

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 2025
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**

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for the Year Ended 31 March 2025**

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Cyngor Ar Bopeth Powys
Citizens Advice Bureau

Reference and Administrative Details
for the Year Ended 31 March 2025

TRUSTEES	C Thomas Chair M C Harvey Vice Chair J Kearle Treasurer J Hankins T Butler (resigned 7.11.24) P R Swanson S J Kearle S E Evans S M Robertson (appointed 12.10.24) A P Osborne (appointed 27.3.25)
COMPANY SECRETARY	Y E Bell
REGISTERED OFFICE	Ladywell House Newtown Powys SY16 1QS
REGISTERED COMPANY NUMBER	04265661 (England and Wales)
REGISTERED CHARITY NUMBER	1094263
INDEPENDENT EXAMINER	Morgan Griffiths LLP Chartered Accountants Cross Chambers 9 High Street Newtown Powys SY16 2NY
BANKERS	NatWest Bank Plc Broad Street Newtown Powys SY16 2LY

**Report of the Trustees
for the Year Ended 31 March 2025**

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 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

Our Business and Development Plan 2024-2026

Our Business & Development Plan includes information about Citizens Advice Powys and includes our Strategic Objectives and Priorities and the actions to help us achieve our objectives.

Our Purpose Citizens Advice Powys is a local, independent charity providing advice and for over 20 years we have provided advice services and support to individuals across Powys.

Citizens Advice Powys is a member of the National Association of Citizens Advice Service under an agreement designed to ensure advice services to clients across all channels are protected, enhanced, and trusted.

We aim to provide advice people need for the problems they face.

We achieve our aims by providing free, confidential, impartial advice, working with people to prevent problems happening, reducing the effect on lives, and improving individual circumstances.

We use evidence of our client's problems to inform and improve the policies and practices in laws and services that affect people's lives. We value diversity, promote equality and challenge discrimination.

Our Strategic Objectives

- **Access** - Improve and increase accessibility options across Powys to provide a service that meets a wide variety of needs.

- **Sustainability** - secure financial investment and funding from a broad range of sources to build resilience and sustainability.

- **People** - Train and grow our workforce to develop the knowledge and skills to help people move forward with the problems they face.

Our people come from our local community and play a vital role in building our capacity to deliver our services. We value the commitment and dedication of our Trustees, volunteers, and paid staff, who all work hard towards our mission, aims, principles and values.

Our contingency we identify and review the risks to which the charity is exposed and ensure appropriate controls are in place to provide reasonable assurance against fraud and error. Our Risk Register sets out key concerns in delivering our service and mitigating action to produce a robust and sustainable service. Additionally, we have a Business Continuity Plan to ensure that business critical activities can continue to be conducted.

Our Equality, Diversity and Inclusion Goals - actions detailed in our Strategic Implementation Plan 2024-2026 help us to meet our identified EDI goals.

- Use a range of channels to ensure services are accessible and relevant to a diverse range of people, including those at greater risk of disadvantage, detriment or harm.

- Speak up for people we support and improve how we identify and consider their needs.

- Services will be designed and costed, considering the needs of those facing disadvantage, detriment or harm.

- Create an inclusive working environment, embed equality and diversity practices and provide equality of opportunity for all.

Our strategic context

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

Report of the Trustees
for the Year Ended 31 March 2025

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.

Well-being of Future Generations (Wales) Act 2015 encourages organisations to consider the long-term impact of their decisions, to work better with people, communities and each other, and to prevent persistent problems such as poverty, health inequalities and climate change. The Act puts in place seven well-being goals that we will feed into our Strategic Implementation Action plan over the next 2 years:

- 1. A Prosperous Wales** - reducing barriers to employment and ensuring that people understand their rights.
- 2. A Resilient Wales** - improve people's financial well-being and work to address poverty issues.
- 3. A More Equal Wales** - reduce inequalities, poverty and socio-economic disadvantages and enable people to make informed choices.
- 4. A Healthier Wales** - improves people's health and well-being by providing early interventions, preventing further detriment and reducing demand for services.
- 5. A Wales of Vibrant Culture and Thriving Welsh Language** - a society that promotes and protects culture, heritage and the Welsh Language and which encourages people to participate in the arts and sport and recreation.
- 6. A Wales of Cohesive Communities** - Access to key well-being services, build cohesive communities and support communities to be well connected and safe.
- 7. A Globally Responsive Wales** - improve the economic, social, environmental and cultural well-being of Wales.

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

Citizens Advice Service Living Strategy "Transforming Together" service wide missions:

- **Provide advice fit for the future** - we'll be there for people when they need us in ways that help make the biggest impact.
- **Close the gap** - we'll end the disparities in access and experience for marginalised people.
- **Take early action** - we'll prevent more people reaching crisis by addressing problems earlier.

Our Quality Access to the provision of high-quality advice services is a key component in helping people understand and exercise their rights and make informed decisions about their lives. Our service is endorsed by our external quality standard awards.

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

- 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 can 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.

**Report of the Trustees
for the Year Ended 31 March 2025**

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.

Financial Conduct Authority - As an organisation that provides debt advice and casework, it is a legislative requirement that we are authorised by the Financial Conduct Authority (FCA) and we are required to comply with FCA rules and regulations.

Citizens Advice Powys is authorised to conduct the following regulated activity, as defined by the Financial Services and Markets Act 2000 (Regulated Activities) Order 2001:

- **Debt-adjusting** - negotiating the discharge or liquidation of a debt, including; disputing debts, writing off debts and full and final settlements negotiating payment terms.
- **Debt-counselling** - advising people how they can deal with their debts, including advice on the consequences/implications and options available.
- **Credit information services** - obtaining credit information or amending credit records

The FCA has introduced a 'Consumer Duty' which Citizens Advice Powys implemented 31st July 2023. This is in addition to the other regulatory compliance requirements already in place. The Consumer Duty principle is that "we must act to deliver good outcomes for retail customers (clients) and that they can provide evidence that these outcomes are being met."

We are required to demonstrate how we meet the FCA principles and aims:

- Act in good faith
- Avoid foreseeable harm
- Enable and support people to pursue their financial objectives
- Suitability and treatment - consumers get suitable products and services, and receive fair treatment
- Confidence - consumers have strong confidence and levels of participation
- Access - diverse consumer needs are met

Report of the Trustees
for the Year Ended 31 March 2025

ACHIEVEMENTS AND PERFORMANCE

Review of Our Activities

During 2024-2025 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 to identify urgencies/deadlines and arrange appropriate appointments with our staff specialists. Our volunteer advisers work alongside our funded projects, providing the additional resource to enable us to deal with the large numbers of people accessing our services. Our team of volunteers provide the equivalent of 5 working days per week.

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.

Carbon Monoxide Advice - supporting consumers in vulnerable situations by providing awareness of the dangers of CO, reduce the risk of harm caused by CO and provide advice and support with energy matters and supporting people with complex energy issues such as complaints to the Energy Ombudsman.

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 2025**

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, via BACS. 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 and maximise their income, reduce their debts, solve housing, energy and other issues and aim to reduce the need to be dependent on foodbanks and other charitable sources.

Crisis prevention support - Since Jan 2024, funded by Powys Teaching Health Board, we have introduced a new bespoke advice service specialising in working with individuals open to NHS mental health services across Powys.

The service aims to:

- **Reduce** clinical staff time spent on social issues rather than supporting a person's health recovery.
- **Prevent** people reaching crisis point by providing timely access to advice.
- **Improve** engagement with medical treatment and support.
- **Improve** mental health
- **Enable** independence and self-management.

Community Outreach "Making a Difference" project - working with local communities to research, identify need, co-design, develop, review and establish a new Citizens Advice Outreach service across a range of locations in Powys. Outreaches will provide regular, in-person, key points of access into our service, address issues of rural deprivation and increase our range of delivery channels. Funded by Powys Association of Voluntary Organisations (PAVO).

Contribution of paid staff, volunteers and Trustees

Our continued success could not have been achieved without the hard work and commitment of our paid staff, volunteers and Trustees.

Our Paid staff - our team are trained to a high standard, adapt to changes in demand and work hard to make things better for people, individually and collectively. We recognise the power of good advice, to help people solve their problems and to recognise issues that are the cause of the problems we are supporting people with. Our team are dedicated to changing the underlying causes of those problems, through our work with governments and other organisations.

Our 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, our volunteers benefit from gaining new skills, personal development, better well-being, increased knowledge of community issues and stronger community engagement.

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 2024/25 our volunteers contributed over 4,800 hours, with calculated monetary value of £113k.

Our Trustees - our volunteer Trustee Board works to ensure we operate smoothly, meet our Citizens Advice Membership requirements, legal obligations as a Limited Company, a charity and Financial Conduct Authority regulations. The Trustee Board regularly review our operational activities and keep pace with rapidly changing events so our advice services continue to be fully inclusive and accessible to all. As part of their governance role our Trustees are also responsible for:

- Setting policies and strategic direction.
- Ensuring that the organisation operates within its means and objectives

Report of the Trustees
for the Year Ended 31 March 2025

- Monitor risks and ensure that all the finances and supporting financial control systems are in order.
- Seek the views of all sections of the community and monitor how well the service meets those needs.
- Plan for the recruitment and turnover of staff and volunteers.

The Impact of Our Advice

During the past year we dealt with **9,050 requests** for advice and support. This has positively impacted residents of Powys by building their financial resilience, tackling poverty and has improved their overall health and well-being. Our advice and support has:

- increased people's incomes by **£8.4 million**
- helped people manage debts of **£3.8 million**
- helped people access to **£3.45 million** of welfare benefits
- helped people to get **£1.16 million** of debt written off

Our Value to society

For every £1 invested in Citizens Advice Powys services during 24-25 we generated:

£14.31 in wider economic and social benefits. Solving problems improves lives and this means better wellbeing, participation and productivity for the people we help. **Total benefit £8,935,693**

£2.25 in savings to government and public services. By helping stop problems occurring or escalating, we reduce pressure on public services like health, housing and out of work benefits. **Total savings £1,404,983**

£12.94 in value to people we help. As part of our advice, we can increase people's income through debts written off, benefit take up and solving financial problems. **Total value £8,080,214**

Partnerships - in the last year we have worked with **47** different support partners, including many different statutory services and third sector organisations. Collaboration with our partners ensures longer lasting solutions from a network of skilled and knowledgeable organisations. Through these partnerships we supported **604 individuals**.

The difference made to the people we have supported.

During April 2024 to March 2025 people report how our support has helped them.

- **90%** reported they would **NOT** have been able to sort out their problem without our help.
- **19%** said that their problem was urgent.
- **65%** said that they needed action taken on their behalf.
- **81%** said that their issue had been positively resolved.
- **72%** felt less stressed, depressed, or anxious after advice.
- **54%** reported improved physical health after advice.

FINANCIAL REVIEW

Principal funding sources

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

- Henry Smith Charity - £59,875
- Powys County Council - Core Funding £51,204
- Welsh Government - Advicelink Community Focused £138,475
- Welsh Government - Specialist Debt £74,239

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 2025

FINANCIAL REVIEW

Reserves policy

The Trustees have reviewed the Reserves Policy and believe that the organisation should hold financial reserves 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 considered 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 2025 amounted to £318,488. 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 2025 this figure was identified as £259 k.

Designated Reserves - In addition, unrestricted funds have been considered, the Trustees have designated funds to be used for actions identified in the Business Plan for 2024-2026, 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 can 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 2025 this figure was identified as £119k.

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 2025 amounted to £9,168.

Report of the Trustees
for the Year Ended 31 March 2025

FUTURE DEVELOPMENTS

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

- Access
- Sustainability
- People

During 2025-2026 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 2025-2026

- 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
- Crisis Prevention Support
- Community Outreach Development

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

The organisation is regulated by the Financial Conduct Authority No. 617576

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 2025

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 provide, 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.

Citizens Advice Powys is 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)
- Regulated by the Financial Conduct Authority

**Report of the Trustees
for the Year Ended 31 March 2025**

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 is 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 provides further information on how personal data is processed and stored.

Approved by order of the board of trustees on 29 October 2025 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 2025.

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

29 October 2025

Cyngor Ar Bopeth Powys
Citizens Advice Bureau

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2025

		Unrestricted funds £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
	Notes				
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	420	-	420	1,082
Charitable activities	4				
Provision of Advice & Information		62,254	551,880	614,134	595,525
Investment income	3	9,879	-	9,879	4,167
Total		<u>72,553</u>	<u>551,880</u>	<u>624,433</u>	<u>600,774</u>
EXPENDITURE ON					
Charitable activities	5				
Provision of Advice & Information		<u>64,105</u>	<u>554,486</u>	<u>618,591</u>	<u>575,552</u>
Net gains/(losses) on investments		<u>1,114</u>	<u>-</u>	<u>1,114</u>	<u>(34)</u>
NET INCOME/(EXPENDITURE)		9,562	(2,606)	6,956	25,188
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>308,926</u>	<u>11,774</u>	<u>320,700</u>	<u>295,512</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>318,488</u></u>	<u><u>9,168</u></u>	<u><u>327,656</u></u>	<u><u>320,700</u></u>

The notes form part of these financial statements

**Cyngor Ar Bopeth Powys
Citizens Advice Bureau**

**Balance Sheet
31 March 2025**

	Notes	31.3.25 £	31.3.24 £
FIXED ASSETS			
Tangible assets	12	321	429
Investments	13	2,702	1,587
		<u>3,023</u>	<u>2,016</u>
CURRENT ASSETS			
Debtors	14	9,096	10,071
Cash at bank and in hand		397,575	389,284
		<u>406,671</u>	<u>399,355</u>
CREDITORS			
Amounts falling due within one year	15	(82,038)	(80,671)
		<u>324,633</u>	<u>318,684</u>
NET CURRENT ASSETS			
		<u>324,633</u>	<u>318,684</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>327,656</u>	<u>320,700</u>
NET ASSETS			
		<u>327,656</u>	<u>320,700</u>
FUNDS	18		
Unrestricted funds		318,488	308,926
Restricted funds		9,168	11,774
TOTAL FUNDS		<u>327,656</u>	<u>320,700</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 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 2025

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 29 October 2025 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 2025

	Notes	31.3.25 £	31.3.24 £
Cash flows from operating activities			
Cash generated from operations	1	(1,483)	32,391
Net cash (used in)/provided by operating activities		(1,483)	32,391
Cash flows from investing activities			
Interest received		9,774	4,059
Net cash provided by investing activities		9,774	4,059
Change in cash and cash equivalents in the reporting period		8,291	36,450
Cash and cash equivalents at the beginning of the reporting period		389,284	352,834
Cash and cash equivalents at the end of the reporting period		397,575	389,284

The notes form part of these financial statements

Notes to the Cash Flow Statement
for the Year Ended 31 March 2025

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

	31.3.25 £	31.3.24 £
Net income for the reporting period (as per the Statement of Financial Activities)	6,956	25,188
Adjustments for:		
Depreciation charges	108	144
(Gain)/losses on investments	(1,114)	34
Interest received	(9,774)	(4,059)
Decrease in debtors	975	14,067
Increase/(decrease) in creditors	1,366	(2,983)
Net cash (used in)/provided by operations	(1,483)	32,391

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank and in hand	389,284	8,291	397,575
	389,284	8,291	397,575
Total	389,284	8,291	397,575

The notes form part of these financial statements

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.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

2. DONATIONS AND LEGACIES

	31.3.25	31.3.24
	£	£
Donations	420	1,082
	<u>420</u>	<u>1,082</u>

3. INVESTMENT INCOME

	31.3.25	31.3.24
	£	£
Dividends	105	108
Deposit account interest	9,774	4,059
	<u>9,879</u>	<u>4,167</u>

4. INCOME FROM CHARITABLE ACTIVITIES

		31.3.25	31.3.24
	Activity	£	£
Other contributions	Provision of Advice & Information	559	258
Grants	Provision of Advice & Information	613,575	595,267
		<u>614,134</u>	<u>595,525</u>

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

	31.3.25	31.3.24
	£	£
Powys CC - Core Grant	51,204	51,203
Town & Community Councils	961	810
Powys Teaching Health Board	2,967	3,356
Henry Smith Charity	59,875	59,200
PCC - Empowerment Through In-house Advice	26,500	26,500
Newtown Town Council	4,494	4,506
WG Advicelink Community Focused	138,475	138,475
WG Advicelink Specialist	96,687	96,686
PAVO Making a Difference	12,320	6,103
WG Advicelink & Claim What's Yours	35,910	30,122
CITA Warmer Wales 2	41,479	41,479
CITA Energy Advice Programme	22,500	24,150
Trussell Trust Foodbank Extra	34,770	34,090
Basic Income Pilot	29,330	34,704
WG Access Partner Funding	6,563	6,563
WG Winter Payment	-	9,833
CITA Cost of Living Support	-	15,102
Powys Teaching Health Board Mental Health	49,540	12,385
	<u>613,575</u>	<u>595,267</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

5. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 6) £	Support costs (see note 7) £	Totals £
Provision of Advice & Information	<u>605,652</u>	<u>12,939</u>	<u>618,591</u>

6. DIRECT COSTS OF CHARITABLE ACTIVITIES

	31.3.25	31.3.24
	£	£
Staff costs	533,641	491,288
Rent	30,275	24,830
Insurance	4,347	4,341
Telephone, Post & Stationery	21,540	23,469
Travel	6,345	5,384
Training/recruitment	2,609	4,703
CITA information	5,357	5,191
Computer costs	1,430	5,729
Depreciation	108	144
	<u>605,652</u>	<u>565,079</u>

7. SUPPORT COSTS

	Management £	Governance costs £	Totals £
Provision of Advice & Information	<u>9,819</u>	<u>3,120</u>	<u>12,939</u>

8. NET INCOME/(EXPENDITURE)

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

	31.3.25	31.3.24
	£	£
Depreciation - owned assets	108	144
Other operating leases	<u>30,275</u>	<u>24,830</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

9. TRUSTEES' REMUNERATION AND BENEFITS - continued

Trustees' expenses

Reimbursements totalling £49 were made to one trustee in respect of expenses incurred in the performance of their duties (2024 £121 (two)).

10. STAFF COSTS

	31.3.25	31.3.24
	£	£
Wages and salaries	471,823	437,361
Social security costs	34,120	26,803
Other pension costs	27,698	27,124
	<u>533,641</u>	<u>491,288</u>

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

	31.3.25	31.3.24
Service Providers	21	21
Administration	2	2
	<u>23</u>	<u>23</u>

The charity considers its key management personnel comprise the senior management listed on page 11. The total employment benefits including employer pension contributions of the key management personnel for the year ended 31 March 2025 were £129,322 (2024: £123,248).

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	1,082	-	1,082
Charitable activities			
Provision of Advice & Information	59,239	536,286	595,525
Investment income	4,167	-	4,167
Total	<u>64,488</u>	<u>536,286</u>	<u>600,774</u>
EXPENDITURE ON			
Charitable activities			
Provision of Advice & Information	41,466	534,086	575,552
Net gains/(losses) on investments	(34)	-	(34)
NET INCOME	22,988	2,200	25,188

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
RECONCILIATION OF FUNDS			
Total funds brought forward	285,938	9,574	295,512
TOTAL FUNDS CARRIED FORWARD	<u>308,926</u>	<u>11,774</u>	<u>320,700</u>

12. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
COST	
At 1 April 2024 and 31 March 2025	<u>25,651</u>
DEPRECIATION	
At 1 April 2024	25,222
Charge for year	108
At 31 March 2025	<u>25,330</u>
NET BOOK VALUE	
At 31 March 2025	<u>321</u>
At 31 March 2024	<u>429</u>

13. FIXED ASSET INVESTMENTS

	Listed investments £
MARKET VALUE	
At 1 April 2024	1,587
Revaluations	1,115
At 31 March 2025	<u>2,702</u>
NET BOOK VALUE	
At 31 March 2025	<u>2,702</u>
At 31 March 2024	<u>1,587</u>

There were no investment assets outside the UK.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25	31.3.24
	£	£
Prepayments and accrued income	<u>9,096</u>	<u>10,071</u>

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25	31.3.24
	£	£
Trade creditors	2,807	1,834
Social security and other taxes	9,752	9,541
Accruals and deferred income	<u>69,479</u>	<u>69,296</u>
	<u>82,038</u>	<u>80,671</u>

16. LEASING AGREEMENTS

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

	31.3.25	31.3.24
	£	£
Within one year	<u>24,984</u>	<u>21,848</u>

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
Fixed assets	321	-	321	429
Investments	2,702	-	2,702	1,587
Current assets	397,503	9,168	406,671	399,355
Current liabilities	<u>(82,038)</u>	<u>-</u>	<u>(82,038)</u>	<u>(80,671)</u>
	<u>318,488</u>	<u>9,168</u>	<u>327,656</u>	<u>320,700</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

18. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	At 31.3.25 £
Unrestricted funds			
Core fund	308,926	9,562	318,488
Restricted funds			
Energy Champion	1,650	(1,650)	-
MAPS Redundancy	9,168	-	9,168
PAVO Making a Difference	258	(258)	-
Basic Income Pilot	331	(331)	-
PTHB Mental Health	367	(367)	-
	<u>11,774</u>	<u>(2,606)</u>	<u>9,168</u>
TOTAL FUNDS	<u>320,700</u>	<u>6,956</u>	<u>327,656</u>

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
Core fund	72,553	(64,105)	1,114	9,562
Restricted funds				
Henry Smith	59,875	(59,875)	-	-
Empowerment	26,500	(26,500)	-	-
Energy Champion	22,500	(24,150)	-	(1,650)
WG Advicelink Community Focused	138,475	(138,475)	-	-
WG Advicelink Specialist Debt	74,239	(74,239)	-	-
WG Advicelink Specialist	22,448	(22,448)	-	-
WG Advicelink & Claim Whats Yours	35,910	(35,910)	-	-
PAVO Making a Difference	12,320	(12,578)	-	(258)
Moondance Covid 19 Relief Fund	41,479	(41,479)	-	-
Foodbank	34,770	(34,770)	-	-
Basic Income Pilot	29,330	(29,661)	-	(331)
General Advice	4,494	(4,494)	-	-
PTHB Mental Health	49,540	(49,907)	-	(367)
	<u>551,880</u>	<u>(554,486)</u>	<u>-</u>	<u>(2,606)</u>
TOTAL FUNDS	<u>624,433</u>	<u>(618,591)</u>	<u>1,114</u>	<u>6,956</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

18. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
Core fund	285,938	22,988	308,926
Restricted funds			
Energy Champion	-	1,650	1,650
MAPS Redundancy	9,168	-	9,168
WG Advicelink & Claim Whats Yours	75	(75)	-
PAVO Making a Difference	-	258	258
Basic Income Pilot	331	-	331
PTHB Mental Health	-	367	367
	<u>9,574</u>	<u>2,200</u>	<u>11,774</u>
TOTAL FUNDS	<u>295,512</u>	<u>25,188</u>	<u>320,700</u>

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
Core fund	64,488	(41,466)	(34)	22,988
Restricted funds				
Henry Smith	59,200	(59,200)	-	-
Empowerment	26,500	(26,500)	-	-
Energy Champion	24,150	(22,500)	-	1,650
WG Advicelink Community Focused	138,475	(138,475)	-	-
WG Advicelink Specialist Debt	74,235	(74,235)	-	-
WG Advicelink Specialist	22,451	(22,451)	-	-
WG Advicelink & Claim Whats Yours	32,375	(32,450)	-	(75)
PAVO Making a Difference	6,103	(5,845)	-	258
Moondance Covid 19 Relief Fund	41,479	(41,479)	-	-
Foodbank	34,090	(34,090)	-	-
Basic Income Pilot	34,704	(34,704)	-	-
General Advice	20,306	(20,306)	-	-
WG Winter Payment	9,833	(9,833)	-	-
PTHB Mental Health	12,385	(12,018)	-	367
	<u>536,286</u>	<u>(534,086)</u>	<u>-</u>	<u>2,200</u>
TOTAL FUNDS	<u>600,774</u>	<u>(575,552)</u>	<u>(34)</u>	<u>25,188</u>

19. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

Cyngor Ar Bopeth Powys
Citizens Advice Bureau

Detailed Statement of Financial Activities
for the Year Ended 31 March 2025

	31.3.25 £	31.3.24 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	420	1,082
Investment income		
Dividends	105	108
Deposit account interest	9,774	4,059
	<u>9,879</u>	<u>4,167</u>
Charitable activities		
Other contributions	559	258
Grants	613,575	595,267
	<u>614,134</u>	<u>595,525</u>
Total incoming resources	624,433	600,774
EXPENDITURE		
Charitable activities		
Wages & salaries	471,823	437,361
National insurance	34,120	26,803
Pensions	27,698	27,124
Rent	30,275	24,830
Insurance	4,347	4,341
Telephone, Post & Stationery	21,540	23,469
Travel	6,345	5,384
Training/recruitment	2,609	4,703
CITA information	5,357	5,191
Computer costs	1,430	5,729
Fixtures and fittings	108	144
	<u>605,652</u>	<u>565,079</u>
Support costs		
Management		
Other support costs	9,819	7,473
Governance costs		
Accountancy fees	3,120	3,000
Total resources expended	618,591	575,552
Net income	5,842	25,222

This page does not form part of the statutory financial statements