Pilot	<b>24,789</b>	<b>-</b>
Powys CC Ukrainian Support	<b>21,963</b>	<b>-</b>
MAPS Financial Well-being Forums	<b>9,350</b>	<b>-</b>
Access Partner Fund	<b>2,500</b>	<b>-</b>
	<b>535,248</b>	<b>550,317</b>

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2023

**5. CHARITABLE ACTIVITIES COSTS**

	Direct Costs (see note 6) £	Support costs (see note 7) £	Totals £
Provision of Advice & Information	<u>526,466</u>	<u>10,570</u>	<u>537,036</u>

**6. DIRECT COSTS OF CHARITABLE ACTIVITIES**

	<b>31.3.23</b>	<b>31.3.22</b>
	£	£
Staff costs	476,825	461,460
Rent	20,636	23,653
Insurance	3,574	4,389
Telephone, Post & Stationery	13,239	13,638
Travel	2,755	435
Training/recruitment	1,306	2,641
CITA information	6,356	3,365
Computer costs	1,584	11,103
Depreciation	191	255
	<u>526,466</u>	<u>520,939</u>

**7. SUPPORT COSTS**

	Management costs £	Governance costs £	Totals £
Provision of Advice & Information	<u>7,510</u>	<u>3,060</u>	<u>10,570</u>

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

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

	<b>31.3.23</b>	<b>31.3.22</b>
	£	£
Depreciation - owned assets	192	255
Other operating leases	<u>20,636</u>	<u>23,653</u>

**9. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2023

**9. TRUSTEES' REMUNERATION AND BENEFITS - continued**

**Trustees' expenses**

Reimbursements of £49 were made to one Trustee in respect of travel expenses incurred in the performance of their duties (2022 nil).

**10. STAFF COSTS**

	<b>31.3.23</b>	31.3.22
	£	£
Wages and salaries	<b>422,875</b>	409,513
Social security costs	<b>28,348</b>	25,784
Other pension costs	<b>25,602</b>	26,163
	<u><b>476,825</b></u>	<u><b>461,460</b></u>

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

	<b>31.3.23</b>	31.3.22
Service Providers	<b>20</b>	19
Administration	<b>2</b>	2
	<u><b>22</b></u>	<u><b>21</b></u>

The charity considers its key management personnel comprise the senior management listed on page 10. The total employment benefits including employer pension contributions of the key management personnel for the year ended 31 March 2023 were £122,779 (2022: £122,293).

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

	Unrestricted funds £	Restricted funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	160	-	160
<b>Charitable activities</b>			
Provision of Advice & Information	76,451	477,529	553,980
Investment income	49	-	49
<b>Total</b>	<u>76,660</u>	<u>477,529</u>	<u>554,189</u>
<b>EXPENDITURE ON</b>			
<b>Charitable activities</b>			
Provision of Advice & Information	50,083	477,529	527,612
Net gains on investments	180	-	180
<b>NET INCOME</b>	26,757	-	26,757
Transfers between funds	728	(728)	-

Cyngor Ar Bopeth Powys  
Citizens Advice Bureau

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2023

**11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued**

	Unrestricted funds £	Restricted funds £	Total funds £
Net movement in funds	27,485	(728)	26,757
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward	258,038	9,896	267,934
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>285,523</u>	<u>9,168</u>	<u>294,691</u>

**12. TANGIBLE FIXED ASSETS**

	Fixtures and fittings £
<b>COST</b>	
At 1 April 2022 and 31 March 2023	<u>25,651</u>
<b>DEPRECIATION</b>	
At 1 April 2022	24,886
Charge for year	192
At 31 March 2023	<u>25,078</u>
<b>NET BOOK VALUE</b>	
At 31 March 2023	<u>573</u>
At 31 March 2022	<u>765</u>

**13. FIXED ASSET INVESTMENTS**

	Listed investments £
<b>MARKET VALUE</b>	
At 1 April 2022	1,446
Revaluations	175
At 31 March 2023	<u>1,621</u>
<b>NET BOOK VALUE</b>	
At 31 March 2023	<u>1,621</u>
At 31 March 2022	<u>1,446</u>

There were no investment assets outside the UK.



Cyngor Ar Bopeth Powys  
Citizens Advice Bureau

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2023

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

	31.3.23	31.3.22
	£	£
Prepayments and accrued income	24,138	8,652

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

	31.3.23	31.3.22
	£	£
Trade creditors	1,088	1,057
Social security and other taxes	6,635	8,492
Accruals and deferred income	75,931	45,459
	<u>83,654</u>	<u>55,008</u>

**16. LEASING AGREEMENTS**

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

	31.3.23	31.3.22
	£	£
Within one year	21,848	21,848

**17. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Unrestricted funds £	Restricted funds £	31.3.23 Total funds £	31.3.22 Total funds £
Fixed assets	573	-	573	765
Investments	1,621	-	1,621	1,446
Current assets	367,398	9,574	376,972	347,488
Current liabilities	(83,654)	-	(83,654)	(55,008)
	<u>285,938</u>	<u>9,574</u>	<u>295,512</u>	<u>294,691</u>

**18. MOVEMENT IN FUNDS**

	At 1.4.22 £	Net movement in funds £	At 31.3.23 £
<b>Unrestricted funds</b>			
Core fund	285,523	415	285,938
<b>Restricted funds</b>			
MAPS Redundancy	9,168	-	9,168
WG Advicelink & Claim Whats Yours	-	75	75
Basic Income Pilot	-	331	331
	<u>9,168</u>	<u>406</u>	<u>9,574</u>
<b>TOTAL FUNDS</b>	<u>294,691</u>	<u>821</u>	<u>295,512</u>

Cyngor Ar Bopeth Powys  
Citizens Advice Bureau

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2023

**18. MOVEMENT IN FUNDS - continued**

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
<b>Unrestricted funds</b>				
Core fund	84,398	(84,158)	175	415
<b>Restricted funds</b>				
Henry Smith	43,725	(43,725)	-	-
Empowerment	26,500	(26,500)	-	-
WG Advicelink Community Focused	131,881	(131,881)	-	-
WG Advicelink Specialist Debt	70,701	(70,701)	-	-
WG Advicelink Specialist	21,381	(21,381)	-	-
WG Advicelink & Claim Whats Yours	32,185	(32,110)	-	75
Social Value Forum Development Fund	3,194	(3,194)	-	-
Moondance - Powys Energy Specialist	21,188	(21,188)	-	-
CITA Moondance Energy	41,500	(41,500)	-	-
Foodbank	22,427	(22,427)	-	-
Basic Income Pilot	24,789	(24,458)	-	331
Powys CC Ukrainian Support	1,963	(1,963)	-	-
Money Advice and Pension Service - Financial well-Being Forums	9,350	(9,350)	-	-
Access Patner Fund	2,500	(2,500)	-	-
	<u>453,284</u>	<u>(452,878)</u>	<u>-</u>	<u>406</u>
<b>TOTAL FUNDS</b>	<u>537,682</u>	<u>(537,036)</u>	<u>175</u>	<u>821</u>

**Comparatives for movement in funds**

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
<b>Unrestricted funds</b>				
Core fund	258,038	26,757	728	285,523
<b>Restricted funds</b>				
Legacy	728	-	(728)	-
MAPS Redundancy	9,168	-	-	9,168
	<u>9,896</u>	<u>-</u>	<u>(728)</u>	<u>9,168</u>
<b>TOTAL FUNDS</b>	<u>267,934</u>	<u>26,757</u>	<u>-</u>	<u>294,691</u>

**Cyngor Ar Bopeth Powys  
Citizens Advice Bureau**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2023**

**18. MOVEMENT IN FUNDS - continued**

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
<b>Unrestricted funds</b>				
Core fund	76,660	(50,083)	180	26,757
<b>Restricted funds</b>				
Henry Smith	59,700	(59,700)	-	-
Empowerment	25,000	(25,000)	-	-
WG Advicelink Community Focused	126,809	(126,809)	-	-
WG Advicelink Specialist	88,540	(88,540)	-	-
CITA - Help to Claim	45,590	(45,590)	-	-
British Gas Energy Trust - Warmer Wales	20,034	(20,034)	-	-
WG Advicelink & Claim Whats Yours	53,050	(53,050)	-	-
PAVO Voluntary Sector Support	5,998	(5,998)	-	-
Social Value Forum Development Fund	8,882	(8,882)	-	-
PCC Homeless	5,600	(5,600)	-	-
Laura Ashley Foundation	9,951	(9,951)	-	-
Moondance Covid 19 Relief Fund	28,375	(28,375)	-	-
	<u>477,529</u>	<u>(477,529)</u>	<u>-</u>	<u>-</u>
<b>TOTAL FUNDS</b>	<u>554,189</u>	<u>(527,612)</u>	<u>180</u>	<u>26,757</u>

**19. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2023.

