

CYNGOR AR BOPETH SIR DDINBYCH CITIZENS ADVICE DENBIGHSHIRE

England & Wales · Charity number 1109852

Details

Other names	CYNGOR AR BOPETH SIR DDINBYCH (DENBIGHSHIRE CITIZENS ADVICE BUREAU), DENBIGHSHIRE (NORTH) CITIZENS ADVICE BUREAU, SOUTH DENBIGHSHIRE CITIZENS ADVICE BUREAU
Status	Registered
Legal form	Charitable company
Company number	05446940
Registered	2005-06-03
Register	View on the Charity Commission register

Contact

Address	23 High Street Denbigh Denbighshire LL16 3HY
Phone	0808 278 7933
Email	advice@dcab.co.uk
Website	https://www.cadenbighshire.co.uk/

Activities

Objects: The charity's objects ('Objects') are specifically: to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in the whole of England and Wales, principally Denbighshire and surrounding areas.

Activities: Advice Service

Classification

- **How:** Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, The Prevention Or Relief Of Poverty
- **Who:** Children/young People, Elderly/old People, People With Disabilities, The General Public/mankind

Geography

- **Area of benefit:** DENBIGHSHIRE AND SURROUNDING AREAS.
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,098,864	£1,112,367	£789,084	36
2024-03-31	£1,291,605	£1,244,201	£802,587	38
2023-03-31	£1,393,472	£1,359,415	£755,183	39
2022-03-31	£1,282,221	£1,233,863	£721,126	35
2021-03-31	£1,164,861	£995,461	£672,768	40

Trustees

Name	Role	Appointed
Alison Henshaw	Chair	2017-07-26
ALASTAIR MORGAN		
Emma Jane Johnson		2024-09-27
Fiona Dawn Marshall		2026-04-29
GAYNOR BROOKS		
Margaret Sian Owen		2025-04-30
YVELINE HANDS		2012-12-23

Accounts

REGISTERED COMPANY NUMBER: 05446940 (England and Wales)
REGISTERED CHARITY NUMBER: 1109852

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025
FOR
CYNGOR AR BOPETH SIR DDINBYCH CITIZENS
ADVICE DENBIGHSHIRE**

Williams Denton Cyf
Chartered Certified Accountants
Statutory Auditors
Glaslyn
Ffordd y Parc
Parc Menai
Bangor
Gwynedd
LL57 4FE

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FOR THE YEAR ENDED 31 MARCH 2025**

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**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

The Mission of Cyngor Ar Bopeth Sir Ddinbych Citizens Advice Denbighshire (CAD) is:

'To reduce poverty, improve financial and personal resilience, and prevent homelessness, thereby contributing to improved wellbeing within our community.'

The charity's core activities in delivering that mission are provision of an information, advice, and advocacy service, including money advice in the area of benefits, funded through a 'Consumer and Finance Contract' with Denbighshire County Council (DCC) and grants from Big Lottery Fund, Welsh Government, Energy Saving Trust, Trussell Trust, Rhyl Town Council and other organisations.

We at CAD champion equality through the way we operate, the advice we provide - which is accessible to all - and through our contribution to research and campaigns that shine a light on the issues of inequality in our communities.

The charity's main objectives for the year were to sustain its current programmes, establish new projects and acquire further funding to extend its volunteer base. The charity was particularly proactive in recruiting volunteers by raising the profile of the service using local print media and social media and exhibiting/speaking at local events and community groups. We also offered placements to students and those seeking work experience to give them an insight into how the organisation operates.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding on the activities the charity should undertake and regularly reviewed its business plan and strategy.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

OBJECTIVES AND ACTIVITIES

Significant activities

In the financial year 2024/25 CAD has :

Successfully delivered the DCC contracts to provide a Consumer and Financial Advice Service for the whole of Denbighshire. This funding from DCC has facilitated services/support in the following areas:

- *Direct support for tenants in DCC Housing including advice on energy via DCC Housing Department (the 'Key 2 Advice' project)*
- Provision of a full-time caseworker to support the work of DCC's Homelessness Prevention Team
- Provision of a Carers Befriending Service in partnership with North East Wales Carers Information Service (NEWCIS)
- A project delivered in partnership with DCC's Working Denbighshire scheme to encourage the economically inactive into employment and assist them in securing welfare benefit entitlements

With funding from Welsh Government (via Citizens Advice Cymru) we have delivered the following activity:

- Wide ranging advice for people across Wales via Advicelink - Single Advice Fund (SAF)
- Welfare benefits advice via the telephone, encouraging people to claim their entitlements through the 'Claim What's Yours' project
- Advice to young people leaving care via the Basic Income Pilot project

Projects and activity funded by other partners included:

- *'Your Place or Ours' - funded by The Lottery Community Fund working in partnership with South Denbighshire Community Partnership (SDCP) to work with local communities to identify and develop new services that will support independent living, combat rural poverty and enable people to live well in their communities. The Project started in 2018 in Corwen and Edeyrnion. In 2020 the funding was extended to include services to the Llangollen community.*
- *Help Through Hardship - Trussell Trust funded project, in partnership with Ynys Mon Citizens Advice to deliver a telephone advice service for people requesting a food bank voucher.*
- *Help Through Hardship Local - Trussell Trust funded project in partnership with Vale of Clwyd Mind, seeking to align foodbank and mental health support with holistic advice to break the cycle of deprivation.*
- *Vale of Clwyd Food/Fuel Bank - this project is aimed at further helping clients who find themselves in fuel poverty. Co-op vouchers are topped up with £20 each and provided to clients in urgent need of electricity supply via prepayment meters.*
- *Tudor Trust funding in partnership with Ynys Mon Citizens Advice for the 'We Can See You Now' project provided a digital /virtual 'drop in' service for clients via video link using the Attend Anywhere platform. This has become a key platform for our service and has been widely welcomed by our clients.*
- *Warmer Wales 2 - Moondance Foundation funded project via Citizens Advice Cymru to provide clients with energy advice.*
- *BESN Energy Adviser - funded by the National Grid via Citizens Advice for an Energy Caseworker to deliver specialist energy advice and income maximisation support to clients experiencing fuel poverty.*
- *Energy Advice Programmes - funded by the National Grid and Energy Supplier Warm Homes Discount Initiative via Citizens Advice Cymru to provide one-to-one energy advice to clients who are in or at risk of fuel poverty, often vulnerable and may be struggling to pay their bills. Energy advice includes advice on fuel options, tariffs, energy grants, as well energy efficiency advice, with the aim of reducing their bills.*
- *Energy Outreach Project - funding from the Department for Business, Energy & Industrial Strategy (BEIS) via Citizens Advice Cymru for Energy Champions (trained energy advisers) to offer advice to consumers by identifying vulnerable consumers in their community and provide advice to help them take action to improve their energy situation, delivered in either a one-to-one or a group setting.*
- *The Improving Outcomes through Legal Support (IOTLS) project funded by Access to Justice Fund. This project was aimed at establishing a comprehensive legal advice service for litigants in person in North and Mid Wales providing specialist advice in the areas of family and community care law.*

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

OBJECTIVES AND ACTIVITIES

- Denbighshire Voluntary Services Council Multiply Fund - Funding for a full-time Numeracy Champion. This project offered our clients one-to-one advice and support in managing household finances. We also held financial capability workshops focussing on budgeting, managing finances, understanding bills and financial terminology and calculating discounts. The workshops also coached clients in drawing up their own 'better off' calculations, understanding priority debts and other everyday numeracy skills.
- Clocaenog Forest Wind Farm Fund's Rural Connections Advice Service. This project funds a part-time adviser to work from various rural community venues improving access to advice around benefits in an effort to reduce personal stress and anxiety associated with low income and / or indebtedness.
- Gwynt y Mor Offshore Wind Farm Ltd's 'It's not too late' project. This project was funded to deliver an 'out of hours' money advice service to clients who find it difficult to attend our offices during working hours.
- Scottish Power Energy Trust (SPEN) - Funding from Scottish Power via Citizens Advice Scotland to offer advice to clients in fuel poverty on switching tariffs, energy efficiency, income maximisation and debt management.

Every funding organisation has its own requirements in terms of measuring and evaluating the impact of the project they are funding. CAD gathers the necessary data and qualitative information for funders and to inform its own work and strategy.

In addition to specific funded projects, we maintain a multi-channel advice and information service i.e. online, on the phone and face-to-face - available to everyone in need. We continue to promote volunteering opportunities within CAD with a view to continuing to expand our service to locations in the community.

We have also undertaken research and campaigns to inform decision makers about social injustice and inequality and the impact of the cost of living crisis.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

OBJECTIVES AND ACTIVITIES

Public benefit

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

How our activities deliver Public Benefit - our performance and achievements

In the year ended 31 March 2025, CAD achieved Welfare Benefit gains of £12,988,043 and handled £16,911,531 of debt on behalf of clients.

Training of our staff and volunteers requires constant attention as there are always changes to the entitlements available to our clients, changes in the law and finance, and in opportunities for local and community support for our team to be aware of, as well as the need to offer more general developmental training. The fact that we are doing this effectively is evidenced by our Leadership Self Assessment (LSA) award from independent auditors appointed by Citizens Advice, and the positive feedback we receive from clients. Our accredited training course makes our volunteers more employable, and indeed, if we lose volunteers it is often because when they apply for jobs employers recognise the skills and confidence that our training has given them.

CAD has continued partnerships with all five Local Citizens Advice operations in North Wales, the ASK Centre in Rhyl, DCC and South Denbighshire Community Partnership (SDCP). These partnerships offer improved opportunities for acquiring funding and for consolidating working relationships. In addition, CAD has a strong community presence and the relationships with the Local Authority and town and community councils are important to the work it carries out.

We continue to offer an in-person face-to-face triage service on two days per week at our sites in Rhyl, Denbigh and Ruthin, alongside the digital ('Attend Anywhere') and telephone service. We also provide community triage services in Prestatyn, Corwen, Llangollen, Clawddnewydd, Llanarmon-yn-Ial and Llandyrnog. Wider remote based services are offered across Wales through Advicelink and across England and Wales through Help Through Hardship.

We continue to meet all project targets and we have been awarded extra opportunities on the strength of excellent project management and delivery.

Our annual client satisfaction survey continues to indicate strong positive results.

The Board of Trustees is committed to act in an ethical way regarding its financial dealings and to this end an Ethical Investment and Financial Management Policy is in place.

The Board has reviewed the Business Development Plan for 2024-2027 and measured the outcomes against the objectives within that plan. This plan has been reviewed during the Financial Year ending 31 March 2025. This plan is a joint effort between the Chief Executive Officer and the Trustee Board.

Quality Assurance

- We are a member of the National Citizens Advice Organisation (National Association of Citizens Advice Bureaux) having passed an audit of quality of advice and membership standards.
- A standards-based quality assurance system, based on self-assessment and external scrutiny system, (the LSA mentioned earlier) quarterly quality audits and organisational annual audit ensures the continued improvement of our service.
- We hold an Advice Quality Standard Service in Generalist Advice, and Advice with casework for Debt, Welfare Benefits and Family Law. We also hold the Welsh Government's Information and advice quality framework (IAQF) quality mark.
- We have Charity Commission endorsement.
- We hold a current cyber essentials certification.
- We have access to a National competence-based training and assessment scheme for all staff and volunteers.
- We have approved Debt Relief Order Intermediaries.
- All of our Energy Advisers are City & Guilds Level 3 qualified or equivalent.

**CYNGOR AR BOPETH SIR DDINBYCH CITIZENS
ADVICE DENBIGHSHIRE**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

OBJECTIVES AND ACTIVITIES

Effective Research and Campaigns Work

We draw on clients' experiences to help with the development of the social policies and services.

We have a good statistical recording and monitoring system which can, while preserving the confidentiality of clients, provide valuable data to other agencies and policy-makers.

We assisted pensioners across Denbighshire gain over £712,000 in unclaimed benefits in partnership with DCC. The Council ran a campaign to encourage pensioners to find out about the Pension Credit they may have been missing out on, with residents being supported by CAD.

Collaborative Regional Impact

- We actively participate in the North Wales Research & Campaigns (R&C) group, contributing insights on issues like zero-point PIP awards, UC50 deadlines, and service charges in supported living accommodation.
- Our regional collaboration ensures Denbighshire's challenges and solutions are reflected in national Citizens Advice strategy discussions and upcoming R&C conferences.

Public Awareness and Advocacy

Through bilingual social media campaigns and public briefings, we have raised awareness about:

- Pension Credit and Council Tax reductions.
- Debt and money advice services.
- Consumer rights (e.g. faulty goods, landlord responsibilities).
- Volunteer recruitment and community engagement initiatives.

STRATEGIC REPORT

Financial position

CAD has a diverse portfolio of funding including contract funding received; £341,172 in restricted monies from DCC and a further £10,785 in unrestricted funds from various sources.

We also received £713,700 from a variety of funders as restricted funding.

Our income for the year also included £33,205 from donations, legacies and investment income.

Overall, the fund balances (including assets and liabilities) carried forward are £664,943 and £124,141 for unrestricted and restricted funds respectively, giving total net assets carried forward of £789,084.

At the balance sheet date, current assets include a total of £347,060 (2024 - £332,878) of short term deposits, and call deposits totalling £268,006 (2024 - £258,409). All deposits are with UK banks & building societies.

Reserves policy

It is the policy of CAD that unrestricted funds which have not been designated for a specific use should be maintained at a level sufficient to ensure that, in the unlikely event of a catastrophic loss of funding, CAD will be able to meet its liabilities to both staff and suppliers while considering its future options.

Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

STRATEGIC REPORT

Financial review

Risk Management

The trustees have an ongoing process of reviewing circumstances which may give rise to CAD being exposed to risk and are satisfied that systems are in place to mitigate exposure to such risks.

Principal risks and uncertainties

However well an organisation is managed, there may be risks which are beyond the organisation's control which would rate as high risk. The organisation believes it identifies and manages these risks as pro-actively as possible.

Examples may include:

- Unexpected reduction in funding from existing sources.
- Failure to win competitive contracts for additional projects.

The trustees and the senior management team recognise these risks and take a proactive approach to identify and manage them.

Any significant reduction in core funding may result in a reduction in core service. This has been mitigated to some extent by the new contractual relationship with DCC. Nevertheless, the organisation has a strategic reduction plan to best manage projects in such a situation:

If CAD were to lose its entire core funding, the trustees believe it is likely that they would have to implement a strategic closure plan and if funds could not be found to replace core funding, all projects would cease to operate over the medium term. Funding is in place through the Reserves Policy to enable this to be done in an orderly fashion.

During the course of the year health and safety inspections have been completed at all of the charity's premises and the trustees continue to identify and deal with relevant issues.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

STRATEGIC REPORT

Future plans

Over the next three years, Citizens Advice Denbighshire will focus on delivering a more agile, inclusive, and accessible advice service, aligned with our 2025-2028 Business Development Plan and rooted in the Citizens Advice One Service Strategy.

Key Strategic Developments:

- Mobile Advice Unit Launch

We will launch a mobile advice unit to reach underserved communities, particularly in rural areas such as the Edeyrnion Valley. This mobile service will offer face-to-face advice where physical offices are no longer viable.

- Enhanced Volunteer Engagement

We will strengthen and diversify our volunteer workforce through improved training pathways and designing and offering flexible roles. This includes launching a Learning & Development Hub to build capacity and resilience in our teams.

- Embedding Advisers in Health and Education Settings

We aim to embed advisers in local hospitals, GP surgeries, pharmacies, and primary schools, enhancing preventative advice and early intervention for individuals and families at risk.

- Out-of-Hours Debt Advice Expansion

Building on recent funding success, we will increase out-of-hours debt support in Rhyl and Prestatyn, areas identified as high-deprivation areas. We will measure this initiative's impact through client outcome tracking and funder engagement.

- Youth-Focused Service Development

In partnership with Children in Need, we will consult on and pilot a dedicated youth advice service that responds to the unique needs of young people navigating housing, employment, and mental health challenges.

- Equality and Culture Transformation

We will continue implementing our inclusivity strategy by investing in external training, internal staff development, and monitoring mechanisms to support cultural change across the organisation. We aim to be a model of diversity, equity, and inclusion within the third sector in Wales.

- Income Diversification and Sponsorships

Our financial sustainability strategy includes developing paid training packages for external partners, securing local sponsorships (£10,000-£15,000 annually per office), and expanding contract delivery through strategic partnerships.

- Improved Digital and Data Infrastructure

We will continue upgrading our digital case management and data reporting systems to ensure efficient service delivery and evidence-led decision-making.

Strategic Continuity and Learning

We are committed to building on the foundational work of previous strategic periods, including the One Service Change Programme, the move toward multi-channel access (phone, webchat, email), and efforts to diversify funding streams nationally and locally. Our future plans are grounded in the need to operate sustainably, respond effectively to community needs, and maintain a high-quality, integrated advice service.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Citizens Advice Denbighshire is a charity operating as a company limited by guarantee and the trustees are Directors of the Trustee Board of the company which is registered with Companies House under company number 05446940 and also with the Charity Commission under charity number 1109852. The charity is governed by the Trust Deed and the Memorandum and Articles of Association.

The Trustees, who are also the Directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Yveline Hands
Gaynor Brooks
Alison Henshaw
Alastair Morgan
Nigel Nicoll
Pauline Bowe (resigned 28.5.24)
Sanjay Bhalla (resigned 28.5.24)
John Parry (appointed 1.5.24)
Emma Johnson (appointed 27.9.24)
Margaret Sian Owen (appointed 30.4.25)

The Trustee Board meets on a quarterly basis and has two sub committees, which monitor and deal with detailed issues in their respective areas and report to the Board. The sub committees are:

- Staffing, Premises and Information Assurance
- Business Planning and Finance

Additional meetings of either the Board or sub committees may be called if there is an urgent need to do so. There are *also occasional 'task and finish' groups set up for specific projects.*

Recruitment and appointment of new trustees

Efforts to recruit new Trustees were ongoing this year. Trustees are appointed by election at the Annual General Meeting, nominated by member organisations or co-opted by the Trustee Board. Provided that the co-opted and nominated Trustees do not exceed one third of the number of the total number of trustees.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

**CYNGOR AR BOPETH SIR DDINBYCH CITIZENS
ADVICE DENBIGHSHIRE**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Executive Team, Staff and Volunteers

The central management structure of CAD during the financial year consisted of a Chief Executive Officer, Finance Officer, Performance and Projects Manager, and a Business Development and Operations Manager. Management of projects and advice services is delegated to other managers.

There was a change of leadership during the year when Chief Officer Graham Kendall left the organisation and Julie Pierce stepped in on an interim basis going on to be appointed as CEO in March 2025.

New staff members are normally appointed following public advertisement and interview and receive comprehensive induction and training when they take the post. Staff have also been employed following work experience.

Most staff work part of the week in the office and part of the week at their home base. This has in part been a carry over from post Covid working arrangements and has been effective for the organisation. The arrangements are kept under review.

The Charity this year relied on some 17 volunteer advisers (less than in the previous year) as well as 35 full and part-time staff (at the year end) who carry out a wide range of advice work and administrative tasks. The use of volunteers in the course of undertaking charitable and income generating activities is not recognised within the SOFA. Our Trustees are also volunteers (numbering 10 over the 24/25 period) who are required to undertake training, attend a series of quarterly meetings and provide the guidance, governance and scrutiny required by the Charity Commission and the organisation's Memorandum and Articles.

Wider network

The CAD team engages in networking activity with a wide range of local charities for the good of the community and, where appropriate, enters into partnerships with other charities and statutory agencies.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

05446940 (England and Wales)

Registered Charity number

1109852

Registered office

23 High Street
Denbigh
DENBIGHSHIRE
LL16 3HY

Trustees

Yveline Hands
Gaynor Brooks
Alison Henshaw
Alastair Morgan
Nigel Nicoll
Pauline Bowe (resigned 25.5.24)
Sanjay Bhalla (resigned 28.5.24)
John Parry (appointed 1.5.24)

Company Secretary

Yveline Hands

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

REFERENCE AND ADMINISTRATIVE DETAILS

Auditors

Williams Denton Cyf
Chartered Certified Accountants
Statutory Auditors
Glaslyn
Ffordd y Parc
Parc Menai
Bangor
Gwynedd
LL57 4FE

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Cyngor Ar Bopeth Sir Ddinbych Citizens Advice Denbighshire for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

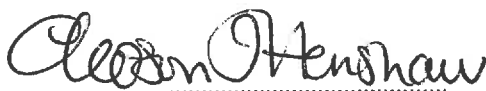
In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Williams Denton Cyf, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 30/7/2025..... and signed on the board's behalf by:



Alison Henshaw - Trustee

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CYNGOR AR BOPETH SIR DDINBYCH CITIZENS
ADVICE DENBIGHSHIRE**

Opinion

We have audited the financial statements of Cyngor Ar Bopeth Sir Ddinbych Citizens Advice Denbighshire (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CYNGOR AR BOPETH SIR DDINBYCH CITIZENS
ADVICE DENBIGHSHIRE**

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- *the financial statements are not in agreement with the accounting records and returns; or*
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

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

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

We gained an understanding of the legal and regulatory framework applicable to the company and the industry in which it operates, and considered the risk of acts by the company that were contrary to applicable laws and regulations, including fraud.

We designed audit procedures to respond to the risk, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

We focussed on laws and regulations which could give rise to a material misstatement in the financial statements, *including, but not limited to, the Companies Act 2006 and UK tax legislation. Our tests included agreeing the financial statement disclosures to underlying supporting documentation, enquiries with management and enquiries of legal counsel.* There are inherent limitations in the audit procedures described above and, the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it.

We did not identify any key audit matters relating to irregularities, including fraud. As in all our audits, we also addressed the risk of management override of internal controls, including testing journals and evaluating whether there was evidence of bias by the directors that represented a risk of material misstatement due to fraud.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CYNGOR AR BOPETH SIR DDINBYCH CITIZENS
ADVICE DENBIGHSHIRE**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Mr Martin Steven Barrett (Senior Statutory Auditor)
for and on behalf of Williams Denton Cyf
Chartered Certified Accountants
Statutory Auditors
Glaslyn
Ffordd y Parc
Parc Menai
Bangor
Gwynedd
LL57 4FE

Date: 30/7/2025

**CYNGOR AR BOPETH SIR DDINBYCH CITIZENS
ADVICE DENBIGHSHIRE**

**STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025**

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	301	-	301	-
Charitable activities	4				
Advice and information service		10,785	1,054,873	1,065,658	1,273,286
Investment income	3	24,898	-	24,898	18,017
Other income	5	8,007	-	8,007	304
Total		<u>43,991</u>	<u>1,054,873</u>	<u>1,098,864</u>	<u>1,291,607</u>
EXPENDITURE ON					
Charitable activities	6				
Advice and information service		<u>83,635</u>	<u>1,028,732</u>	<u>1,112,367</u>	<u>1,244,203</u>
NET INCOME/(EXPENDITURE)					
Transfers between funds	17	(39,644) <u>(4,081)</u>	26,141 <u>4,081</u>	(13,503) <u>-</u>	47,404 <u>-</u>
Net movement in funds		(43,725)	30,222	(13,503)	47,404
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>708,667</u>	<u>93,920</u>	<u>802,587</u>	<u>755,183</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>664,943</u></u>	<u><u>124,141</u></u>	<u><u>789,084</u></u>	<u><u>802,587</u></u>

The notes form part of these financial statements

**CYNGOR AR BOPETH SIR DDINBYCH CITIZENS
ADVICE DENBIGHSHIRE**

**BALANCE SHEET
31 MARCH 2025**

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
FIXED ASSETS					
Tangible assets	12	6,036	-	6,036	9,363
CURRENT ASSETS					
Debtors	13	15,414	23,822	39,236	28,642
Investments	14	347,060	-	347,060	332,878
Cash at bank and in hand		379,559	100,319	479,878	449,776
		<u>742,033</u>	<u>124,141</u>	<u>866,174</u>	<u>811,296</u>
CREDITORS					
Amounts falling due within one year	15	(83,126)	-	(83,126)	(18,072)
NET CURRENT ASSETS		<u>658,907</u>	<u>124,141</u>	<u>783,048</u>	<u>793,224</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>664,943</u>	<u>124,141</u>	<u>789,084</u>	<u>802,587</u>
NET ASSETS		<u>664,943</u>	<u>124,141</u>	<u>789,084</u>	<u>802,587</u>
FUNDS	17				
Unrestricted funds				664,943	708,667
Restricted funds				124,141	93,920
TOTAL FUNDS				<u>789,084</u>	<u>802,587</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 30/7/2025 and were signed on its behalf by:


Alison Henshaw - Trustee


Alastair Morgan - Trustee

The notes form part of these financial statements

**CYNGOR AR BOPETH SIR DDINBYCH CITIZENS
ADVICE DENBIGHSHIRE**

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2025**

	Notes	2025 £	2024 £
Cash flows from operating activities			
Cash generated from operations	1	<u>20,310</u>	<u>117,160</u>
Net cash provided by operating activities		<u>20,310</u>	<u>117,160</u>
 Cash flows from investing activities			
Purchase of tangible fixed assets		(924)	(2,114)
Acquisition of Investments		(14,182)	(7,589)
Interest received		<u>24,898</u>	<u>18,017</u>
Net cash provided by investing activities		<u>9,792</u>	<u>8,314</u>
 Change in cash and cash equivalents in the reporting period		<u>30,102</u>	<u>125,474</u>
Cash and cash equivalents at the beginning of the reporting period		<u>449,776</u>	<u>324,302</u>
 Cash and cash equivalents at the end of the reporting period		<u><u>479,878</u></u>	<u><u>449,776</u></u>

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 (EXPENDITURE)/INCOME TO NET CASH FLOW FROM
OPERATING ACTIVITIES

	2025 £	2024 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(13,503)	47,404
Adjustments for:		
Depreciation charges	4,251	4,697
Interest received	(24,898)	(18,017)
(Increase)/decrease in debtors	(10,594)	205,362
Increase/(decrease) in creditors	65,054	(122,286)
Net cash provided by operations	<u>20,310</u>	<u>117,160</u>

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	449,776	30,102	479,878
	<u>449,776</u>	<u>30,102</u>	<u>479,878</u>
Liquid resources			
Deposits included in cash	-	-	-
Current asset investments	332,878	14,182	347,060
	<u>332,878</u>	<u>14,182</u>	<u>347,060</u>
Total	<u>782,654</u>	<u>44,284</u>	<u>826,938</u>

The notes form part of these financial statements

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

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.

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.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount.

Grant income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Investment income is recognised when receivable.

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.

Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held on call with banks, and other short-term liquid investments with original maturities of three months or less.

Tangible fixed assets

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

Plant and machinery	- 25% on cost
Fixtures and fittings	- 25% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

Capitalisation is based on a value of £250 or more, however, this is at the discretion of the Trustees and is also based on the length of the fund to which the asset is attributed.

Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

Charitable funds

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

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

1. ACCOUNTING POLICIES - continued

Charitable funds

Restricted funds can only be used for particular restricted purposes within the objects of the charity.

Further explanation of the nature and purpose of each fund is included in the Trustees report.

Employee 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.

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

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.

Use of volunteers

The charity relies on approximately 17 fully trained volunteers who carry out a wide range of advice work and administrative tasks. The use of volunteers in the course of undertaking the charitable and income generating activities is not recognised within the Statement of Financial Activities.

2. DONATIONS AND LEGACIES

	2025	2024
	£	£
Donations	<u>301</u>	<u>-</u>

3. INVESTMENT INCOME

	2025	2024
	£	£
Deposit account interest	<u>24,898</u>	<u>18,017</u>

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

4. INCOME FROM CHARITABLE ACTIVITIES

		2025	2024
	Activity	£	£
Grants	Advice and information service	<u>1,065,658</u>	<u>1,273,286</u>

5. OTHER INCOME

	2025	2024
	£	£
Donations, legacies and other income	<u>8,007</u>	<u>304</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 7) £	Totals £
Advice and information service	<u>1,104,565</u>	<u>7,802</u>	<u>1,112,367</u>

7. SUPPORT COSTS

	Governance costs £
Advice and information service	<u>7,802</u>

8. NET INCOME/(EXPENDITURE)

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

	2025	2024
	£	£
Auditors' remuneration	<u>2,700</u>	<u>2,250</u>
Depreciation - owned assets	<u>4,251</u>	<u>4,697</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

During the year reimbursements for travel expenses were made totalling £720 paid to four trustees (2024: £641 paid to five trustees)

10. STAFF COSTS

	2025 £	2024 £
Wages and salaries	953,195	981,017
Other pension costs	18,993	18,754
	<u>972,188</u>	<u>999,771</u>

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

	2025	2024
Manager and Project Casework	18	16
Management and Administration of Charity	4	6
Project Staff	10	11
Training Officers	1	1
Office Administration	3	4
	<u>36</u>	<u>38</u>

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

Remuneration paid to key management personnel during the year totalled £153,646 (2024: £142,205). The total number of key management personnel was 3 (2024: 4)

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	-	-	-
Charitable activities			
Advice and information service	277,638	995,648	1,273,286
Investment income	18,017	-	18,017
Other income	304	-	304
Total	<u>295,959</u>	<u>995,648</u>	<u>1,291,607</u>
EXPENDITURE ON			
Charitable activities			
Advice and information service	<u>267,915</u>	<u>976,288</u>	<u>1,244,203</u>

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 £
NET INCOME	28,044	19,360	47,404
Transfers between funds	22,477	(22,477)	-
Net movement in funds	50,521	(3,117)	47,404
RECONCILIATION OF FUNDS			
Total funds brought forward	658,146	97,037	755,183
TOTAL FUNDS CARRIED FORWARD	708,667	93,920	802,587

12. TANGIBLE FIXED ASSETS

	Plant and machinery £	Fixtures and fittings £	Totals £
COST			
At 1 April 2024	20,650	159,361	180,011
Additions	924	-	924
At 31 March 2025	21,574	159,361	180,935
DEPRECIATION			
At 1 April 2024	11,287	159,361	170,648
Charge for year	4,251	-	4,251
At 31 March 2025	15,538	159,361	174,899
NET BOOK VALUE			
At 31 March 2025	6,036	-	6,036
At 31 March 2024	9,363	-	9,363

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Trade debtors	23,823	8,544
Other debtors	9,444	14,310
Prepayments	5,969	5,788
	39,236	28,642

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

14. CURRENT ASSET INVESTMENTS

	2025	2024
	£	£
Unlisted investments	347,060	332,878

The current asset investments relate to monies deposited in short term bonds.

All current asset investments are term deposits with UK registered financial institutions and are fully protected against bank and building society failures by the Financial Services Compensation Scheme.

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Trade creditors	2,643	3,269
Accruals and deferred income	70,903	5,493
Accrued expenses	9,580	9,310
	83,126	18,072

16. LEASING AGREEMENTS

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

	2025	2024
	£	£
Within one year	34,918	29,894
Between one and five years	13,934	34,910
	48,852	64,804

**CYNGOR AR BOPETH SIR DDINBYCH CITIZENS
ADVICE DENBIGHSHIRE**

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

17. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	378,667	(39,643)	(16,123)	322,901
Designated Fund	330,000	-	12,042	342,042
	<u>708,667</u>	<u>(39,643)</u>	<u>(4,081)</u>	<u>664,943</u>
Restricted funds				
Welsh Government	68	(686)	618	-
Citizens Advice Cymru	4,517	2,213	15,408	22,138
Denbighshire County Council	78,421	13,613	(2,960)	89,074
Individual Projects	5,630	7,296	(3,322)	9,604
South Denbighshire Community Partnership	5,284	379	(5,663)	-
Citizens Advice Scotland	-	3,325	-	3,325
	<u>93,920</u>	<u>26,140</u>	<u>4,081</u>	<u>124,141</u>
TOTAL FUNDS	<u>802,587</u>	<u>(13,503)</u>	<u>-</u>	<u>789,084</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	43,991	(83,634)	(39,643)
Restricted funds			
Welsh Government	341,982	(342,668)	(686)
Citizens Advice Cymru	229,756	(227,543)	2,213
Denbighshire County Council	341,173	(327,560)	13,613
Individual Projects	121,266	(113,970)	7,296
South Denbighshire Community Partnership	7,371	(6,992)	379
Citizens Advice Scotland	13,325	(10,000)	3,325
	<u>1,054,873</u>	<u>(1,028,733)</u>	<u>26,140</u>
TOTAL FUNDS	<u>1,098,864</u>	<u>(1,112,367)</u>	<u>(13,503)</u>

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

17. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	358,146	28,044	(7,523)	378,667
Designated Fund	300,000	-	30,000	330,000
	658,146	28,044	22,477	708,667
Restricted funds				
Welsh Government	-	(8,364)	8,432	68
Citizens Advice Cymru	20,570	(880)	(15,173)	4,517
Denbighshire County Council	70,682	13,351	(5,612)	78,421
Individual Projects	4,655	11,099	(10,124)	5,630
South Denbighshire Community Partnership	1,130	4,154	-	5,284
	97,037	19,360	(22,477)	93,920
TOTAL FUNDS	<u>755,183</u>	<u>47,404</u>	<u>-</u>	<u>802,587</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	295,960	(267,916)	28,044
Restricted funds			
Welsh Government	373,298	(381,662)	(8,364)
Citizens Advice Cymru	177,680	(178,560)	(880)
Denbighshire County Council	94,248	(80,897)	13,351
Individual Projects	320,935	(309,836)	11,099
South Denbighshire Community Partnership	29,486	(25,332)	4,154
	995,647	(976,287)	19,360
TOTAL FUNDS	<u>1,291,607</u>	<u>(1,244,203)</u>	<u>47,404</u>

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

17. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	358,146	(11,599)	(23,646)	322,901
Designated Fund	300,000	-	42,042	342,042
	<u>658,146</u>	<u>(11,599)</u>	<u>18,396</u>	<u>664,943</u>
Restricted funds				
Welsh Government	-	(9,050)	9,050	-
Citizens Advice Cymru	20,570	1,333	235	22,138
Denbighshire County Council	70,682	26,964	(8,572)	89,074
Individual Projects	4,655	18,395	(13,446)	9,604
South Denbighshire Community Partnership	1,130	4,533	(5,663)	-
Citizens Advice Scotland	-	3,325	-	3,325
	<u>97,037</u>	<u>45,500</u>	<u>(18,396)</u>	<u>124,141</u>
TOTAL FUNDS	<u>755,183</u>	<u>33,901</u>	<u>-</u>	<u>789,084</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	339,951	(351,550)	(11,599)
Restricted funds			
Welsh Government	715,280	(724,330)	(9,050)
Citizens Advice Cymru	407,436	(406,103)	1,333
Denbighshire County Council	435,421	(408,457)	26,964
Individual Projects	442,201	(423,806)	18,395
South Denbighshire Community Partnership	36,857	(32,324)	4,533
Citizens Advice Scotland	13,325	(10,000)	3,325
	<u>2,050,520</u>	<u>(2,005,020)</u>	<u>45,500</u>
TOTAL FUNDS	<u>2,390,471</u>	<u>(2,356,570)</u>	<u>33,901</u>

Designated Funds

A Designated Fund has been created which includes anticipated costs of winding up in the unlikely event of a catastrophic loss of business.

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

17. MOVEMENT IN FUNDS - continued

Restricted Funds

Welsh Government - Includes a number of projects that provide access to advice services for debt and welfare benefit, and help to claim entitlement to benefits.

Citizens Advice Cymru - Includes a number of projects that provide help with energy advice, emergency food bank assistance and welfare benefit advice.

Denbighshire County Council - Includes projects specific to the Denbighshire area for consumer and financial advice, housing, homelessness, information for carers and assisting economically inactive people into employment.

South Denbighshire Community Project - Is a project to reduce isolation, improve wellbeing and increase resilience primarily for older people and those unable to access services in eight villages in South Denbighshire.

Individual Projects - Includes various projects run by Rhyl Town Council and other providers including local food banks, Wind Farms, and family and community care law.

18. RELATED PARTY DISCLOSURES

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

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025

	2025 £	2024 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	301	-
Investment income		
Deposit account interest	24,898	18,017
Charitable activities		
Grants	1,065,658	1,273,286
Other income		
Donations, legacies and other income	8,007	304
Total incoming resources	1,098,864	1,291,607
EXPENDITURE		
Charitable activities		
Wages	953,195	981,017
Pensions	18,993	18,754
Rent and rates	19,989	19,311
Insurance	3,103	3,056
Light and heat	12,477	14,514
Project purchases	330	12,830
Partnership payments	6,000	106,469
Professional fees	15,515	11,932
Training	3,331	3,525
Repairs and renewals	4,817	4,729
Travel expenses	7,352	6,727
Citizens advice charges	11,536	11,159
Sundry expenses	1,544	2,541
Payroll fees	1,770	731
Other charitable expenditure	39,985	33,735
Bank charges	377	370
Fixtures and fittings	4,251	4,697
	1,104,565	1,236,097
Support costs		
Governance costs		
Auditors' remuneration	2,700	2,250
Accountancy fees	1,830	2,250
Carried forward	4,530	4,500

This page does not form part of the statutory financial statements

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025**

	2025 £	2024 £
Governance costs		
Brought forward	4,530	4,500
AGM and trustees meeting expenses	3,272	3,606
	7,802	8,106
Total resources expended	1,112,367	1,244,203
Net (expenditure)/income	(13,503)	47,404

This page does not form part of the statutory financial statements

Accounts

REGISTERED COMPANY NUMBER: 05446940 (England and Wales)
REGISTERED CHARITY NUMBER: 1109852

REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024
FOR
CYNGOR AR BOPETH SIR DDINBYCH CITIZENS
ADVICE DENBIGHSHIRE

Williams Denton Cyf
Chartered Certified Accountants
Statutory Auditors
Glaslyn
Ffordd y Parc
Parc Menai
Bangor
Gwynedd
LL57 4FE

**CYNGOR AR BOPETH SIR DDINBYCH CITIZENS
ADVICE DENBIGHSHIRE**

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FOR THE YEAR ENDED 31 MARCH 2024**

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**CYNGOR AR BOPETH SIR DDINBYCH CITIZENS
ADVICE DENBIGHSHIRE**

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

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

The Mission of Cyngor Ar Bopeth Sir Ddinbych Citizens Advice Denbighshire (CAD) is:

'To reduce poverty, improve financial and personal resilience, and prevent homelessness, thereby contributing to improved wellbeing within our community.'

The charity's core activities in delivering that mission are provision of an information, advice, and advocacy service, including money advice in the area of benefits, funded through a 'Consumer and Finance Contract' with Denbighshire County Council (DCC) and grants from Big Lottery Fund, Welsh Government, Energy Saving Trust, Trussell Trust, Rhyl Town Council and other organisations.

We at CAD champion equality through the way we operate, the advice we provide - which is accessible to all - and through our contribution to research and campaigns that shine a light on the issues of inequality in our communities.

The charity's main objectives for the year were to sustain its current programmes, establish new projects and acquire further funding to extend its volunteer base. The charity was particularly proactive in recruiting volunteers by raising the profile of the service using local print media and social media and exhibiting/speaking at local events and community groups. We also offered placements to students and those seeking work experience to give them an insight into how the organisation operates.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding on the activities the charity should undertake and regularly reviewed its business plan and strategy.

**CYNGOR AR BOPETH SIR DDINBYCH CITIZENS
ADVICE DENBIGHSHIRE**

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

OBJECTIVES AND ACTIVITIES

Significant activities

In the financial year 2023/24 CAD has:

Successfully extended the Denbighshire County Council (DCC) contracts to provide a Consumer and Financial Advice Service for the whole of Denbighshire to March 2029 following a recommissioning process in 2023. This funding from DCC has facilitated services/support in the following areas:

- Direct support for tenants in DCC Housing, including advice on energy via DCC Housing Department (the Key 2 Advice project)
- Provision of a full-time caseworker from CAD to support the work of DCC's Homelessness Prevention Team
- Provision of a Carers Befriending Service in partnership with Northeast Wales Carers Information Service (NEWCIS)
- Provision of a project to build financial capability amongst young people through the Families First Young People initiative
- A project to encourage the economically inactive into employment and assist them in securing welfare benefit entitlements with funding and a delivery partnership with 'Working Denbighshire' part of DCC.

With funding from Welsh Government (via Citizens Advice Cymru) we have delivered the following activity:

- Wide ranging advice for people across Wales via Advicelink - Single Advice Fund (SAF)
- Welfare benefits advice via the telephone, encouraging people to claim their entitlements through the 'Claim What's Yours' project
- Advice to young people leaving care via the Basic Income Pilot project

Projects and activity funded by other partners included:

- 'Your Place or Ours' - funded by The Lottery Community Fund working in partnership with South Denbighshire Community Partnership (SDCP) to work with local communities to identify and develop new services that will support independent living, combat rural poverty and enable people to live well in their communities. The Project started in 2018 in Corwen and Edeyrnion. In 2020 the funding was extended to include services to the Llangollen community.
- 'It's Not Too Late' - funded by the Henry Smith Charity. This project was funded to deliver out-of-hours money advice to clients who found it difficult to attend our offices during working hours. This advice included financial literacy training and holistic preventative and crisis money advice: encompassing, income maximisation, budgeting and debt resolution.
- 'Force for Energy' - in partnership with the other five North Wales local Citizens Advice offices and Woody's Lodge (a charity supporting veterans, emergency services employees and reservists). This project provided energy advice and wider holistic advice services to clients from the veteran community across North Wales.
- 'Help Through Hardship' - a Trussell Trust funded project, in partnership with Ynys Mon Citizens Advice to deliver a telephone advice service for people requesting a food bank voucher.
- 'Help through Hardship Local' - another Trussell Trust funded project in partnership with Vale of Clwyd Mind, seeking to align foodbank and mental health support with holistic advice to break the cycle of deprivation.
- Vale of Clwyd Food/Fuel Bank - this project is aimed at further helping clients who find themselves in fuel poverty. Co-op vouchers are topped up with £20 each and provided to clients in urgent need of electricity supply via prepayment meters.

**CYNGOR AR BOPETH SIR DDINBYCH CITIZENS
ADVICE DENBIGHSHIRE**

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

OBJECTIVES AND ACTIVITIES

- 'We Can See You Now' - funding from the Tudor Trust in partnership with Ynys Mon Citizens Advice to provide a digital /virtual 'drop in' service for clients i.e. the consultation with a client happens over a video link using the 'Attend Anywhere' platform (much like Zoom or Google Meet). This has become a key platform for our service and has been widely welcomed by our clients.

- Moondance (Warmer Wales 2) - a project funded by The Moondance Foundation via Citizens Advice Cymru to provide clients with energy advice.

- BESN Energy Adviser - funded by the National Grid via Citizens Advice for an Energy Caseworker to deliver specialist energy advice and income maximisation support to clients experiencing fuel poverty.

- 'Help Accessing Legal Support' (HALS) project funded by Access to Justice Fund. This project was aimed at establishing a comprehensive legal advice service for litigants in person in North and Mid Wales providing specialist advice in the areas of family and community care law.

This project was replaced by 'Improving Outcomes Through Legal Support' (IOTLS) in July 2023, again funded by the Access to Justice Fund, and operates similarly to the previous project.

- Citizens Advice Cost-of-Living project - additional funding to enhance our generalist service by way of employing an outreach advice assessor.

Every funding organisation has its own requirements in terms of measuring and evaluating the impact of the project they are funding. CAD gathers the necessary data and qualitative information for funders and to inform its own work and strategy. CAD is also keen to demonstrate so-called 'soft outputs' and Social Value which are increasingly a requirement from funders.

In addition to specific funded activity, we have increased our volunteer base to maintain a multi-channel service and with a view to expanding access to advice and increasing our presence in the community.

We have also undertaken research and campaigns to inform decision makers about social injustice and inequality and the impact of the cost-of-living crisis.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

OBJECTIVES AND ACTIVITIES

Public benefit

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

How our activities deliver Public Benefit - our performance and achievements

All projects have met their targets and we have been awarded extra opportunities on the strength of excellent project management.

Our annual client satisfaction survey continues to indicate strong positive results.

The Board of Trustees is committed to act in an ethical way regarding its financial dealings and to this end, an Ethical Investment and Financial Management Policy is in place.

The Board has reviewed the Business Development Plan for 2023-2026 and measured the outcomes against the objectives within that plan. This plan has been reviewed during the Financial Year ending 31 March 2024 and new strategic priorities have been set for the Charity for the years 2024- 2027. This plan is a joint effort between the Chief Officer and the Trustee Board.

We have again been awarded the maximum points on every aspect of the Leadership Self-Assessment (LSA) process by our Citizens Advice Auditor. This assessment is based on a Performance Quality Framework which measures performance in the following areas:

- Client Experience/ Quality of Advice
- People Management and Leadership
- Financial Health

We have also retained the specialist advice accreditation from AQS for the following advice areas:

- Debt
- Welfare Benefits
- Family Law

Training of our staff and volunteers requires constant attention as there are frequent changes to the entitlements available to our clients, changes in the law and finance, and in opportunities for local and community support for our team to be aware of, as well as the need to offer more general developmental training. The fact that we are doing this effectively is evidenced by the LSA award and the feedback we receive from clients.

CAD has continued partnerships with all five Local Citizens Advice operations in North Wales, the ASK Centre in Rhyl, DCC and SDCP. These partnerships offer improved opportunities for acquiring funding and for consolidating working relationships. In addition, CAD has a strong community presence and the relationships with the Local Authority and town and community councils are important to the work it undertakes.

In the year ended 31 March 2024, CAD achieved Welfare Benefit gains of £13,133,080 and handled £11,744,324 of debt on behalf of clients.

Having had to close our offices during the pandemic, we have now re-instated our in-person face-to-face triage service on two days per week at each site, alongside the digital ('Attend Anywhere') and telephone service. We also provide community triage services in Prestatyn, Corwen and Llangollen.

We also support wider services via telephone across Wales through 'Advicelink' and 'Claim What's Yours' and across England and Wales through the 'Help Through Hardship' project.

**CYNGOR AR BOPETH SIR DDINBYCH CITIZENS
ADVICE DENBIGHSHIRE**

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

STRATEGIC REPORT

Financial position

CAD has a diverse portfolio of funding including contract funding received; £234,000 in unrestricted monies from DCC and a further £43,638 in unrestricted funds from various sources.

We also received £995,647 from a variety of funders as restricted funding.

Overall, the fund balances (including assets and liabilities) carried forward are £708,667 and £93,920 for unrestricted and restricted funds respectively, giving total net assets carried forward of £802,587.

Our income for the year also included £18,319 from donations, legacies and investment income.

At the balance sheet date, current assets include a total of £332,878 (2023 - £325,289) of short-term deposits, and call deposits totalling £258,409 (2023 - £171,735). All deposits are with UK banks and building societies.

Reserves policy

It is the policy of CAD that unrestricted funds which have not been designated for a specific use should be maintained at a level sufficient to ensure that, in the unlikely event of a catastrophic loss of funding, CAD will be able to meet its liabilities to both staff and suppliers while considering its future options.

Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Risk Management

The trustees have an ongoing process of reviewing circumstances which may give rise to CAD being exposed to risk and are satisfied that systems are in place to mitigate exposure to such risks.

Principal risks and uncertainties

However well an organisation is managed, there may be risks which are beyond the organisation's control which would rate as high risk. The organisation believes it identifies and manages these risks as pro-actively as possible.

Examples may include:

- Unexpected reduction in funding from existing sources.
- Failure to win competitive contracts for additional projects.

The trustees and the senior management team recognise these risks and take a proactive approach to identify and manage them.

Any significant reduction in core funding may result in a reduction in core service. This has been mitigated to some extent by the new contractual relationship with DCC. Nevertheless, the organisation has a strategic reduction plan to best manage projects in such a situation:

If CAD were to lose its entire core funding, the trustees believe it is likely that they would have to implement a strategic closure plan and if funds could not be found to replace core funding, all projects would cease to operate over the medium term. Funding is in place through the Reserves Policy to enable this to be done in an orderly fashion. During the course of the year fire safety and electrical testing inspections have been completed at all of the Charity's premises and the trustees continue to identify and deal with relevant issues.

**CYNGOR AR BOPETH SIR DDINBYCH CITIZENS
ADVICE DENBIGHSHIRE**

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

STRATEGIC REPORT

Future plans

Our Business Development Plan 2023- 2026 defines our aspirations and strategy for the Charity:

- To provide a high quality and accessible service that meets the advice needs of the local community
- To maintain robust and resilient financial and organisational governance whilst developing new and additional funded services
- To challenge discrimination through advice, promote equality through advocacy, and value diversity
- To promote our profile positively in the press and media and communicate the value of our service effectively with stakeholders and the community
- To influence policy both nationally and locally through campaign and research work.
- To promote activity to improve the wellbeing and development of staff, volunteers, and trustees, and to commit to a robust recruitment and development plan
- To ensure that everyone working within our service (all staff, volunteers, and trustees) share an objective to keep each other, our clients, and vulnerable members of our community safe from harm and/or abuse.

We recognise that statutory agencies and organisations are requiring access to their services via a digital route, we aim to be a digital portal for clients to access these services and work with partner agencies to facilitate this channel.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Citizens Advice Denbighshire is a charity operating as a company limited by guarantee and the trustees are Directors of the Trustee Board of the company which is registered with Companies House under company number 05446940 and also with the Charity Commission under charity number 1109852. The charity is governed by the Trust Deed and the Memorandum and Articles of Association.

The Trustees, who are also the Directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Yveline Hands
Gaynor Brooks
Alison Henshaw
Charlotte Howard (resigned 31.1.24)
Alastair Morgan
Nigel Nicoll
Pauline Bowe (resigned 25.5.24)
Sanjay Bhalla (resigned 28.5.24)
Victoria Massey (resigned 27.9.23)
John Parry (appointed 1.5.24)

The Trustee Board meets on a quarterly basis and has two sub committees, which monitor and deal with detailed issues in their respective areas and report to the Board. The sub committees are:

- Staffing, Premises and Information Assurance
- Business Planning and Finance

Additional meetings of either the Board or sub committees may be called if there is an urgent need to do so. There are also occasional 'task and finish' groups set up for specific projects.

**CYNGOR AR BOPETH SIR DDINBYCH CITIZENS
ADVICE DENBIGHSHIRE**

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

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment and appointment of new trustees

Efforts to recruit new Trustees was ongoing this year as some Trustees came to the end of their tenure or left for personal reasons. Trustees are appointed by election at the Annual General Meeting, nominated by member organisations or co-opted by the Trustee Board, provided that the co-opted and nominated Trustees do not exceed one third of the number of the total number of trustees.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

The Executive Team, Staff and Volunteers

The Charity this year relied on some 21 active volunteer advisers (an increase on the previous year) as well as 38 full and part-time staff (at the year-end) who carried out a wide range of advice work and administrative tasks. The increase in volunteer numbers helped us maintain a multi-channel advice service for our communities and enabled us to start thinking about extending the service to locations in the community. The engagement of volunteers in undertaking charitable and income generating activities is not recognised within the SOFA.

Staff work on a hybrid basis i.e. part of the week in the office and part of the week at their home base.

The central management structure of CAD during the financial year consisted of a Chief Officer, Finance Officer, Performance and Projects Manager, and a Business Development and Operations Manager. Management of projects and advice services is delegated to other managers.

New staff members are normally appointed following public advertisement and interview and receive comprehensive induction and training when they take the post. Staff have also been employed following work experience.

Wider network

The CAD team engages in networking activity with a wide range of local charities for the good of the community and, where appropriate, enters into partnerships with other charities and statutory agencies.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

05446940 (England and Wales)

Registered Charity number

1109852

Registered office

23 High Street
Denbigh
DENBIGHSHIRE
LL16 3HY

Trustees

Yveline Hands
Gaynor Brooks
Alison Henshaw
Charlotte Howard (resigned 31.1.24)
Alastair Morgan
Nigel Nicoll
Pauline Bowe (resigned 25.5.24)
Sanjay Bhalla (resigned 28.5.24)
Victoria Massey (resigned 27.9.23)
John Parry (appointed 1.5.24)

**CYNGOR AR BOPETH SIR DDINBYCH CITIZENS
ADVICE DENBIGHSHIRE**

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

REFERENCE AND ADMINISTRATIVE DETAILS

Company Secretary
Yveline Hands

Auditors
Williams Denton Cyf
Chartered Certified Accountants
Statutory Auditors
Glaslyn
Ffordd y Parc
Parc Menai
Bangor
Gwynedd
LL57 4FE

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Cyngor Ar Bopeth Sir Ddinbych Citizens Advice Denbighshire for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Williams Denton Cyf, will be proposed for re-appointment at the forthcoming Annual General Meeting.

CYNGOR AR BOPETH SIR DDINBYCH CITIZENS
ADVICE DENBIGHSHIRE

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 31 July 2024 and signed on the board's behalf by:

A handwritten signature in black ink, appearing to read 'Alison Henshaw', written in a cursive style.

Lady Alison Henshaw - Trustee

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CYNGOR AR BOPETH SIR DDINBYCH CITIZENS
ADVICE DENBIGHSHIRE**

Opinion

We have audited the financial statements of Cyngor Ar Bopeth Sir Ddinbych Citizens Advice Denbighshire (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CYNGOR AR BOPETH SIR DDINBYCH CITIZENS
ADVICE DENBIGHSHIRE**

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

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

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

We gained an understanding of the legal and regulatory framework applicable to the company and the industry in which it operates, and considered the risk of acts by the company that were contrary to applicable laws and regulations, including fraud.

We designed audit procedures to respond to the risk, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

We focussed on laws and regulations which could give rise to a material misstatement in the financial statements, including, but not limited to, the Companies Act 2006 and UK tax legislation. Our tests included agreeing the financial statement disclosures to underlying supporting documentation, enquiries with management and enquiries of legal counsel. There are inherent limitations in the audit procedures described above and, the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it.

We did not identify any key audit matters relating to irregularities, including fraud. As in all our audits, we also addressed the risk of management override of internal controls, including testing journals and evaluating whether there was evidence of bias by the directors that represented a risk of material misstatement due to fraud.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CYNGOR AR BOPETH SIR DDINBYCH CITIZENS
ADVICE DENBIGHSHIRE**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Mr Martin Steven Barrett (Senior Statutory Auditor)
for and on behalf of Williams Denton Cyf
Chartered Certified Accountants
Statutory Auditors
Glaslyn
Ffordd y Parc
Parc Menai
Bangor
Gwynedd
LL57 4FE

31 July 2024

CYNGOR AR BOPETH SIR DDINBYCH CITIZENS
ADVICE DENBIGHSHIRE

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Charitable activities	3				
Advice and information service		277,638	995,648	1,273,286	1,384,603
Investment income	2	18,017	-	18,017	7,669
Other income	4	302	-	302	1,200
Total		295,957	995,648	1,291,605	1,393,472
EXPENDITURE ON					
Charitable activities	5				
Advice and information service		267,913	976,288	1,244,201	1,359,414
NET INCOME					
Transfers between funds	16	28,044 22,477	19,360 (22,477)	47,404 -	34,058 -
Net movement in funds		50,521	(3,117)	47,404	34,058
RECONCILIATION OF FUNDS					
Total funds brought forward		658,146	97,037	755,183	721,125
TOTAL FUNDS CARRIED FORWARD		708,667	93,920	802,587	755,183

The notes form part of these financial statements

CYNGOR AR BOPETH SIR DDINBYCH CITIZENS
ADVICE DENBIGHSHIRE

BALANCE SHEET
31 MARCH 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
FIXED ASSETS					
Tangible assets	11	9,363	-	9,363	11,946
CURRENT ASSETS					
Debtors	12	16,597	12,045	28,642	234,004
Investments	13	332,878	-	332,878	325,289
Cash with Financial Institutions and in hand		<u>367,901</u>	<u>81,875</u>	<u>449,776</u>	<u>324,302</u>
		717,376	93,920	811,296	883,595
CREDITORS					
Amounts falling due within one year	14	(18,072)	-	(18,072)	(140,358)
NET CURRENT ASSETS		<u>699,304</u>	<u>93,920</u>	<u>793,224</u>	<u>743,237</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>708,667</u>	<u>93,920</u>	<u>802,587</u>	<u>755,183</u>
NET ASSETS		<u>708,667</u>	<u>93,920</u>	<u>802,587</u>	<u>755,183</u>
FUNDS	16				
Unrestricted funds - General				378,667	358,146
Unrestricted funds - Designated				330,000	300,000
Restricted funds				<u>93,920</u>	<u>97,037</u>
TOTAL FUNDS				<u>802,587</u>	<u>755,183</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 31 July 2024 and were signed on its behalf by:



Lady Alison Henshaw - Trustee



Nigel Nicoll - Trustee

The notes form part of these financial statements

Accounts

Charity Registration No. 1109852

Company Registration No. 05446940 (England and Wales)

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023



CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

Mrs. Y D Hands
Ms. G Brooks
Lady A J Henshaw
Mrs. C H Howard
Mrs. V J Massey
Mr. A C Morgan
Mr. N Nicoll
Ms P B Bowe (Appointed 27 April 2022)
Mr S Bhalla (Appointed 27 April 2022)

Secretary

Mrs. Y D Hands

Charity number

1109852

Company number

05446940

Registered office

23 High Street
Denbigh
Clwyd
United Kingdom
LL16 3HY

Auditor

Azets Audit Services
Brynford House
21 Brynford Street
Holywell
Flintshire
United Kingdom
CH8 7RD

CYNGOR AR BOPETH SIR DDINBYCH

CITIZENS ADVICE DENBIGHSHIRE

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CYNGOR AR BOPETH SIR DDINBYCH

CITIZENS ADVICE DENBIGHSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

The trustees present their annual report and financial statements for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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).

Public benefit aim and impact

Citizens Advice Denbighshire's mission is:

"to reduce poverty, improve financial and personal resilience and prevent homelessness, thereby contributing to improved wellbeing within our community."

The charity's core activities in delivering that mission are provision of an information, advice, and advocacy service, including money advice in the area of benefits, funding through a 'Consumer and Finance Contract' with Denbighshire County Council (DCC) and grants from Big Lottery Fund, Welsh Government, Energy Saving Trust, Trussell Trust, European Social Fund, Rhyl Town Council and other organisations.

The DCC contract is to provide a Consumer and Financial advice service for the whole of Denbighshire and has been extended to March 2024. There will be a recommissioning process in 2023.

In the coming year the charity will seek to sustain its current programmes and facilitate new ones and, to this end, will pursue the acquisition of further funding.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Projects

In addition, Citizens Advice Denbighshire (CAD) provides advice and support with specific projects including:

Advicelink Cymru - Single Advice Fund (SAF) is a nationally funded programme for advice in Wales.

'Your Place or Ours' - funded by The Lottery Community Fund working in partnership with South Denbighshire Community Partnership (SDCP) to work with local communities to identify and develop new services that will support independent living, combat rural poverty and enable people to live in their communities. The Project commenced in 2018 in Corwen and Edeyrnion and in 2020 the funding was extended to include services to the Llangollen community.

DCC Housing (Key 2 Advice) - direct support for DCC Tenants including advice on energy.

Families First Young People - DCC funding to provide Financial Capability Advice to young people.

Working@citizensadvice - An employment project aimed at giving real work experience to the long-term unemployed, through 18 supported work placements. The project is funded by the European Social Fund through the Welsh European Funding Office (WEFO) via Welsh Council for Voluntary Action (WCVA) under the Active Inclusion Fund. It commenced 1 February 2020 providing work placements across local Citizens Advice offices in Denbighshire, Conwy, Gwynedd, and Ynys Mon with participants employed by CAD on a short term basis. It was highly successful but the project closed in June 2022.

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Homelessness Prevention Team - DCC funding to provide a full-time caseworker from CAD to support their Homelessness Prevention Team.

Legal Support for Litigants in Person (LsLiPs/LiPs) - funded by Access to Justice Fund and working in partnership with Ynys Mon Citizens Advice and Bangor University. This project was aimed at establishing a comprehensive legal advice service for litigants in person in North and Mid Wales providing specialist advice in employment, family and community care matters and recruiting and supporting Bangor University law students to embed a provision of specialist casework into their curricular assessed activities. The project was replaced in July 2023 with further Access to Justice funding - The Help Accessing Legal Support (HALS) project - operates similarly to the above but only in the areas of family and community care law.

Vale of Clwyd Food/Fuel Bank - this project is aimed at helping clients in fuel poverty. Co-op vouchers are topped up with £20 each and provided to clients in urgent need of electricity supply via prepayment meters.

Trussell Trust (Help Through Hardship) - funding in partnership with Ynys Mon Citizens Advice to deliver a telephone advice service for people using a food bank.

'Claim What's Yours' - Citizens Advice Cymru funding through Welsh Government Advicelink to deliver remote generalist welfare benefits advice via telephone.

Force For Energy - in partnership with 5 North Wales Local Citizens Advice offices and Woody's Lodge. This project provides energy and a wider holistic advice service to clients from within the veteran community across North Wales.

Barod - funded by DCC this project provides a direct referral point to CAD for clients to receive 'better off' calculations and support to access benefits, along with other support and advice relevant to their circumstances that is within CAD remit.

Attend Anywhere (We Can See You Now) - funding from the Tudor Trust in partnership with Ynys Mon Citizens Advice to provide a digital/virtual 'drop in' service for clients i.e. the consultation with a client happens over a video link much like Zoom or GoogleMeet. This has become a key platform for our service and has been widely welcomed by our clients.

Moodance - Citizens Advice Cymru funding from the Moondance Foundation to provide clients with energy advice.

Energy Redress Voucher Fund Scheme - funding from Energy Saving Trust for the provision of prepayment meter fuel vouchers for clients facing financial difficulties.

Basic Income Pilot - Welsh Government funding through Citizens Advice Cymru aimed at supporting young adults leaving care.

Vale of Clwyd Mind Help through Hardship Local - funded in partnership with Vale of Clwyd Mind through the Trussell Trust. Currently this is a project design pilot looking to align foodbank and mental health support with holistic advice to break the cycle of deprivation.

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Stakeholder involvement

CAD is keen to fully demonstrate the impact of activities to stakeholders and to involve them in evaluating its work. This includes demonstrating Social Value which is often a requirement from funders.

We have worked with Social Value Cymru to measure the Social Return on Investment (SROI) of the first two years of the "Your Place Or Ours" project which we deliver in partnership with South Denbighshire Community Partnership (the project lead). That project shows a SROI of over £6 for each £1 invested in it. Staff from CAD and SDCP have been trained in the evaluation and measurement process by the Social Value Cymru team and Mantell Gwynedd.

Whilst giving valuable data, this level of evaluation has proved to be very time intensive and expensive and the Board has therefore decided to limit this approach to projects where the evaluation can be funded separately. This will allow us to engage third party organisations to undertake the evaluation and reduce the burden on CAD staff.

Achievements and performance

All projects have met their targets and we have been awarded extra opportunities on the strength of excellent project management.

The Board of Trustees is committed to act in an ethical way regarding its financial dealings and to this end an Ethical Investment and Financial Management Policy is in place.

The Board has reviewed the Business Development Plan for 2022-2025 and measured the outcomes against the objectives within that plan. This plan has been reviewed during the Financial Year ending 31 March 2023 and new strategic priorities have been set for the Charity for the years 2023 - 2026. This plan is a joint effort between the Chief Officer and the Trustee Board.

We have again been awarded the maximum points on every aspect of the Leadership Self-Assessment process by our Citizens Advice Auditor. This assessment is based on a Performance Quality Framework which comprises:

- Client Experience / Quality of advice
- People management and Leadership
- Financial Health

CYNGOR AR BOPETH SIR DDINBYCH

CITIZENS ADVICE DENBIGHSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

We have also retained the specialist advice accreditation from AQS for the following advice areas:

- Employment
- Housing
- Welfare Benefits Telephone Advice
- Consumer
- Money Advice

Training of our staff and volunteers requires constant attention as there are always changes to the entitlements available to our clients, changes in the law and finance and in opportunities for local and community support for our team to be aware of as well as the need to offer development training in their roles. The fact that we are doing this effectively is evidenced by the LSA award and the feedback we receive from clients.

CAD has continued partnerships with all five Local Citizens Advice operations in North Wales, the ASK Centre in Rhyl, DCC, SDCCP, Rhyl City Strategy (RCS). These partnerships give improved opportunities for acquiring funding and consolidate working relationships. In addition, CAD has a strong community presence and the relationships with the Local Authority and town and community councils are important to the work it carries out.

In the year ended 31 March 2023, CAD achieved Welfare Benefit gains of £12,951,963 and negotiated £11,003,978 of Debt on behalf of clients.

It should be noted that achievements this year should be assessed in the light of us emerging from the limitations and difficulties of the Covid pandemic. Having had to close our offices during the pandemic, we have now re-instated our in-person face-to-face services on two days per week at each site, alongside the digital ('Attend Anywhere') and telephone service. Staff continue to work on a hybrid basis i.e. part of the week in the office and part of the week at their home base.

Financial review

CAD has a diverse portfolio of funding including contract funding received; £234,000 (2022: £234,000) in unrestricted monies from DCC and a further £38,628 (2022: £39,814) in unrestricted funds from various sources. We also received £1,111,975 (2022: £1,003,431) from a variety of funders as restricted funding. Our income for the year also included £8,869 (2022: £4,976) from donations, legacies, and investment income. Overall, the fund balances (including assets & liabilities) carried forward are £658,147 (2022: £653,169) and £97,036 (2022: £67,957) for unrestricted and restricted funds respectively, giving total net assets carried forward of £755,183 (2022: £721,126).

At the balance sheet date, current assets include a total of £325,289 (2022: £208,829) deposited in short term bonds and savings accounts.

Reserves policy

It is the policy of CAD that unrestricted funds which have not been designated for a specific use should be maintained at a level sufficient to ensure that, in the unlikely event of a catastrophic loss of funding, CAD will be able to meet its liabilities to both staff and suppliers while considering its future options.

Risk management

The trustees have an ongoing process of reviewing circumstances which may give rise to CAD being exposed to risk and are satisfied that systems are in place to mitigate exposure to such risks.

CYNGOR AR BOPETH SIR DDINBYCH

CITIZENS ADVICE DENBIGHSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Principal risks and uncertainties

During the course of the year fire safety and electrical testing inspections have been completed at all of the Charity's premises and the Trustees continue to identify and deal with relevant issues.

However well an organisation is managed there may be risks which are beyond the organisation's control which would rate as high risk. The organisation believes it identifies and manages these risks as pro-actively as possible.

Examples may include:

- Unexpected reduction in funding
- Failure to win competitive contracts for the core part of CAD service.

The Trustees and the senior management team recognise these risks and take a pro-active approach to identify and manage them.

Any significant reduction in Core funding may result in a reduction in Core service. This has been mitigated to some extent by the new contractual relationship with DCC. Nevertheless, the organisation has a strategic reduction plan to best manage projects in such a situation.

If CAD were to lose its entire Core funding, the Trustees believe it is likely that they would have to implement a strategic closure plan and if funds could not be found to replace Core funding, all projects would cease to operate over the medium term. Funding is in place through the Reserves policy to enable this to be done in an orderly fashion.

Our Business Development Plan 2023- 2026 defines our aspirations and strategy for the Charity:

- To provide a high quality and accessible service that meets the advice needs of the local community.
- To maintain robust and resilient financial and organisational governance whilst developing new and additional funded services.
- To challenge discrimination through advice, promote equality through advocacy, and value diversity.
- To promote our profile positively in the press and media and communicate the value of our service effectively with stakeholders and the community.
- To influence policy both nationally and locally through campaign and research work.
- To promote activity to improve the wellbeing and development of staff, volunteers, and trustees and to commit to a robust recruitment and development plan.
- To ensure that everyone working within our service (all staff, volunteers, and trustees) share an objective to keep each other, our clients, and vulnerable members of our community safe from harm and/or abuse.

We recognise that statutory agencies and organisations are requiring access to their services via a digital route, we aim to be a digital portal for clients to access these services and work with partner agencies to facilitate this channel.

Structure, governance and management

CAD is a charity operating as a company limited by guarantee and the Trustees are directors of the Trustee Board of the company which is registered with Companies House under company number 05446940 and also with the Charity Commission under charity number 1109852. The charity is governed by the Trust Deed and the Memorandum & Articles of Association.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Mrs. Y D Hands
Ms. G Brooks
Lady A J Henshaw
Mrs. C H Howard
Mrs. V J Massey
Mr. A C Morgan
Mr. N Nicoll
Mr. R O Thomas (Resigned 1 January 2023)
Ms P B Bowe (Appointed 27 April 2022)
Mr S Bhalla (Appointed 27 April 2022)

The Trustee Board normally meets on a quarterly basis and has set up two sub committees, which monitor and deal with detailed issues in their respective areas and report to the Board. The sub committees are:

- Staffing, Premises and Information Assurance
- Business Planning and Finance

Additional meetings of either the Board or Sub Committees may be called if there is an urgent need to do so. There are also occasional 'task and finish' groups set up for specific projects. In this year a group considering a 360-degree review of the Board was established.

Recruitment and appointment of new trustees

Trustees are appointed by election at the Annual General Meeting, nominated by member organisations or co-opted by the Trustee Board. Provided that the co-opted and nominated Trustees do not exceed one third of the number of the total number of Trustees.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

The Executive Team, Staff and Volunteers

The Charity currently relies on some 16 fully trained volunteer advisers as well as 38 full and part-time staff (at the year end) who carry out a wide range of advice work and administrative tasks. The use of volunteers in the course of undertaking charitable and income generating activities is not recognised within the SOFA.

The central management structure and support consisted during the financial year of a Chief Officer, and a Finance Officer assisting the CO in the day to day running of the charity. Management of projects and advice services is delegated to other managers.

New staff members are normally appointed following public advertisement and interview and receive comprehensive induction and training when they take the post. Staff have been taken on board following work experience e.g. W@CA.

Wider network

CAD networks with a large number of local charities for the good of the community and where appropriate enters into partnerships with other charities and statutory agencies.

The trustees' report was approved by the Board of Trustees.

Lady A J Henshaw
Trustee
Dated: 31 August 2023

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2023

The trustees, who are also the directors of Cyngor Ar Bopeth Sir Ddinbych for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

CYNGOR AR BOPETH SIR DDINBYCH CITIZENS ADVICE DENBIGHSHIRE INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF CYNGOR AR BOPETH SIR DDINBYCH

Opinion

We have audited the financial statements of Cyngor Ar Bopeth Sir Ddinbych Citizens Advice Denbighshire (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

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

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

**CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE TRUSTEES OF CYNGOR AR BOPETH SIR DDINBYCH**

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

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

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

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

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

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

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

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

**CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE TRUSTEES OF CYNGOR AR BOPETH SIR DDINBYCH**

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

**Jonathan Ward (Senior Statutory Auditor)
for and on behalf of Azets Audit Services**

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**Chartered Accountants
Statutory Auditor**

Brynford House
21 Brynford Street
Holywell
Flintshire
United Kingdom
CH8 7RD

Azets Audit Services is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

		Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Notes							
<u>Income and endowments from:</u>							
Donations and grants	2	272,928	1,111,975	1,384,903	274,314	1,003,431	1,277,745
Investments	3	7,669	-	7,669	3,751	-	3,751
Other income	4	900	-	900	725	-	725
Total income		281,497	1,111,975	1,393,472	278,790	1,003,431	1,282,221
<u>Expenditure on:</u>							
<u>Charitable activities</u>							
Charitable Activities	5	287,920	761,223	1,049,143	218,170	775,177	993,347
Project Expenditure	5	2,508	307,764	310,272	3,999	236,517	240,516
Total charitable expenditure		290,428	1,068,987	1,359,415	222,169	1,011,694	1,233,863
Net (outgoing)/incoming resources before transfers		(8,931)	42,988	34,057	56,621	(8,263)	48,358
Gross transfers between funds		13,909	(13,909)	-	5,017	(5,017)	-
Net income for the year/ Net movement in funds		4,978	29,079	34,057	61,638	(13,280)	48,358
Fund balances at 1 April 2022		653,169	67,957	721,126	591,531	81,237	672,768
Fund balances at 31 March 2023		658,147	97,036	755,183	653,169	67,957	721,126

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Fixed assets					
Tangible assets	10		11,946		9,491
Investments	11		-		83,923
			<u>11,946</u>		<u>93,414</u>
Current assets					
Debtors	12	234,004		95,056	
Investments	13	325,289		208,829	
Cash at bank and in hand		324,302		396,500	
		<u>883,595</u>		<u>700,385</u>	
Creditors: amounts falling due within one year	14	(140,358)		(72,673)	
Net current assets			<u>743,237</u>		<u>627,712</u>
Total assets less current liabilities			<u>755,183</u>		<u>721,126</u>
Income funds					
Restricted funds	15		97,036		67,957
<u>Unrestricted funds</u>					
Designated funds	17	300,000		316,552	
General unrestricted funds		<u>358,147</u>		<u>336,617</u>	
			<u>658,147</u>		<u>653,169</u>
			<u>755,183</u>		<u>721,126</u>

**CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
BALANCE SHEET (CONTINUED)**

AS AT 31 MARCH 2023

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 1 September 2023

Lady A J Henshaw
Trustee

Mr. N Nicoll
Trustee

Company registration number 05446940

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	21		(37,565)		69,528
Investing activities					
Purchase of tangible fixed assets		(6,906)		(5,947)	
Proceeds from disposal of tangible fixed assets		1,198		-	
Proceeds from disposal of investments		(32,537)		77,459	
Investment income received		3,612		5,496	
Net cash (used in)/generated from investing activities			(34,633)		77,008
Net cash used in financing activities			-		-
Net (decrease)/increase in cash and cash equivalents			(72,198)		146,536
Cash and cash equivalents at beginning of year			396,500		249,964
Cash and cash equivalents at end of year			324,302		396,500

CYNGOR AR BOPETH SIR DDINBYCH

CITIZENS ADVICE DENBIGHSHIRE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

Charity information

Cyngor Ar Bopeth Sir Ddinbych Citizens Advice Denbighshire is a private company limited by guarantee incorporated in England and Wales. The registered office is 23 High Street, Denbigh, Clwyd, LL16 3HY, United Kingdom.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, a Deed of Trust, the Companies Act 2006 and "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)". The charity is a Public Benefit Entity as defined by FRS 102.

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

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Further explanation of the nature and purpose of each fund is included in the Trustees report.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount.

Grant income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Investment income is recognised when receivable.

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

(Continued)

1.5 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.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures and fittings	25% on cost
IT equipment	25% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

Capitalisation is based on a value of £250 or more, however, this is at the discretion of the Trustees and is also based on the length of the fund to which the asset is attributed to.

1.7 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.8 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held on call with banks, and other short-term liquid investments with original maturities of three months or less.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.12 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.

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

(Continued)

1.13 Use of volunteers

The Charity relies on approximately 16 fully trained volunteers who carry out a wide range of advice work and administrative tasks. The use of volunteers in the course of undertaking the charitable and income generating activities is not recognised within the Statement of Financial Activities.

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

2 Donations and grants

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2023 £	2023 £	2023 £	2022 £	2022 £	2022 £
Donations and gifts	300	-	300	500	-	500
Grants receivable	272,628	1,111,975	1,384,603	273,814	1,003,431	1,277,245
	<u>272,928</u>	<u>1,111,975</u>	<u>1,384,903</u>	<u>274,314</u>	<u>1,003,431</u>	<u>1,277,745</u>

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

3 Investments

	Unrestricted funds	Unrestricted funds
	2023	2022
	£	£
Bank deposit interest	7,669	3,751
	<u> </u>	<u> </u>

4 Other income

	Unrestricted funds	Unrestricted funds
	2023	2022
	£	£
Other income	900	725
	<u> </u>	<u> </u>

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

5 Charitable activities

	Charitable Activities 2023 £	Project Expenditure 2023 £	Total 2023 £	Charitable Activities 2022 £	Project Expenditure 2022 £	Total 2022 £
Staff costs	938,068	18,801	956,869	890,390	106,923	997,313
Depreciation and impairment	3,253	-	3,253	2,190	-	2,190
Rent and rates	18,705	-	18,705	18,711	-	18,711
Insurance	2,763	-	2,763	2,459	-	2,459
Light and heat	7,776	-	7,776	6,276	-	6,276
Citizens Advice charges	9,913	-	9,913	7,849	-	7,849
Travel expenses	4,867	-	4,867	7,124	-	7,124
Repairs and maintenance	8,941	-	8,941	8,642	-	8,642
Bank charges	468	-	468	291	-	291
Payroll fees	1,596	-	1,596	1,164	-	1,164
Professional fees	3,533	-	3,533	3,218	-	3,218
Sundry expenses	6,682	-	6,682	1,709	-	1,709
Partnership payments	-	208,533	208,533	-	27,439	27,439
Project Purchases	-	82,938	82,938	-	106,154	106,154
Training	2,491	-	2,491	4,197	-	4,197
Other charitable expenditure	30,915	-	30,915	33,342	-	33,342
	<u>1,039,971</u>	<u>310,272</u>	<u>1,350,243</u>	<u>987,562</u>	<u>240,516</u>	<u>1,228,078</u>
Share of governance costs (see note 6)	<u>9,172</u>	<u>-</u>	<u>9,172</u>	<u>5,785</u>	<u>-</u>	<u>5,785</u>
	<u>1,049,143</u>	<u>310,272</u>	<u>1,359,415</u>	<u>993,347</u>	<u>240,516</u>	<u>1,233,863</u>
Analysis by fund						
Unrestricted funds	287,920	2,508	290,428	218,170	3,999	222,169
Restricted funds	761,223	307,764	1,068,987	775,177	236,517	1,011,694
	<u>1,049,143</u>	<u>310,272</u>	<u>1,359,415</u>	<u>993,347</u>	<u>240,516</u>	<u>1,233,863</u>

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

6 Governance costs

	2023	2022
	£	£
Audit fees	1,500	1,500
Accountancy	1,800	1,500
AGM and trustees meeting expenses	5,872	2,785
	<u>9,172</u>	<u>5,785</u>
Analysed between		
Charitable activities	<u>9,172</u>	<u>5,785</u>

Governance costs includes payments to the auditors of £1,500 (2022- £1,500) for audit fees.

7 Trustees

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

During the year reimbursements for travel expenses were made totalling £593 paid to five trustees (2022: £181 paid to four trustees).

8 Employees

The average monthly number of employees during the year was:

	2023	2022
	Number	Number
Manager and project casework	16	16
Management and administration of charity	11	10
Project staff	11	7
Training officers	1	2
	<u>39</u>	<u>35</u>
Total	<u>39</u>	<u>35</u>

Employment costs

	2023	2022
	£	£
Wages and salaries	920,699	875,276
Other pension costs	17,369	15,114
	<u>938,068</u>	<u>890,390</u>

Remuneration paid to key management personnel during the year totalled £208,597 (2022: £171,124). The total number of key management personnel was 7 (2022: 5).

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

8 Employees

(Continued)

In addition to the above average permanent employee numbers there were 5 work experience staff employed over the year for "Working at Citizens Advice" project which finished 30 June 2022 (2022: 10). During this period the work experience staff incurred staff costs totalling £18,801 (2022: £106,923).

There were no employees whose annual remuneration was £60,000 or more.

9 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

10 Tangible fixed assets

	Fixtures and fittings	IT equipment	Total
	£	£	£
Cost			
At 1 April 2022	159,361	12,828	172,189
Additions	-	6,906	6,906
Disposals	-	(1,198)	(1,198)
At 31 March 2023	159,361	18,536	177,897
Depreciation and impairment			
At 1 April 2022	159,360	3,338	162,698
Depreciation charged in the year	1	3,252	3,253
At 31 March 2023	159,361	6,590	165,951
Carrying amount			
At 31 March 2023	-	11,946	11,946
At 31 March 2022	1	9,490	9,491

11 Fixed asset investments

	Cash in portfolio
Cost or valuation	
At 1 April 2022	83,923
Disposals	(83,923)
At 31 March 2023	-
Carrying amount	
At 31 March 2023	-
At 31 March 2022	83,923

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

11 Fixed asset investments

(Continued)

Cash in portfolio

The 2 year bond will mature within 9 months after the year end and has been transferred to short term investments in the year.

12 Debtors

	2023	2022
	£	£
Amounts falling due within one year:		
Trade debtors	219,309	10,250
Other debtors	8,900	79,016
Prepayments and accrued income	5,795	5,790
	<u>234,004</u>	<u>95,056</u>

13 Current asset investments

	2023	2022
	£	£
Unlisted investments	325,289	208,829
	<u>325,289</u>	<u>208,829</u>

The current asset investments relate to monies deposited in short term bonds.

All current asset investments are term deposits with UK registered financial institutions and are fully protected against bank and building society failure by the Financial Services Compensation Scheme.

14 Creditors: amounts falling due within one year

	2023	2022
Notes	£	£
Other taxation and social security	847	848
Deferred income	27,785	29,883
Trade creditors	50,387	526
Accruals and deferred income	61,339	41,416
	<u>140,358</u>	<u>72,673</u>

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

15 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds				Movement in funds				
	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	Balance at 1 April 2022	Incoming resources	Resources expended	Transfers	Balance at 31 March 2023
	£	£	£	£	£	£	£	£	£
Welsh Government	1,278	256,575	(260,291)	2,438	-	325,697	(329,528)	3,831	-
Citizens Advice Cymru	13,158	223,974	(230,291)	(4,525)	2,316	346,831	(331,691)	3,114	20,570
Denbighshire County Council	48,058	100,306	(76,509)	(7,710)	64,145	79,778	(62,979)	(10,263)	70,681
Individual Projects	16,292	397,363	(416,430)	4,271	1,496	336,167	(322,417)	(10,591)	4,655
South Denbighshire Community Project	2,451	25,214	(28,174)	509	-	23,502	(22,372)	-	1,130
	<u>81,237</u>	<u>1,003,432</u>	<u>(1,011,695)</u>	<u>(5,017)</u>	<u>67,957</u>	<u>1,111,975</u>	<u>(1,068,987)</u>	<u>(13,909)</u>	<u>97,036</u>

Welsh Government - Includes a number of projects that provide access to one off advice services and help to claim aid entitlements.

Citizens Advice Cymru - Includes a number of projects that provide help with the cost of living crisis, universal credit claims and gambling support.

Denbighshire County Council - Includes projects specific to the Denbighshire area for housing, homelessness and help with food preparation on a budget.

South Denbighshire Community Project - Is a project to reduce isolation, improve wellbeing and increase resilience primarily for older people and those unable to access services in eight villages in Denbighshire.

Individual Projects - Includes various projects run by Rhyl Town Council and other providers including working at Citizens Advice, Food Banks, cost of living crisis and universal credit support.

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

16 Analysis of net assets between funds

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total Unrestricted funds 2023 £	Restricted funds 2022 £	Total 2022 £
Fund balances at 31 March 2023 are represented by:					
Tangible assets	11,946	-	11,946	9,491	9,491
Investments	-	-	-	83,923	83,923
Current assets/(liabilities)	646,201	97,036	743,237	67,957	627,712
	<u>658,147</u>	<u>97,036</u>	<u>755,183</u>	<u>67,957</u>	<u>721,126</u>

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

17 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds					Movement in funds				
	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	Balance at 1 April 2022	Incoming resources	Resources expended	Transfers	Balance at 31 March 2023	
	£	£	£	£	£	£	£	£	£	
Designated fund	334,000	-	-	(17,448)	316,552	-	-	(16,552)	300,000	
	<u>334,000</u>	<u>-</u>	<u>-</u>	<u>(17,448)</u>	<u>316,552</u>	<u>-</u>	<u>-</u>	<u>(16,552)</u>	<u>300,000</u>	
	<u>334,000</u>	<u>-</u>	<u>-</u>	<u>(17,448)</u>	<u>316,552</u>	<u>-</u>	<u>-</u>	<u>(16,552)</u>	<u>300,000</u>	

A Designated Fund has been created which includes anticipated costs of a winding up in the unlikely event of a catastrophic loss of business.

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

18 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2023 £	2022 £
Within one year	25,449	25,784
Between two and five years	53,428	76,538
	<u>78,877</u>	<u>102,322</u>

19 Capital commitments

At 31 March 2023 the charity had capital commitments as follows:

Contracted for but not provided in the financial statements:

Telephone system setup costs	-	6,218
	<u>-</u>	<u>6,218</u>

20 Related party transactions

Transactions with related parties

During the year the charity entered into the following transactions with related parties:

The spouse of one of the key management personnel, who retired on 5 May 2022, owns a company from which the charity rents its Denbigh premises. The total rent for the year was £14,909 (2022; £14,909).

21 Cash generated from operations

	2023 £	2022 £
Surplus for the year	34,057	48,357
Adjustments for:		
Investment income recognised in statement of financial activities	(7,669)	(3,751)
Depreciation and impairment of tangible fixed assets	3,253	2,190
Movements in working capital:		
(Increase)/decrease in debtors	(134,891)	61,371
Increase in creditors	69,783	29,136
(Decrease) in deferred income	(2,098)	(67,775)
Cash (absorbed by)/generated from operations	<u>(37,565)</u>	<u>69,528</u>

Accounts

Charity Registration No. 1109852

Company Registration No. 05446940 (England and Wales)

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022



CYNGOR AR BOPETH SIR DDINBYCH

CITIZENS ADVICE DENBIGHSHIRE

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CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2022

The trustees, who are also the directors of Cyngor Ar Bopeth Sir Ddinbych for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)
FOR THE YEAR ENDED 31 MARCH 2022

The trustees present their report and financial statements for the year ended 31 March 2022.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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)".

The Trustees have complied with their duty in section 4 of the 2010 Charities Act to have due regard to the guidance published by the Charity Commission.

Objectives and activities

Citizens Advice Denbighshire's mission:

"to work with partners, nationally and locally; providing a fully accessible, comprehensive and high quality service; responding to various and changing needs; to reduce poverty, improve financial and personal resilience and to prevent homelessness, thereby contributing to improved wellbeing within our community."

In the coming year the charity will seek to sustain its current programmes and facilitate new ones and to this end will pursue the acquisition of further funding.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

The Charity's core activity is to provide an information, advice, and advocacy service, including money advice in the area of benefits funded through a contract from Denbighshire County Council (DCC) and grants from the main Town Councils as well as Community Councils, Freeman Evans Trust, Big Lottery Fund, DWP, Welsh Government, Energy Saving Trust, Trussell Trust, European Social Fund, and other Organisations. The DCC contract is to provide a Consumer and Financial advice service for the whole of Denbighshire.

Grant monies received from Town Councils are ring fenced and expended solely on services in the respective areas of the particular town council and, in the case of monies received from the Freeman Evans Trust within the Denbigh area of that trust. The grant from Rhyl Town Council to provide energy advice to the people of Rhyl is match funded.

In October 2018, DCC put the Consumer & Finance contract out for tender. We put in a successful bid and were awarded the contract in December 2018 and commenced delivery on 1 February 2019. The Contract term is for 4 years + 1. Funding for the contract has been negotiated and is guaranteed for its term.

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

In addition, Citizens Advice Denbighshire (CAD) provides advice and support with specific projects including:

Advicelink Cymru (SAF) is a nationally funded programme for advice in Wales. The funding is a result of the Welsh Government's decision to change how they commission advice services across Wales. It replaces 4 Welsh Government funded advice services. Citizens Advice was awarded £8.1 million from Welsh Government 'Single Advice Fund' to deliver Advicelink Cymru. It is being delivered through the Citizens Advice network in Wales as well as with local and national partner organisations.

Your Place or Ours is funded by The Lottery Community Fund working in partnership with South Denbighshire Community Partnership (SDCP) to work with local communities to identify and develop new services that will support independent living, combat rural poverty and enable people to live in their communities. The Project commenced in 2018 in Corwen and Edeyrnion. In 2020 the funding was extended to include services to the Llangollen community.

DCC Housing (Key 2 Advice). Direct support for DCC Tenants including advice on energy.

Families First Young People - DCC funding to provide Financial Capability Advice to young people.

Working@citizensadvice - An employment project aimed at giving real work experience to the long-term unemployed, through 18 supported work placements. The project is funded by the European Social Fund through the Welsh European Funding Office (WEFO) via Welsh Council for Voluntary Action (WCVA) under the Active Inclusion Fund. Commenced 1 February 2020 providing work placements across local Citizens Advice offices in Denbighshire, Conwy, Gwynedd, and Ynys Mon with participants employed by CAD on a short term basis.

Denbighshire School Uniform Recycle. An innovative scheme acknowledged by the Children's Commissioner for Wales. Normally delivered in partnership with the ASK Centre, SDGP, Pop-In Centre Prestatyn. Last year we decided to offer an online shopping facility promoted through Facebook and to provide open air markets with partners Denbigh Town Carnival Team and SDGP. This online shopping aspect as so well received that we decided to continue it this year. The scheme promotes recycling of school uniforms, awareness of the value of community recycling and community engagement. CAD received a national award from Citizens Advice in 2019 "Best Collaborative Working" for this scheme and continues to be a major social policy campaign activity.

British Gas Energy Trust funding provides energy advice to vulnerable customers.

Universal Support is a series of projects funded by the DWP to help give advice to those eligible to receive Universal Credit, including the Help to Claim service which assists claimants to make a claim and provides support to initial payment. Best Practice Lead - providing best practice support to all North Wales LCAs and Powys and carrying out research and campaigns.

Homelessness Prevention Team - DCC funding to provide a full-time caseworker from CAD to support their Homelessness Prevention Team.

Eat Well, Cook Slow - This project was delivered to Denbighshire families in partnership with DCC who provided funding and referrals to the project. The scheme provided families with a slow cooker, food and recipes together with support and advice. It proved very successful in terms of numbers and feedback from participating clients.

Energy Redress 2 / Winter Hardship Fund - We were awarded further funding for the provision of emergency fuel vouchers for clients on pre-payment meters.

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Voluntary Services Recovery Fund - Funding from the WCVA for additional training resource to support extended telephone service delivery and additional staff and volunteer recruitment and training.

Single Advice Fund Test & Learn - Funding in partnership with all North Wales Citizens Advice to provide a dedicated worker to support a holistic income maximisation advice and information service to develop the confidence and ability for service users to meet fluctuating life circumstance changes.

Vale of Clwyd Food/Fuel Bank - This project is aimed at helping clients in fuel poverty. Co-op vouchers are topped up with £20 each and provided to clients in urgent need of electricity supply via prepayment meters.

Kickstart - This project was funded by the DWP via Wales Council for Voluntary Action (WCVA) to create meaningful job opportunities for young people between 16-24 at risk of long-term unemployment. The funding provided salary costs for 25 hours per week for the participants for a period of 6 months and has provided us with two permanent members of staff.

Trussell Trust (Help Through Hardship) - Funding in partnership with Ynys Mon Citizens Advice to deliver a telephone service for foodbank recipients.

Claim What's Yours - Citizens Advice funding to deliver remote generalist welfare benefits advice via telephone.

Force for Energy - In partnership with 5 NW LCAs and Woody's Lodge. This project provides energy and a wider holistic advice service to clients from within the veteran community across North Wales.

Barod - Funded by DCC this project provides a direct referral point to CAD for clients to receive 'better off' calculations and support to access benefits, along with other support and advice relevant to their circumstances that is within CAD remit.

Attend Anywhere (We Can See You Now) - Funding from the Tudor Trust in partnership with Ynys Mon Citizens Advice to provide a virtual 'drop in' service for clients.

CAD are keen to fully demonstrate the impact of activities to stakeholders and to involve stakeholders in the process of evaluation of our work. This includes demonstrating Social Value which is often a requirement from Funders.

We have been involved with Social Value Cymru in measurement of the Social Return on Investment (SROI) of the first 2 years of the "Your Place Or Ours" project which is carried out in partnership with SDGP (who are the project lead). That project shows a SROI of over £6 for each £1 invested in the project. Staff from each organisation have been trained in the evaluation and measurement process by the Social Value Cymru team and Mantell Gwynedd.

Although staff have been trained to do the work, this level of evaluation is very time intensive and the Board have decided to limit this level of evaluation to projects where the evaluation can be funded. This will allow us to engage third party organisations to undertake this work to reduce the burden of it on CAD staff.

Staff and Volunteers

The Charity currently relies on some 29 fully trained volunteer advisers as well as 35 full and part-time staff (at the year end) who carry out a wide range of advice work and administrative tasks. The use of volunteers in the course of undertaking the charitable and income generating activities is not recognised within the SOFA.

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Achievements and performance

All projects have met their targets and we have been awarded extra opportunities on the strength of excellent project management.

The Charity has once again improved on its already excellent financial systems. This enables us to monitor expenditure in greater detail and identify any operating efficiencies that can be implemented.

The Board of Trustees is committed to act in an ethical way regarding its financial dealings and to this end an Ethical Investment and Financial Management Policy is in place. As a result of this policy CAD changed its main banking relationship during the year under review.

The Board has reviewed the Business Development Plan for 2022-2025 and measured the outcomes against the objectives within that plan. This plan has been reviewed during the Financial Year ending 31 March 2022 and new objectives have been set for the Charity for the years 2022- 2025. This plan is a joint effort between the CEO and the Trustee Board.

Yet again we have been awarded the maximum points on every aspect of the Leadership Self-Assessment process by our Citizens Advice Auditor. This assessment is based on a Performance Quality Framework which comprises:

- Client Experience
- Quality of advice
- People management
- Leadership
- Financial Health

We have also retained the specialist advice accreditation from AQS for the following advice areas:

- Employment
- Housing
- Welfare Benefits
- Telephone Advice
- Consumer
- Money Advice

Training of our staff and volunteers continues as we see this as essential to ensure that all members of CAD have access to relevant and developmental training for their roles. The fact that we are doing this effectively is evidenced by the LSA award and the feedback we receive from clients.

CAD has continued partnerships with all 5 LCAs in North Wales, the ASK Centre, DCC, SDCP, RCS. These partnerships give improved opportunities for acquiring funding and consolidate working relationships with the partner to whom we sub-contract.

CAD has achieved Welfare Benefit gains of £12,725,723 and negotiated £11,842,624 of Debt on behalf of clients.

CAD has a strong community presence and the relationships with the Local Authority and town and community councils are important to the work it carries out.

It should be noted that all this has been achieved against the continuing backdrop of the Covid pandemic. Staff are now working on a hybrid basis and when we can, we will resume our in-person service alongside a digital and telephone service. Our clients have felt no disruption or reduction in our services and we have reached out further into our communities.

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Financial review

CAD has a diverse portfolio of funding including contract funding received; £234,000 in unrestricted monies from DCC and a further £40,314 in unrestricted funds from various sources. We also received £1,003,431 from a variety of funders as restricted funding. Our income for the year was completed by receipt of £4,476 of donations, legacies, and investment income. Overall, the fund balances (including assets & liabilities) carried forward are £653,169 and £67,957 for unrestricted and restricted funds respectively, giving total net assets carried forward of £721,126.

At the balance sheet date, current assets include a total of £208,829 (2021 - £292,164) deposited in short term bonds and savings accounts. There is also a Long-Term bond of £83,923 (2021 - £78,047).

Reserves policy

It is the policy of CAD that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent of at least 6 months expenditure. The Trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue CAD's current activities while consideration is given to ways in which additional funds may be raised.

Risk management

The Trustees have an ongoing process of reviewing circumstances which may give rise to CAD being exposed to risk and are satisfied that systems are in place to mitigate exposure to such risks.

Principal risks and uncertainties

During the course of the year fire safety and electrical testing inspections have been completed at all of the Charly's premises and the Trustees continue to identify and deal with relevant issues.

However well an organisation is managed there may be risks which are beyond the organisation's control which would rate as high risk. The organisation believes it identifies and manages these risks as pro-actively as possible.

Examples may include:

- Unexpected reduction in funding
- Failure to win competitive contracts for the core part of CAD service.

The Trustees and the senior management team recognise these risks and take a pro-active approach to identify and manage them.

Any significant reduction in Core funding may result in a reduction in Core service. This has been mitigated to some extent by the new contractual relationship with DCC. Nevertheless, the organisation has a strategic reduction plan to best manage projects in such a situation.

If CAD were to lose its entire Core funding, the Trustees believe they would have to implement a strategic closure plan and if funds could not be found to replace Core funding, all projects would cease to operate over the medium term.

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Our Business Development Plan 2022- 2025 defines our aspirations and strategy for the Charity:

- To provide a high quality and accessible service that meets the advice needs of the local community.
- To maintain robust and resilient financial and organisational governance whilst developing new and additional funded services.
- To challenge discrimination through advice, promote equality through advocacy, and value diversity.
- To promote our profile positively in the press and media and communicate the value of our service effectively with stakeholders and the community.
- To influence policy both nationally and locally through campaign and research work.
- To promote activity to improve the wellbeing and development of staff, volunteers, and trustees and to commit to a robust recruitment and development plan.
- To ensure that everyone working within our service (all staff, volunteers, and trustees) share an objective to keep each other, our clients, and vulnerable members of our community safe from harm and/or abuse.

We recognise that statutory agencies and organisations are requiring access to their services via a digital route, we aim to be a digital portal for clients to access these services and work with partner agencies to facilitate this channel.

COVID 19

Our activities have been & continue to be affected.

Traditionally, CAD has dealt with clients primarily on a face to face basis, often by conducting interviews in our various offices. This method of working was ended by lockdown, and we implemented our Business Continuity Plan in late March 2020 and managed to turn our Advice Process from a 70% face to face service to a 100% on-line service in under 2 weeks. It is possible that this, or a combination of both methodologies, may become the preferred way of working in the future.

Structure, governance and management

CAD is a charity operating as a company limited by guarantee and the Trustees are directors of the Trustee Board of the company which is registered with Companies House under company number 05446940 and also with the Charity Commission under charity number 1109852. The charity is governed by the Trust Deed and the Memorandum & Articles of Association.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mrs Y D Hands
Ms G Brooks
Mrs A J Henshaw
Mrs C H G Howard
Mr C G Lees
Mrs V J Massey
Mr A C Morgan
Mr N Nicoll
Rev P Robinson

(Resigned 7 September 2021)

(Resigned 26 January 2022)

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Mr R O Thomas
Ms Pauline Bowe
Mr Sanjay Bhalla

(Appointed 27 April 2022)
(Appointed 27 April 2022)

Recruitment and appointment of new trustees

Trustees are appointed by election at the Annual General Meeting, nominated by member organisations or co-opted by the Trustee Board. Provided that the co-opted and nominated Trustees do not exceed one third of the number of the total number of Trustees.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

Organisational structure

The Trustee Board normally meets on a quarterly basis and has set up two sub committees, the first is Staffing, Premises and Information Assurance, the second is Business Planning, Finance and Social Value, which monitor and deal with detailed issues in these areas and report back to the Board. Additional meetings of either the Board or Sub Committees may be called if there is an urgent need to do so.

Central management structure and support consisted during the financial year of a Chief Executive Officer, and a Finance Officer assists the CEO in the day to day running of the charity. Management of projects and advice services is delegated to other managers.

Shortly after the year end the CEO, Lesley Powell, retired and the Board instituted a rigorous selection process to find her replacement. This process resulted in a unanimous decision to appoint an internal candidate, Graham Kendall, who took up the role on 9th May 2022. The trustees wish to acknowledge the superb leadership provided by Lesley during her tenure as CEO and to express their confidence in Graham to lead us similarly into the future.

New staff members are normally appointed following public advertisement and interview and receive comprehensive induction and training when they take the post. Staff have been taken on board following work experience e.g. W@CA.

Induction and training of new trustees

Trustees come from various backgrounds with a variety of skills and newly appointed Trustees undergo an induction to the objectives, scope and policies of the Charity and a skills analysis to assess their strengths and any weaknesses which may require further training.

Wider network

CAD networks with a large number of local charities for the good of the community and where appropriate enters into partnerships with other charities and statutory agencies.

Risk management

The Trustees have an ongoing process of reviewing circumstances which may give rise to CAD being exposed to risk and are satisfied that systems are in place to mitigate exposure to such risks.

The trustees' report was approved by the Board of Trustees.



Ms G Brooks
Trustee
Dated: 27 July 2022

**CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
INDEPENDENT AUDITOR'S REPORT**

TO THE TRUSTEES OF CYNGOR AR BOPETH SIR DDINBYCH

Opinion

We have audited the financial statements of Cyngor Ar Bopeth Sir Ddinbych (the 'charity') for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE TRUSTEES OF CYNGOR AR BOPETH SIR DDINBYCH**

Matters on which we are required to report by exception

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

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

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

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

**CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
INDEPENDENT AUDITOR'S REPORT (CONTINUED)**

TO THE TRUSTEES OF CYNGOR AR BOPETH SIR DDINBYCH

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

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

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

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

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

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

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Melanie Langton-Davies ACA FCCA (Senior Statutory Auditor)
for and on behalf of Azets Audit Services

27 July 2022

**Chartered Accountants
Statutory Auditor**

Brynford House
21 Brynford Street
Holywell
Flintshire
United Kingdom
CH8 7RD

**CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE TRUSTEES OF CYNGOR AR BOPETH SIR DDINBYCH**

Azets Audit Services is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006.

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
<u>Income and endowments from:</u>							
Donations and grants	3	274,314	1,003,431	1,277,745	320,525	839,021	1,159,546
Investments	4	3,751	-	3,751	5,315	-	5,315
Other income	5	725	-	725	-	-	-
Total income		278,790	1,003,431	1,282,221	325,840	839,021	1,164,861
<u>Expenditure on:</u>							
Charitable activities	6	217,740	1,016,123	1,233,863	218,359	777,102	995,461
Net incoming/ (outgoing) resources before transfers		61,050	(12,692)	48,358	107,481	61,919	169,400
Gross transfers between funds		588	(588)	-	5,434	(5,434)	-
Net income/(expenditure) for the year/ Net movement in funds		61,638	(13,280)	48,358	112,915	56,485	169,400
Fund balances at 1 April 2021		591,531	81,237	672,768	478,616	24,752	503,368
Fund balances at 31 March 2022		653,169	67,957	721,126	591,531	81,237	672,768

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022 £	£	2021 £	£
Fixed assets					
Tangible assets	10		9,491		5,734
Investments	11		83,923		78,047
			<u>93,414</u>		<u>83,781</u>
Current assets					
Debtors	12	95,056		158,171	
Investments	13	208,829		292,164	
Cash at bank and in hand		396,500		249,964	
		<u>700,385</u>		<u>700,299</u>	
Creditors: amounts falling due within one year	14	<u>(72,673)</u>		<u>(111,312)</u>	
Net current assets			627,712		588,987
Total assets less current liabilities			<u>721,126</u>		<u>672,768</u>
Income funds					
Restricted funds	15		67,957		81,237
<u>Unrestricted funds</u>					
Designated funds	17	316,552		334,000	
General unrestricted funds		336,617		257,531	
		<u>653,169</u>		<u>591,531</u>	
			<u>721,126</u>		<u>672,768</u>

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2022

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2022, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 27 July 2022



Ms G Brooks
Trustee

Company Registration No. 05446940

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 £	£	2021 £	£
Cash flows from operating activities					
Cash generated from operations	21		69,528		94,728
Investing activities					
Purchase of tangible fixed assets		(5,947)		(5,671)	
Proceeds on disposal of investments		77,459		(54,268)	
Investment income received		5,496		4,330	
Net cash generated from/(used in) investing activities			77,008		(55,609)
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			146,536		39,119
Cash and cash equivalents at beginning of year			249,964		210,845
Cash and cash equivalents at end of year			396,500		249,964

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

Charity Information

Cyngor Ar Bopeth Sir Ddinbych is a private company limited by guarantee incorporated in England and Wales. The registered office is 23 High Street, Denbigh, Denbighshire, LL16 3HY, United Kingdom.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, a Deed of Trust, the Companies Act 2006 and "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)". The charity is a Public Benefit Entity as defined by FRS 102.

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

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Further explanation of the nature and purpose of each fund is included in the Trustees report.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount.

1.5 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.

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

(Continued)

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures and fittings	25% on cost
IT equipment	25% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

Capitalisation is based on a value of £250 or more, however, this is at the discretion of the Trustees and is also based on the length of the fund to which the asset is attributed to.

1.7 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.8 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, and other short-term liquid investments with original maturities of three months or less.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.12 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.

1.13 Use of volunteers

The Charity relies on approximately 29 fully trained volunteers who carry out a wide range of advice work and administrative tasks. The use of volunteers in the course of undertaking the charitable and income generating activities is not recognised within the Statement of Financial Activities.

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

2 Critical accounting estimates and judgements

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

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

3 Donations and grants

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2022	2022	2022	2021	2021	2021
	£	£	£	£	£	£
Donations and gifts	500	-	500	4,247	1,696	5,943
Grants receivable	273,814	1,003,431	1,277,245	316,278	837,325	1,153,603
	<u>274,314</u>	<u>1,003,431</u>	<u>1,277,745</u>	<u>320,525</u>	<u>839,021</u>	<u>1,159,546</u>

4 Investments

	Unrestricted funds	Unrestricted funds
	2022	2021
	£	£
Bank deposit interest	<u>3,751</u>	<u>5,315</u>

5 Other income

	Unrestricted funds	Total
	2022	2021
	£	£
Other income	<u>725</u>	<u>-</u>

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

6 Charitable activities

	2022	2021
	£	£
Staff costs	997,313	809,729
Depreciation and impairment	2,190	1,123
Rent and rates	18,711	18,543
Insurance	2,459	2,081
Light and heat	6,276	7,382
Citizens Advice charges	7,849	7,849
Travel expenses	7,124	5,896
Repairs and maintenance	8,642	8,023
Bank charges	291	294
Accountancy and audit	1,164	864
Professional fees	3,218	2,427
Sundry expenses	1,709	1,388
Partnership payments	27,439	18,189
Client account payments	106,154	61,737
Training	4,197	12,019
Telephone and office expenditure	33,342	33,260
	<u>1,228,078</u>	<u>990,804</u>
Share of governance costs (see note 7)	5,785	4,657
	<u>1,233,863</u>	<u>995,461</u>
Analysis by fund		
Unrestricted funds	217,740	218,359
Restricted funds	1,016,123	777,102
	<u>1,233,863</u>	<u>995,461</u>

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

7 Support and governance costs

	Support costs	Governance costs	2022	Support costs	Governance costs	2021
	£	£	£	£	£	£
Audit fees and accountancy	-	3,000	3,000	-	3,050	3,050
AGM and trustees meeting expenses	-	2,785	2,785	-	1,607	1,607
	-	5,785	5,785	-	4,657	4,657
Analysed between Charitable activities	-	5,785	5,785	-	4,657	4,657

Governance costs includes payments to the auditors of £1,500 (2021- £1,500) for audit fees.

8 Trustees

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

During the year reimbursements for travel expenses were made totalling £181 paid to four trustees (2021: £363 paid to three trustees).

9 Employees

The average monthly number of employees during the year was:

	2022 Number	2021 Number
Manager and project casework	23	20
Management and administration of charity	9	8
Project staff	-	5
Training officers	1	1
Generalist advisers	2	1
Total	35	35

Employment costs

	2022 £	2021 £
Wages and salaries	982,199	797,939
Other pension costs	15,114	11,790
	997,313	809,729

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

9 Employees

(Continued)

Remuneration paid to key management personnel during the year totalled £190,563 (2021: £213,302).
The total number of key management personnel was 5 (2021: six).

In addition to the above average permanent employee numbers there were an average of 10 temporary staff employed over the year for various projects (2021: Nil).

There were no employees whose annual remuneration was £60,000 or more.

10 Tangible fixed assets

	Fixtures and fittings £	IT equipment £	Total £
Cost			
At 1 April 2021	159,361	6,881	166,242
Additions	-	5,947	5,947
At 31 March 2022	159,361	12,828	172,189
Depreciation and impairment			
At 1 April 2021	159,360	1,148	160,508
Depreciation charged in the year	-	2,190	2,190
At 31 March 2022	159,360	3,338	162,698
Carrying amount			
At 31 March 2022	1	9,490	9,491
At 31 March 2021	1	5,733	5,734

11 Fixed asset investments

	Cash in portfolio
Cost or valuation	
At 1 April 2021	78,047
Additions	83,923
Disposals	(78,047)
At 31 March 2022	83,923
Carrying amount	
At 31 March 2022	83,923
At 31 March 2021	78,047

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

11 Fixed asset investments **(Continued)**

12 Debtors	2022	2021
	£	£
Amounts falling due within one year:		
Trade debtors	10,250	139,305
Other debtors	79,016	14,001
Prepayments and accrued income	5,790	4,865
	<u>95,056</u>	<u>158,171</u>

13 Current asset investments	2022	2021
	£	£
Unlisted investments	<u>208,829</u>	<u>292,164</u>

The current asset investments relate to monies deposited in short term bonds.

All current asset investments are term deposits with UK registered banks and are fully protected against bank failure by the Financial Services Compensation Scheme.

14 Creditors: amounts falling due within one year	Notes	2022	2021
		£	£
Other taxation and social security		848	-
Deferred grant income		29,883	97,658
Trade creditors		526	1,154
Accruals		41,416	12,500
		<u>72,673</u>	<u>111,312</u>

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

15 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2020 £	Movement in funds			Balance at 1 April 2021 £	Movement in funds			Transfers £	Balance at 31 March 2022 £
		Incoming resources £	Resources expended £	Transfers £		Incoming resources £	Resources expended £	Transfers £		
Welsh Government	522	220,824	(220,068)	-	1,278	256,575	(257,853)	-	-	-
Citizens Advice Cymru	4,813	264,710	(256,365)	-	13,158	223,974	(245,262)	10,446	-	2,316
Denbighshire County Council	14,956	72,866	(39,764)	-	48,058	100,306	(84,219)	-	-	64,145
Individual Projects	4,461	253,907	(242,071)	(5)	16,292	397,363	(401,125)	(11,034)	-	1,496
South Denbighshire Community Project	-	26,714	(24,268)	5	2,451	25,214	(27,665)	-	-	-
	<u>24,752</u>	<u>839,021</u>	<u>(782,536)</u>	<u>-</u>	<u>81,237</u>	<u>1,003,432</u>	<u>(1,016,124)</u>	<u>(588)</u>	<u>-</u>	<u>67,957</u>

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

16 Analysis of net assets between funds

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
Fund balances at 31 March 2022 are represented by:						
Tangible assets	9,491	-	9,491	5,734	-	5,734
Investments	83,923	-	83,923	78,047	-	78,047
Current assets/ (liabilities)	559,756	67,956	627,712	507,750	81,237	588,987
	<u>653,170</u>	<u>67,956</u>	<u>721,126</u>	<u>591,531</u>	<u>81,237</u>	<u>672,768</u>

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

17 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2020 £	Movement in funds			Balance at 1 April 2021 £	Movement in funds			Transfers	Balance at 31 March 2022 £
		Incoming resources £	Resources expended £			Incoming resources £	Resources expended £			
Designated fund	313,000	-	-		21,000	334,000	-		(17,448)	316,552
	313,000	-	-		21,000	334,000	-		(17,448)	316,552

A Designated Fund has been created which includes anticipated amounts for six months salaries and core operating costs of £232,227.50 and contingent liabilities and redundancy costs in the event of winding up totalling £84,324.85.

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

18 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2022 £	2021 £
Within one year	23,452	15,205
Between two and five years	55,591	15,679
	<u>79,043</u>	<u>30,884</u>

19 Capital commitments

2022 £	2021 £
-----------	-----------

At 31 March 2022 the charity had capital commitments as follows:

Contracted for but not provided in the financial statements:

Telephone system setup costs	6,218	-
	<u>6,218</u>	<u>-</u>

20 Related party transactions

Transactions with related parties

During the year the charity entered into the following transactions with related parties:

One of the premises that the charity operates from is rented from The United Church of Rhyl, of which Rev P D Robinson was also a Trustee until he resigned 26 January 2022. The total rent paid during the year was £3,500 (2021: £3,500).

The spouse of one of the key management personnel, who retired on 5 May 2022, owns a company from which the charity rents its Denbigh premises. The total rent for the year was £14,909 (2021: £14,909 with three months given rent free due to Covid-19 of £3,727 included in Donations Income).

CYNGOR AR BOPETH SIR DDINBYCH
CITIZENS ADVICE DENBIGHSHIRE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

21 Cash generated from operations	2022 £	2021 £
Surplus for the year	48,357	169,400
Adjustments for:		
Investment income recognised in statement of financial activities	(3,751)	(5,315)
Depreciation and impairment of tangible fixed assets	2,190	1,123
Movements in working capital:		
Decrease/(Increase) in debtors	61,371	(124,583)
Increase in creditors	29,136	1,627
(Decrease)/Increase in deferred income	(67,775)	52,476
Cash generated from operations	69,528	94,728

Accounts

Charity Registration No. 1109852

Company Registration No. 05446940 (England and Wales)

CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021



CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
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**CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)
FOR THE YEAR ENDED 31 MARCH 2021**

The trustees present their report and financial statements for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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)".

The Trustees have complied with their duty in section 4 of the 2010 Charities Act to have due regard to the guidance published by the Charity Commission.

Objectives and activities

Citizens Advice Denbighshire's mission:

"to work with partners, nationally and locally; providing a fully accessible, comprehensive and high quality service; responding to various and changing needs; to reduce poverty, improve financial and personal resilience and to prevent homelessness, thereby contributing to improved wellbeing within our community."

In the coming year the charity will seek to sustain its current programmes and facilitate new ones and to this end will pursue the acquisition of further funding.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

The Charity's core activity is to provide an information, advice, and advocacy service, including money advice in the area of benefits funded through a contract from Denbighshire County Council (DCC) and grants from the main Town Councils as well as Community Councils, Freeman Evans Trust, Big Lottery Fund, Welsh Government and other Organisations. The DCC contract is to provide a Consumer and Financial advice service for the whole of Denbighshire.

Grant monies received from Town Councils are ring fenced and expended solely on services in the respective areas of the particular town council and, in the case of monies received from the Freeman Evans Trust within the Denbigh area of that trust. The grant from Rhyl Town Council to provide energy advice to the people of Rhyl is match funded.

In October 2018, DCC put the Consumer & Finance contract out for tender. We put in a successful bid and were awarded the contract in December 2018 and commenced delivery on 1 February 2019. The Contract term is for 4 years + 1. Funding for the contract has been negotiated and is guaranteed for its term.

CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

In addition, CAD provides advice and support with specific projects including:

Advicelink Cymru (SAF) is a new nationally funded programme for advice in Wales from 1 January 2020. The funding is a result of the Welsh Government's decision to change how they commission advice services across Wales. It replaces 4 Welsh Government funded advice services. Citizens Advice was awarded £8.1 million from Welsh Government 'Single Advice Fund' to deliver Advicelink Cymru until 31 December 2020. It is being delivered through the Citizens Advice network in Wales as well as with local and national partner organisations.

Big Energy Saving Network and Energy Advice Project are short term projects to provide help and advice on fuel economy and efficiency and identification of additional advice issues.

Rhyl Town Council funding to provide dedicated specialist energy economy and efficiency adviser providing advice to Rhyl residents.

Your Place or Ours funded by Big Lottery working in partnership with South Denbighshire Community Partnership (SDCP) to work with local communities in Corwen and Edeyrnion to identify and develop new services that will support independent living, combat rural poverty and enable people to live in their communities. In 2020 the funding was extended to include services to the Llangollen community.

DCC Housing (Key 2 Advice). Direct support for DCC Tenants including advice on energy.

Families First Young People - DCC funding to provide Financial Capability Advice to young people.

Working@citizensadvice - An employment project aimed at giving real work experience to the long-term unemployed, through 18 supported work placements. The project is funded by the European Social Fund through the Welsh European Funding Office (WEFO) via Welsh Council for Voluntary Action (WCVA) under the Active Inclusion Fund. Commenced 1 February 2020 providing work placements across local Citizens Advice offices in Denbighshire, Conwy, Gwynedd, and Ynys Mon, employed by CAD.

Denbighshire School Uniform Recycle. An innovative scheme acknowledged by the Children's Commissioner for Wales. Normally delivered in partnership with the ASK Centre, SDGP, Pop-In Centre Prestatyn. This year we had anticipated delivering the scheme in the same way but it became apparent that we would have to do it differently. We decided to offer an online shopping facility promoted through Facebook and to provide open air markets with partners Denbigh Town Carnival Team and SDGP. This online shopping aspect has gone down so well, we have decided to keep it going next year, hopefully with our shops open too. We have received generous funding to purchase uniforms, shoes and vouchers from the Community Foundation in Wales, Denbigh, and Rhyl Town Councils. The scheme promotes recycling of school uniforms, awareness of the value of community recycling and community engagement. CAD were awarded a national award from Citizens Advice in 2019 "Best Collaborative Working" for this scheme and continues to be our major social policy campaign work.

British Gas Energy Trust funding provides energy advice to vulnerable customers.

**CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

Universal Support is a series of projects to help give advice to those eligible to receive Universal Credit, including the Help to Claim service which assists claimants to make a claim and provides support to initial payment. Best Practice Lead - providing best practice support to all North Wales LCAs and Powys and carrying out research and campaigns.

Homelessness Prevention Team - DCC funding to provide a full-time caseworker from CAD to support their Homelessness Prevention Team.

Eat Well, Cook Slow - This innovative new project was delivered to 160 Denbighshire families in partnership with DCC who provided funding and referrals to the project. The scheme provided families with a slow cooker, food and recipes together with support and advice. It proved very successful in terms of numbers and feedback from participating clients.

Energy Redress 1&2 - We were awarded funding for the provision of emergency fuel vouchers for clients on pre-payment meters.

ATJF Covid Employment Rights - Funded by Access to Justice Fund in partnership with Ynys Mon Citizens Advice to provide employment advice.

ATJF Litigant in Person Scheme - Funded by Access to Justice Fund in partnership with Ynys Mon Citizens Advice to employ legal advisers.

BEIS Single Advice Queue - Funding to provide additional telephone support to the single advice queue.

BEIS Helping More People Together - Funding to employ and train staff and volunteers in the provision of an additional telephone advice service.

Voluntary Services Recovery Fund - Funding from the WCVA for additional training resource to support extended telephone service delivery and additional staff and volunteer recruitment and training.

Single Advice Fund Test & Learn - Funding in partnership with all North Wales Citizens Advice to provide a dedicated worker to support a holistic income maximisation advice and information service to develop the confidence and ability for service users to meet fluctuating life circumstance changes.

Citizens Advice Denbighshire (CAD) are keen to fully demonstrate the impact of activities to stakeholders and to involve stakeholders in the process of evaluation of our work. This includes demonstrating Social Value which is often a requirement from Funders.

We have been involved with Social Value Cymru in measurement of the Social Return on Investment (SROI) of the first 2 years of the "Your Place Or Ours" project which is carried out in partnership with SDCP (who are the project lead). That project shows a SROI of over £6 for each £1 invested in the project. Staff from each organisation have been trained in the evaluation and measurement process by the Social Value Cymru team and Mantell Gwynedd.

Although staff have been trained to do the work, this level of evaluation is very time intensive and the Board have decided to limit this level of evaluation to projects where the evaluation can be funded. This will allow us to engage third party organisations to undertake this work to reduce the burden of it on CAD staff.

Volunteers

The Charity relies on up to 45 fully trained volunteers as well as 40 (FTE + P/T) staff at the year end who carry out a wide range of advice work and administrative tasks. The use of volunteers in the course of undertaking the charitable and income generating activities is not recognised within the SOFA.

**CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

Achievements and performance

The Charity has once again improved on its already excellent financial systems. This enables us to monitor expenditure in greater detail and identify any operating efficiencies that can be implemented.

The Board of Trustees is committed to act in an ethical way regarding its financial dealings and to this end an Ethical Investment and Financial Management Policy was approved at a Board meeting in October 2020.

The Board has reviewed the Business Development Plan for 2020-2024 and measured the outcomes against the objectives within that plan. This plan has been reviewed during the Financial Year ending 31 March 2021 and new objectives have been set for the Charity for the years 2021- 2024. This plan is a joint effort between the CEO and the Trustee Board.

All projects have met their targets and we have been awarded extra opportunities on the strength of excellent project management.

Yet again we have been awarded the maximum points on every aspect of the Leadership Self-Assessment process by our Citizens Advice Auditor. This assessment is based on a Performance Quality Framework which comprises:

- Client Experience
- Quality of advice
- People management
- Leadership
- Financial Health

We have also retained the specialist advice accreditation from AQS for the following advice areas:

- Employment
- Housing
- Welfare Benefits
- Telephone Advice
- Consumer
- Money Advice

Training of our staff and volunteers continues as we see this as essential to ensure that all members of CAD have access to relevant and developmental training for their roles. The fact that we are doing this effectively is evidenced by the LSA award and the feedback we receive from clients.

CAD has continued partnerships with all 6 LCAs in North Wales, the ASK Centre, DCC, SDCP, RCS. These partnerships give improved opportunities for acquiring funding and consolidate working relationships with the partner to whom we sub-contract.

CAD has achieved gains of £10,957,521 and negotiated £10,088,694 of Debt on behalf of clients.

CAD has a strong community presence and the relationships with the Local Authority and town and community councils is important to the work it carries out.

It should be noted that all this has been achieved against the backdrop of the Covid pandemic. CAD achieved the remarkable feat of changing a predominantly office based, in-person service to an entirely remote service in a week. All this was done without any additional resources. It was not easy and it is not a permanent solution and when we can, we will resume our in-person service alongside a digital and telephone service. Our clients have felt no disruption or reduction in our services and we have reached out further into our communities. Our efforts and continued service delivery were specifically singled out by the Leader of DCC.

**CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

Financial review

CAD has a diverse portfolio of funding including contract funding received; £234,000 in unrestricted monies from DCC and a further £82,278 in unrestricted funds from various sources. We also received £839,021 from a variety of funders as restricted funding. Our income for the year was completed by receipt of £9,062 of donations, legacies, and investment income. Overall, the fund balances (including assets & liabilities) carried forward are £591,531 and £81,237 for unrestricted and restricted funds respectively.

At the balance sheet date, current assets include a total of £292,164 (2020 - £235,934) deposited in short term bonds and savings accounts. There is also a Long-Term bond of £78,047 (2020 - £80,000).

Reserves policy

It is the policy of CAD that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent of at least 6 months expenditure. The Trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue CAD's current activities while consideration is given to ways in which additional funds may be raised.

Principal risks and uncertainties

The Trustees have an ongoing process of reviewing circumstances which may give rise to the Charity being exposed to risk and are satisfied that systems are in place to mitigate exposure to such risks. During the course of the year fire safety and electrical testing inspections have been completed at all of the Charity's premises and the Trustees continue to identify and deal with relevant issues.

However well an organisation is managed, there may be risks which are beyond the organisation's control which would rate as high risk. The organisation believes it identifies and manages these risks as pro-actively as possible.

Examples may include:

- Unexpected reduction in funding
- Failure to win competitive contracts for the core part of CAD service.

The Trustees and the senior management team recognise these risks and take a pro-active response to identify and manage them.

The organisation relies on being available to the community in local premises. Premises can sometimes be difficult to secure in the right areas and on the right terms.

Any significant reduction in Core funding may result in a reduction in Core service. This has been mitigated to some extent by the new contractual relationship with DCC. Nevertheless, the organisation has a strategic reduction plan to best manage projects in such a situation.

**CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

If CAD were to lose its entire core funding, the Trustees believe they would have to implement a strategic closure plan and if funds could not be found to replace core funding, all projects would cease to operate over the medium term.

Our Business Development Plan 2021- 2024 defines our aspirations and strategy for the Charity:

- To provide a high quality and accessible service that meets the advice needs of the local community.
- To maintain robust and resilient financial and organisational governance whilst developing new and additional funded services.
- To challenge discrimination through advice, promote equality through advocacy, and value diversity.
- To promote our profile positively in the press and media and communicate the value of our service effectively with stakeholders and the community.
- To influence policy both nationally and locally through campaign and research work.
- To promote activity to improve the wellbeing and development of staff, volunteers, and trustees and to commit to a robust recruitment and development plan.
- To ensure that everyone working within our service (all staff, volunteers, and trustees) share an objective to keep each other, our clients, and vulnerable members of our community safe from harm and/or abuse.

We recognise that statutory agencies and organisations are requiring access to their services via a digital route, we aim to be a digital portal for clients to access these services and work with partner agencies to facilitate this channel.

COVID 19

In common with many other businesses & employers in the UK, CAD has been impacted by the coronavirus pandemic and the actions taken by the various UK governments to limit its spread. The UK was put into lockdown on 23 March 2020, and due to the fact that our financial year was almost complete this did not have an adverse impact on our financial results. However, our activities have been & continue to be affected.

Traditionally, CAD has dealt with clients primarily on a face to face basis, often by conducting interviews in our various offices. This method of working was ended by lockdown, and we implemented our Business Continuity Plan in late March 2020 and managed to turn our Advice Process from a 70% face to face service to a 100% on-line service in under 2 weeks. It is possible that this, or a combination of both methodologies, may become the preferred way of working in the future.

Understandably, staff were very concerned about job security in a very difficult time. Following consultations with the CEO, in order to provide reassurance, we wrote to all staff on 23 March 2020 providing an income guarantee for 12 months from that date. CAD has not furloughed any staff and has no plans to do so.

In addition to the normal risks faced by the business, the pandemic brings additional ones, particularly in the area of business continuity. We have kept in touch with guidance issued by professional organisations such as the accountancy institutes and performed an in-house assessment of the reliability of our funding sources into the future. We are satisfied that, for the foreseeable future, possible loss of current funding is primarily low risk and will review that analysis on a regular basis going forward.

Structure, governance and management

CAD is a charity operating as a company limited by guarantee and the Trustees are directors of the Trustee Board of the company which is registered with Companies House under company number 05446940 and also with the Charity Commission under charity number 1109852. The charity is governed by the Trust Deed and the Memorandum & Articles of Association.

**CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mrs Y D Hands	
Ms G Brooks	
Mrs A J Henshaw	
Mrs C H G Howard	
Mr C G Lees	(Appointed 23 November 2020)
Mrs V J Massey	
Mr A C Morgan	
Mr N Nicoll	
Rev P Robinson	
Mr R O Thomas	
Mr D M Jones	(Resigned 29 September 2020)

Recruitment and appointment of new trustees

Trustees are appointed by election at the Annual General Meeting, nominated by member organisations or co-opted by the Trustee Board. Provided that the co-opted and nominated Trustees do not exceed one third of the number of the total number of Trustees.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

Organisational structure

The Trustee Board normally meets on a quarterly basis and has set up two sub committees, the first is Staffing, Premises and Information Assurance, the second is Business Planning, Finance and Social Value, which monitor and deal with detailed issues in these areas and report back to the Board. Additional meetings of either the Board or Sub Committees may be called if there is an urgent need to do so.

Central management structure and support consists of a Chief Executive Officer, Lesley Powell. A Finance Officer assists the CEO in the day to day running of the charity, and management of the main location offices in Rhyl, Denbigh and Ruthin are delegated to local managers. New staff members are appointed following public advertisement and interview and receive comprehensive induction and training when they take the post.

Induction and training of new trustees

Trustees come from various backgrounds with a variety of skills and newly appointed Trustees undergo an induction to the objectives, scope and policies of the Charity and a skills analysis to assess their strengths and any weaknesses which may require further training.

Wider network

CAD networks with a large number of local charities for the good of the community and where appropriate enters into partnerships with other charities and statutory agencies.

Risk management

The Trustees have an ongoing process of reviewing circumstances which may give rise to CAD being exposed to risk and are satisfied that systems are in place to mitigate exposure to such risks.

**CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

Statement of trustees' responsibilities

The trustees, who are also the directors of Citizens Advice Denbighshire for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees' report was approved by the Board of Trustees.



Ms G Brooks

Trustee

Dated: 28/7/21

**CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
INDEPENDENT AUDITOR'S REPORT
TO THE TRUSTEES OF CITIZENS ADVICE DENBIGHSHIRE**

Opinion

We have audited the financial statements of Citizens Advice Denbighshire (the 'charity') for the year ended 31 March 2021 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE TRUSTEES OF CITIZENS ADVICE DENBIGHSHIRE**

Matters on which we are required to report by exception

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

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

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

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

**CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE TRUSTEES OF CITIZENS ADVICE DENBIGHSHIRE**

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

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

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

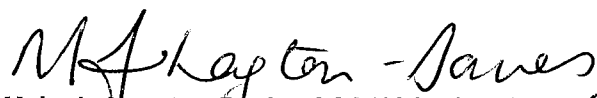
In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

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

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

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Melanie Langton-Davies ACA FCCA (Senior Statutory Auditor)
for and on behalf of Azets Audit Services

20 August 2021

**Chartered Accountants
Statutory Auditor**

Brynford House
21 Brynford Street
Holywell
Flintshire
Wales
CH8 7RD

**CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE TRUSTEES OF CITIZENS ADVICE DENBIGHSHIRE**

Azets Audit Services is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006.

**CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
Income from:							
Donations and grants	3	320,525	839,021	1,159,546	279,279	570,436	849,715
Investments	4	5,315	-	5,315	5,505	-	5,505
Total income		325,840	839,021	1,164,861	284,784	570,436	855,220
Expenditure on:							
Charitable activities	5	218,359	777,102	995,461	273,664	564,292	837,956
Net incoming resources before transfers		107,481	61,919	169,400	11,120	6,144	17,264
Gross transfers between funds		5,434	(5,434)	-	43,422	(43,422)	-
Net income for the year/ Net movement in funds		112,915	56,485	169,400	54,542	(37,278)	17,264
Fund balances at 1 April 2020		478,616	24,752	503,368	424,074	62,030	486,104
Fund balances at 31 March 2021		591,531	81,237	672,768	478,616	24,752	503,368

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

**CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
BALANCE SHEET**

AS AT 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Fixed assets					
Tangible assets	9		5,734		1,186
Investments	10		78,047		80,000
			<u>83,781</u>		<u>81,186</u>
Current assets					
Debtors	11	158,171		32,603	
Investments	12	292,164		235,943	
Cash at bank and in hand		249,964		210,845	
		<u>700,299</u>		<u>479,391</u>	
Creditors: amounts falling due within one year	13	(111,312)		(57,209)	
Net current assets			588,987		422,182
Total assets less current liabilities			<u>672,768</u>		<u>503,368</u>
Income funds					
Restricted funds	14		81,237		24,752
<u>Unrestricted funds</u>					
Designated funds	15	334,000		313,000	
General unrestricted funds		257,531		165,616	
		<u>591,531</u>		<u>478,616</u>	
			<u>672,768</u>		<u>503,368</u>

**CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
BALANCE SHEET (CONTINUED)**

AS AT 31 MARCH 2021

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the 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 company.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 28/7/21



Ms G Brooks

Trustee

Company Registration No. 05446940

CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Cash flows from operating activities					
Cash generated from operations	20		94,728		96,439
Investing activities					
Purchase of tangible fixed assets		(5,671)		(1,210)	
Net movement in investments		(54,268)		(9,217)	
Investment income received		4,330		5,744	
Net cash used in investing activities			(55,609)		(4,683)
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			39,119		91,756
Cash and cash equivalents at beginning of year			210,845		119,089
Cash and cash equivalents at end of year			249,964		210,845

CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

Charity information

Citizens Advice Denbighshire is a private company limited by guarantee incorporated in England and Wales. The registered office is 23 High Street, Denbigh, Denbighshire, LL16 3HY.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, a Deed of Trust, the Companies Act 2006 and "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)". The charity is a Public Benefit Entity as defined by FRS 102.

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

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Further explanation of the nature and purpose of each fund is included in the Trustees report.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount.

1.5 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.

CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures and fittings	25% on cost
Computers	25% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

Capitalisation is based on a value of £250 or more, however, this is at the discretion of the Trustees and is also based on the length of the fund to which the asset is attributed to.

1.7 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.8 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, and other short-term liquid investments with original maturities of three months or less.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.12 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.

1.13 Use of volunteers

The Charity relies on approximately 45 fully trained volunteers who carry out a wide range of advice work and administrative tasks. The use of volunteers in the course of undertaking the charitable and income generating activities is not recognised within the Statement of Financial Activities.

CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

2 Critical accounting estimates and judgements

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

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

3 Donations and grants

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2021	2021	2021	2020	2020	2020
	£	£	£	£	£	£
Donations and gifts	4,247	1,696	5,943	3,671	9,313	12,984
Grants receivable	316,278	837,325	1,153,603	275,608	561,123	836,731
	<u>320,525</u>	<u>839,021</u>	<u>1,159,546</u>	<u>279,279</u>	<u>570,436</u>	<u>849,715</u>

4 Investments

	Unrestricted funds	Unrestricted funds
	2021	2020
	£	£
Bank deposit interest	<u>5,315</u>	<u>5,505</u>

CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

5 Charitable activities

	2021	2020
	£	£
Staff costs	809,729	680,067
Depreciation and impairment	1,123	6,021
Rent and rates	18,543	18,950
Insurance	2,081	2,058
Light and heat	7,382	7,392
Citizens Advice charges	7,849	6,791
Travel expenses	5,896	17,798
Repairs and maintenance	8,023	6,740
Bank charges	294	298
Accountancy and audit	864	864
Professional fees	2,427	2,424
Sundry expenses	1,388	3,017
Partnership payments	18,189	32,632
Client account payments	61,737	5,891
Conferences	-	899
Training	12,019	2,073
Telephone and office expenditure	33,260	38,437
	<u>990,804</u>	<u>832,352</u>
Share of governance costs (see note 6)	4,657	5,604
	<u>995,461</u>	<u>837,956</u>
Analysis by fund		
Unrestricted funds	218,359	273,664
Restricted funds	777,102	564,292
	<u>995,461</u>	<u>837,956</u>

CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

6 Support and governance costs

	Support costs	Governance costs	2021	Support costs	Governance costs	2020
	£	£	£	£	£	£
Audit fees and accountancy	-	3,050	3,050	-	2,948	2,948
AGM and trustees meeting expenses	-	1,607	1,607	-	2,656	2,656
	-	4,657	4,657	-	5,604	5,604
Analysed between Charitable activities	-	4,657	4,657	-	5,604	5,604

Governance costs includes payments to the auditors of £1,500 (2020- £1,500) for audit fees.

7 Trustees

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

During the year reimbursements for travel expenses were made totalling £363 paid to three trustees (2020: £239 paid to two trustees).

8 Employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
Manager and project casework	20	22
Management and administration of charity	8	9
Project staff	5	-
Training officers	1	-
Generalist advisers	1	-
Total	35	31

Employment costs

	2021 £	2020 £
Wages and salaries	797,939	670,242
Other pension costs	11,790	9,825
	809,729	680,067

CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

8 Employees

(Continued)

Remuneration paid to key management personnel during the year totalled £213,302 (2020: £188,963).
The total number of key management personnel was six (2020: six).

There were no employees whose annual remuneration was £60,000 or more.

9 Tangible fixed assets

	Fixtures and fittings	Computers	Total
	£	£	£
Cost			
At 1 April 2020	159,361	1,210	160,571
Additions	-	5,671	5,671
At 31 March 2021	159,361	6,881	166,242
Depreciation and impairment			
At 1 April 2020	159,360	25	159,385
Depreciation charged in the year	-	1,123	1,123
At 31 March 2021	159,360	1,148	160,508
Carrying amount			
At 31 March 2021	1	5,733	5,734
At 31 March 2020	1	1,185	1,186

10 Fixed asset investments

	Cash in portfolio
Cost or valuation	
At 1 April 2020	80,000
Additions	78,047
Disposals	(80,000)
At 31 March 2021	78,047
Carrying amount	
At 31 March 2021	78,047
At 31 March 2020	80,000

The fixed asset investment relates to monies deposited in long term bonds.

The investment is a term deposit with a UK registered bank and is fully protected against bank failure by the Financial Services Compensation Scheme.

CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

10 Fixed asset investments **(Continued)**

11 Debtors	2021	2020
	£	£
Amounts falling due within one year:		
Trade debtors	139,305	21,039
Other debtors	14,001	3,659
Prepayments and accrued income	4,865	7,905
	<u>158,171</u>	<u>32,603</u>

12 Current asset investments	2021	2020
	£	£
Unlisted investments	<u>292,164</u>	<u>235,943</u>

The current asset investments relate to monies deposited in short term bonds.

All current asset investments are term deposits with UK registered banks and are fully protected against bank failure by the Financial Services Compensation Scheme.

13 Creditors: amounts falling due within one year	2021	2020
	£	£
Notes		
Deferred grant income	97,658	45,182
Trade creditors	1,154	5,144
Accruals	12,500	6,883
	<u>111,312</u>	<u>57,209</u>

CITIZENS ADVICE DENBIGHSHIRE
CYNGOR AR BOPETH SIR DDINBYCH
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

14 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2019 £	Movement in funds			Balance at 1 April 2020 £	Movement in funds			Transfers 31 March 2021 £	Balance at 31 March 2021 £
		Incoming resources £	Resources expended £	Transfers £		Incoming resources £	Resources expended £	Transfers £		
Welsh Government	21,489	213,079	(234,046)	-	522	220,824	(220,068)	-	-	1,278
Citizens Advice Cymru	26,519	108,211	(129,917)	-	4,813	264,710	(256,365)	-	-	13,158
Denbighshire County Council	7,355	61,668	(54,067)	-	14,956	72,866	(39,764)	-	-	48,058
Individual Projects	6,667	187,478	(189,684)	-	4,461	253,907	(242,071)	(5)	(5)	16,292
South Denbighshire Community Project	-	-	-	-	-	26,714	(24,268)	5	5	2,451
	62,030	570,436	(607,714)	-	24,752	839,021	(782,536)	-	-	81,237

**CITIZENS ADVICE DENBIGHSHIRE
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FOR THE YEAR ENDED 31 MARCH 2021**

15 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2019 £	Movement in funds			Balance at 1 April 2020 £	Movement in funds			Transfers 31 March 2021 £	Balance at 31 March 2021 £
		Incoming resources £	Resources expended £	Transfers £		Incoming resources £	Resources expended £	Transfers £		
Designated fund	-	-	-	313,000	313,000	-	-	21,000	334,000	
	-	-	-	313,000	313,000	-	-	21,000	334,000	

A Designated Fund has been created which includes anticipated amounts for six months salaries and core operating costs of £200,000 and contingent liabilities and redundancy costs in the event of winding up totalling £100,000. Additional amounts have also been included for costs associated with match funding in 2021/22 for Rhyl Town Council Energy of £8,000 and for AIF - Workings @ Citizens Advice of £26,000.

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16 Analysis of net assets between funds

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
Fund balances at 31 March 2021 are represented by:						
Tangible assets	5,734	-	5,734	1,186	-	1,186
Investments	78,047	-	78,047	80,000	-	80,000
Current assets/ (liabilities)	507,750	81,237	588,987	397,430	24,752	422,182
	<u>591,531</u>	<u>81,237</u>	<u>672,768</u>	<u>478,616</u>	<u>24,752</u>	<u>503,368</u>

17 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2021 £	2020 £
Within one year	15,205	24,580
Between two and five years	15,679	30,883
	<u>30,884</u>	<u>55,463</u>

18 Capital commitments

At 31 March 2021 the charity had capital commitments as follows:

Contracted for but not provided in the financial statements:

Acquisition of property, plant and equipment	-	2,383
	<u>-</u>	<u>2,383</u>

19 Related party transactions

Transactions with related parties

During the year the charity entered into the following transactions with related parties:

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19 Related party transactions

(Continued)

One of the premises that the charity operates from is rented from The United Church of Rhyl, of which Rev P D Robinson is also a Trustee. The total rent paid during the year was £3,500 (2020: £3,500).

The spouse of one of the key management personnel owns a company from which the charity rents its Denbigh premises. The total rent for the year was £14,909 with three months given rent free due to Covid-19 of £3,727 included in Donations Income (2020: £14,909).

20 Cash generated from operations

	2021	2020
	£	£
Surplus for the year	169,400	17,264
Adjustments for:		
Investment income recognised in statement of financial activities	(5,315)	(5,505)
Depreciation and impairment of tangible fixed assets	1,123	6,021
Movements in working capital:		
(Increase)/decrease in debtors	(124,583)	43,689
Increase in creditors	1,627	2,595
Increase in deferred income	52,476	32,375
Cash generated from operations	94,728	96,439