

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

CONTENTS

	Page
Trustees' report	1 - 6
Statement of trustees' responsibilities	7
Independent auditor's report	8 - 10
Statement of financial activities	11
Balance sheet	12 - 13
Statement of cash flows	14
Notes to the financial statements	15 - 27

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, SDCP, 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**

.....

**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

2023	2022
£	£

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>