

CYNGOR AR BOPETH CYLCH CONWY DISTRICT CITIZENS ADVICE BUREAU

**REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2024**

ADMINISTRATIVE DETAILS

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Registered Company Number: 05925213 (England and Wales)

Registered Charity: 1123006

Registered Office: Town Hall, Lloyd Street, Llandudno, Conwy LL30 2UP

Trustees

Peter McGlory (elected 25 January 2008)	Chair of Trustee Board
Peter Reginal Lewis MBE (elected 11 October 2012)	Treasurer
Vinita Ramkalowon (elected 29 November 2022)	Vice Chair
Frank Bradfield (elected 29 November 2022)	
Gwennol Ellis (elected 29 November 2022)	
Colin Matthews (elected 29 November 2022)	
Antony Bertola (elected 19 February 2024)	
Aaron Wynne (elected 24 December 2020, resigned 1 August 2023)	

Independent Examiner

Barrie Buels, Crestmere Limited Chartered Certified Accountants,
Unit F1, Intec Ffordd Y Parc, Parc Menai, Bangor, Gwynedd LL57 4FG

Key Management

Dawn Green - Chief Executive and Company Secretary

Bankers

Lloyds Bank - Business Account

Lloyds Bank - Business Baking Instant Access Savings

Unity Trust - Instant Access Account

TRUSTEES' ANNUAL REPORT

Cyngor ar Bopeth Cylch Conwy District Citizens Advice Bureau (Conwy CAB) is a registered charity and a company limited by guarantee. Memorandum and articles (incorporated) 5 September 2006 as amended on 20 June 2024. It is governed by a board of trustees who are also directors for the purposes of the Companies Act 2006. This is their annual report and the financial statements for the charity for the year ended 31 March 2024.

OBJECTIVES AND ACTIVITIES

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, but without limitation, for the benefit of the community in the County Borough of Conwy and surrounding areas.

Trustees have agreed the following aims:

- To provide a service that is free, independent, confidential and impartial; and
- To value diversity, promote equality and challenge discrimination.

Trustees have agreed that we exist to shape a society where people face far fewer problems. Our national charity and network of local charities are united by this common purpose.

- We are driven by our ambition to make things better for people, individually and collectively.
- We are driven by the power of good advice, to help people solve their problems.
- We are driven to change the underlying causes of problems, through our work with governments and other organisations.

TRUSTEES' ANNUAL REPORT continued

In pursuing these aims we are focussed on ensuring that advice is available when and where Conwy people need it and that they can access that advice face to face, by telephone or digitally in the way that best meets their needs. Our campaigning involves engagement with government agencies locally and nationally as both can have a significant impact on Conwy people and the problems they face.

In furtherance of these aims we seek to secure training and employment opportunities for local people providing bilingual advice, face to face, by phone, or email across Wales and England.

Public Benefit

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

Grants

The trustees have not made any grants in furtherance of the Charity's objectives during 2023-2024.

ACHIEVEMENT AND PERFORMANCE

Charitable activities 2023 - 24

Unique clients by Conwy Citizens Advice ¹	3,842
Total issues Conwy Citizens Advice helped with ²	15,533
Total gains for all clients (financial outcomes)	£4.1m
Number of debt clients	445
Total estimated debt	£3m
Average debt per client	£6.7k
Clients where debt was written off	69

¹ Unique clients are counted quarterly and collated to reach the annual figure

² Count of all issues from case notes and simple queries

Total value of debt written off	£906k
Clients where debts were successfully rescheduled	43
Total value of debts successfully rescheduled	£93k
Number of clients with consumer issues ³	791
Total value of financial benefit of consumer advice to individuals	£108k
Number of benefits or tax credit clients	1,346
Clients with one-off benefit awards	211
Total value of one-off benefit awards	£320k
Clients with ongoing benefit awards	527
Total value of ongoing benefit awards	£3.6m

However, the recorded outcomes represent only a small fraction of the **impact** of our work as we do not have the resources to follow up with every client until their issue has been resolved. National research indicates that the value of our advice far exceeds the results formally recorded on the casebook system. Using the average outcomes from national research and comparing this with the number of clients we helped with different issues, we can estimate that overall, for every **£1** invested in Citizens Advice Conwy, during 2023-24 we delivered:

- **£1.43 in savings to government and public services (fiscal benefits)** (£1.49 in 22-23)

By helping stop problems occurring or escalating, we reduce the pressure on public services such as health, housing or out-of-work benefits.

Total: **£878k** (£747k)

- **£11.39 in wider economic and social benefits (public value)** (£12.70)

Solving problems improves lives – and this means better wellbeing, participation and productivity for the people we help.

Total: **£6.9m** (£6.3 m)

- **£8.08 in value to the people we help (financial outcomes following advice)** (£8.48)

³ Consumer issues include consumer, financial services, travel and utilities

Through our advice, we can increase people's income. We can help them get debts written-off, take up benefits they're entitled to or get compensation for problems.

Total: **£4.9m** (£4.2m)

These three viewpoints on impact (fiscal, public and people) cannot be added together.

Financial Review

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

Financial position

There was a surplus for the year of £30,094. The surplus in the previous year was £20,721. The surplus will enable us to maintain reserves as required, with additional surpluses allocated to future service provision.

In addition to continuing existing programmes, in 2023-24 we were awarded funding from the UK Government's Shared Prosperity Fund courtesy of Conwy County Borough Council. This enabled us to commence delivery of Cost Wise Conwy from March 2024: Working with clients across the Borough who are struggling because of the Cost of Living and Energy Crises.

Historic core grant funding from Conwy County Borough Council ended on 31 March 2024 following notification that the Council were facing a significant deficit budget for 2024-25 onwards. We continue to work through a programme of funding applications to replace this essential core funding to support the organisation infrastructure and management costs.

Principal funding sources

The principal funding sources for the year's operations were:

- Welsh Government for advice and information services, a proportion of which was raised from a levy from the financial services industry for the purpose of providing debt advice (referred to variously as Single Advice Fund and Advicelink Cymru, delivered in partnership with Citizens Advice charities across Wales, Shelter Cymru and SNAP Cymru).
- Conwy County Borough Council for core activities and housing advice

- Various funders to provide energy advice through programmes managed by Citizens Advice funded by Moondance Foundation
- Colwyn Bay Town Council for advice and support to residents of their area
- Llandudno Town Council for advice and support to residents of their area
- Conwy Town Council for advice and support to residents of their area
- Gwynt Y Mor Community Investment and Rhyl Flats for advice and support across the County's coastal areas (administered by CVSC)
- Clocaenog Wind Farm for bilingual advice and support in rural areas (administered by CVSC)
- Money and Pensions Advice Service for the delivery of Financial Wellbeing Forums across North Wales
- UK Shared Prosperity Fund, administered by Conwy County Borough Council (see above for details)

Cyngor ar Bopeth Cylch Conwy District Citizens Advice Bureau is very grateful to all the funders who funded the organisation during 2023-24, without which it would not have been possible to help the people of Conwy with their advice needs.

Investment policy and objectives

Our policy is that funds not required for current expenditure will be deposited in interest-bearing bank accounts with one or more secure and reputable banks in accounts providing access within a reasonable notice period

Reserves policy and going concern

The reserves policy agreed by trustees in March 2024 is to hold unrestricted reserves of £180,000. The policy was further reviewed by the Board in August 2024. Notwithstanding the increase in turnover, the Board agreed to maintain the same policy on the basis that the increase in staffing levels was largely temporary. As of 31 March 2024, the charity had unrestricted reserves totalling £213,708.

The charity's ability to continue to provide current services is largely dependent on funding from grant making trusts, County, Town and Community Councils, and government agencies. The funding available for 2024-25 is projected to be just under £1M. The financial statements are prepared on a going concern basis based on the risk assessment and cash flow forecasting exercises undertaken.

Looking forward

The trustees are committed to ensuring that the funding available is used in the most effective way possible to meet our charitable objectives, ensuring that Citizens Advice Conwy remains a going concern. This requires us to ensure that the service offered matches the resources available. We are committed to working with other organisations to improve the effectiveness and efficiency of our operations – our commitment is to secure the advice services which the people of Conwy need and deserve not to a particular organisational structure. Together with the five other Citizens Advice charities in North Wales we have established a formal consortium, which has been registered with Companies House and will be an associate member of Citizens Advice and registered with the Charity Commission. In addition, we are members of a strategic partnership with Cyngor ar Bopeth Gwynedd CAB which moved to a shared management structure, effective 1 April 2024. A Joint Executive Committee consisting of both Chair of Trustees and Chief Officers oversee this arrangement and are responsible for reporting progress to their respective Boards.

Structure, governance and management

Citizens Advice Conwy is a company limited by guarantee established by its Memorandum of Association dated 2006 and governed by Articles of Association which were updated in June 2024 based on model articles agreed between the Charity Commission and Citizens Advice. It is registered with the Charity Commission. Anyone over the age of 18 years who is not a paid or volunteer worker of the Charity and any corporate body or unincorporated association interested in furthering the work of the charity, can become a member of the charity. The members each agree to contribute £10 in the event of the charity winding up. There are currently 7 individual members and 0 corporate members.

Organisational structure

Citizens Advice Conwy is managed by a board of trustees (directors) who are ultimately responsible for all aspects of its activities and administration. The Chief Executive is appointed by the trustees to manage the day-to-day operations of the charity; authority for operational matters including finance and employment has been delegated by the trustees to the Chief Executive. The board meets quarterly and there is an executive committee of three members covering management issues which meets more regularly. No trustee receives any remuneration.

The Executive Committee comprised Peter McGlory (Chair), Vinita Ramkowolon (Vice Chair) and Peter Lewis (Treasurer).

Wider network

The charity is a member of Citizens Advice (National Association of Citizens Advice Bureaux). Membership of Citizens Advice confers rights and responsibilities. As a condition of membership, the charity follows a performance and quality framework consisting of a combination of self-assessment and external checking. The charity agrees to submit itself to periodic audits as is reasonably required and to provide access to Citizens Advice staff or any other person authorised by Citizens Advice. The charity must ensure that its governing body can demonstrate responsibility, accountability, and compliance with statutory legislation and show that its decisions are based on clear understanding of the relevant issues.

Key management remuneration

The remuneration of paid staff is set by reference to norms in the voluntary sector and in particular other local Citizens Advice offices. The Board has sought to follow the local government pay awards insofar as this is affordable within available resources.

Recruitment, training and appointment of trustees

As set out in our Articles of Association, the maximum number of trustees is fifteen and there are currently seven. In line with best practice, vacancies for trustees are advertised and applicants are interviewed by a panel. However, any member can nominate an individual to be a trustee by giving notice of their intention to nominate that individual between fourteen days and thirty-five days before the AGM.

New trustees undergo an induction session to brief them on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan, and recent financial performance of the charity. During the induction they meet key employees and other trustees. Trustees are encouraged to attend appropriate external events.

Related parties

As stated above, Citizens Advice Conwy is a member of Citizens Advice, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. It also provides a secure electronic case management tool which is used by the charity. Operating policies are based on national guidance and model procedures were provided but are independently determined by the trustee board of the charity, in order to fulfil its charitable objects and in compliance with national membership requirements.

The charity also co-operates and liaises with several other advisory services, local charities and council departments on behalf of clients. Where one of the trustees holds a position in a related organisation, they may be involved in discussions regarding that organisation but not in the ultimate decision-making process.

Risk management

The trustees have a duty to identify and review risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against e.g. fraud and error.

The trustees recognise that any major risk the charity is exposed to needs to be reviewed and systems put in place to mitigate those risks. To that end the charity has produced a risk register and action plan to address priority risks and set up a framework for the continuous management and monitoring of risks. Systems are in place to mitigate the risks as they are identified. The risk register is regularly reviewed and in response to medium risks improved emergency procedures and contingency plans are developed.

Statement of trustees' responsibilities

The trustees (who are also directors of Citizens Advice Conwy for the purposes of company law) acknowledge their responsibility for preparing the report of the trustees and the financial statement in accordance with applicable law, and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice GAAP), including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charity SORP

- Make judgements and estimates that are reasonable and prudent.
- Prepare the financial statements on the going-concern basis, unless it is inappropriate to presume that the charitable company will continue as a business.

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

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 22 October 2024

and signed on its behalf by:

PM^cGlory

INDEPENDENT EXAMINER'S REPORT

I report to the trustees on my examination of the financial statements of Cyngor ar Bopeth Cylch Conwy Citizens Advice Bureau (the charity) for the year ended 31 March 2024.

Responsibilities and basis of report

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

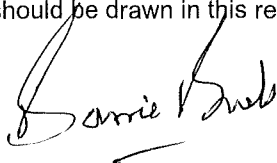
Having satisfied myself that the financial statements of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's financial statements carried out under section 145 of the Charities Act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

Independent examiner's statement

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

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

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



Barrie Buels FCCA FCIE
Crestmere Limited,
Chartered Certified Accountants
Unit F1, Intec, Parc Menai, Bangor, LL57 4FG

Dated: 22 October 2024

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDING 31 MARCH 2024

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Income and Endowments from:					
Donations and Legacies	2	283	-	283	1,165
Charitable Activities	3	105,133	541,492	646,625	542,157
Other	4	18,704	-	18,704	
Total Income		124,120	541,492	665,611	543,322
Expenditure on:					
Charitable Activities	5	96,833	538,684	635,517	522,601
Total Expenditure		96,833	538,684	635,517	522,601
Net Income/(Expenditure) for the financial year		27,287	2,807	30,095	20,721
Transfers between Funds	13	2,807	(2,807)	-	-
Net Movement in Funds		30,094	-	30,094	20,721
Reconciliation of Funds:					
Total funds brought forward		183,614	-	183,614	162,893
Total funds Carried Forward	13	213,708	-	213,708	183,614

The statement of financial activities includes all gains and losses in the year.
All income and expenditure derive from continuing activities.

The notes on pages 17 - 26 form part of these financial statements.

BALANCE SHEET FOR THE YEAR ENDING 31 MARCH 2024

	Note	Total Funds 31 March 2024 £	Total Funds 31 March 2023 £
Current Assets			
Debtors	11	49,905	39,258
Cash		340,509	204,695
		<hr/> 390,414	<hr/> 243,953
Liabilities			
Creditors - amounts falling due within one year	12	176,706	60,339
		<hr/>	<hr/>
Net Current Assets		213,708	183,614
		<hr/>	<hr/>
Net Assets		213,708	183,614
		<hr/>	<hr/>
Funds of the Charity			
Restricted funds		-	-
Unrestricted funds		213,708	183,614
		<hr/> 213,708	<hr/> 183,614

For the financial year in question the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

No members have required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of the accounts.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The Trustees acknowledge their responsibilities for:

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

The financial statements were approved by the board of trustees on 22nd October 2024.

and signed on its behalf by:

PMcGlorey

STATEMENT OF CASH FLOWS ON 31 MARCH 2024

	2024 £	2023 £
Operating activities		
Net cash (used in)/provided by operating activities	135,815	41,003
Interest paid	(93)	(87)
Investment income	(468)	-
	135,254	40,916
Investing activities		
Investment income	468	-
Interest	93	87
Depreciation	-	1,701
Net cash provided by investing activities	561	1,788
Change in cash and cash equivalents in the year	135,815	42,704
Cash and cash equivalents at beginning of the year	204,695	161,991
Total cash and cash equivalent at end of the year	340,510	204,695

1 Accounting Policies

1.1 Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under Financial Reporting Standard 102, have been prepared in accordance with the Charities SORP (FRS102) 'Accounting and Reporting by Charities: Statement of Recommended Practice, applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The charitable company is not a member of a group, and the financial statements cover its activities as an individual entity. The financial statements are prepared under the historical cost convention and in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The Trustees consider there are no material uncertainties about the charity's ability to continue as a going concern.

1.2 Fund accounting

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

Designated funds are unrestricted funds earmarked by the trustees for a particular purpose.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors, or which have been raised by the company for specific purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.3 Income

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

Donated services and facilities are included at the value to the charity where this can be quantified and is material except that the value of services provided by volunteers has not been included in these accounts.

Voluntary income is received by way of grants (including Government grants), donations and gifts, including gift aid where applicable, and is included in full in the statement of financial activities when receivable. Income from grants, where related to performance and specific deliverables, is accounted for when it is probable that the income will be received, and the amount can be measured reliably, and it is not deferred.

1.4 Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates.

Charitable expenditure includes those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them. All costs have been allocated to activity cost categories on a basis consistent with the use of resources. Support costs include all those overhead costs of office accommodation, utility services and other services and costs which support the charity's activities. Also, the costs of meeting the constitutional and statutory requirements of the charity and costs linked to the strategic management of the charity.

1.5 Operating leases and hire purchase agreements

The charity classifies leases of property and printing and telecommunications equipment as operating leases; the title to the property and equipment remains with the lessor. Rental charges are expensed on a straight-line basis over the term of the lease.

1.6 Tangible fixed assets and depreciation

Tangible fixed assets for use by the charity are stated at cost or, in cases where fixed assets have been donated, at valuation at time of acquisition, less depreciation. The cost of minor additions or those costing below £500 are not capitalised.

- Furniture and equipment are written off on a straight-line basis over an estimated useful life of four years.
- Computer equipment is written off on a straight-line basis over an estimated useful life of four years.
- Improvement to leasehold property is fully depreciated in the year the expense is incurred.

1.7 Transfers between funds

Any restricted funds that over-spent and are in deficit, are supported using core funding by means of a transfer between funds.

1.8 Pension costs and other post-retirement benefits

The charitable company enrolls staff in a defined contribution pension scheme. Contributions payable to the pension scheme are charged to the Statement of Financial Activities in the period to which they relate. Differences between contributions payable in the year and contributions paid are shown as either accruals or prepayments in the balance sheet.

2 Donations & Legacies

	Unrestricted	Restricted	Total 2024	Total 2023
	£	£	£	£
Voluntary Income				
Donations	283	-	283	1,165
	283	0	283	1,165

3 Income from Charitable Activities

	Unrestricted	Restricted	Total 2024	Total 2023
	£	£	£	£
Advice Services:				
Local Council Grants	105,133	-	105,133	88,018
Welsh Gov. Single Advice Fund and Advice Link	-	272,324	272,324	276,719
Energy Advice	-	27,995	27,995	18,640
Housing Solutions		34,469	34,469	34,496
Gwynt y Mor		30,000	30,000	15,000
Other		65,710	65,710	109,284
Citizens Advice Cost of Living		15,000	15,000	-
SPF CWC / Volunteering		32,465	32,465	-
Access partnership		22,050	22,050	-
Warmer Wales		41,479	41,479	-
	105,133	541,492	646,625	542,157

Of the 2023 total £542,157, Unrestricted total was £88,018 and Restricted total was £454,139.

Included in Other total of £65,710: Forces for Energy £14,201 / Veterans £8,303 /
MAPS WellBeing £10,000 / BIP £10,440 / Clogaenog £12,715 / Winter Capacity £10,051

4	Other Income	Unrestricted	Restricted	Total	Total
		£	£	2024	2023
				£	£
	Bank Interest	468	-	468	
	Other Income	18,237	-	18,237	
	Total	18,704	-	18,704	0

5	Charitable Activities Costs	Unrestricted	Restricted	Total	Total
		Advice & Information Services	Advice & Information Services	2024	2023
	Charitable activities				
	Direct Costs	85,172	390,555	475,727	487,473
	Support costs (see below)	11,662	148,129	159,791	35,128
	Total	96,834	538,684	635,518	522,601
	Support costs				
	Salaries/management	5,672	71,883	77,555	0
	Governance	593	11,138	11,731	4,052
	Other	5,397	65,108	70,505	31,076
	Total	11,662	148,129	159,791	35,128

Support costs are shared overhead costs, shared on the basis of staff FTEs.

Of the 2023 total of £522,601 Unrestricted total was £68,462, and the Restricted total was £454,139

6	Net Income or Expenditure for the year	2024
		£
	This is stated after charging:	
	Independent Examiner's fee	1,800
	Operating lease costs (buildings)	9,180
	Hire of office equipment	880

7 Information about Trustees, Directors and Employees

	2024	2023
	£	£
Wages and salaries	456,364	351,611
Social Security costs	33,441	31,453
Pension costs	12,790	8,680
Total	502,595	391,744

The average number of FTE employees was:

	2024	2023
Total	18.0	15.0

No employee received remuneration of more than £60,000.

The charity considers its key management personnel comprise the trustees and the chief executive, and manager. Total emoluments, including pension contributions and Employer's NI, of the key management personnel were £92,548 owing to hand-over period in staffing turnover (2023 - £79,580).

8 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year (2023 – £nil).

9 Pensions

The charitable company enrolls staff in a defined contribution pension scheme administered under auto-enrolment regulations. The pension cost charge for the year represents contributions payable by the charitable company to the fund and amount to £12,790 (2023: £8,680).

SOFA Previous Year - 2022-23

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Income and Endowments from:			
Donations and Legacies	1,165		1,165
Charitable Activities	88,018	454,139	542,157
Other - including Fundraising			
Total Income	89,183	454,139	543,322
Resources expended			
Charitable activities	68,462	454,139	522,601
Total resources expended	68,462	454,139	522,601
Net Income/(Expenditure) for the financial year/ Net movements in Funds	20,721	-	20,721
Reconciliation of Funds:			
Total funds brought forward	162,893	-	162,893
Total Funds carried forward	183,614	-	183,614

11	Debtors - amounts falling due within one year	2024	2023
		£	£
	Accrued Income	29,621	-
	Prepayments	10,284	22,449
	Trade debtors	5,000	16,809
	Other debtors	5,000	-
		<hr/>	<hr/>
		49,905	39,258

12	Creditors - amounts falling due within one year	2024	2023
		£	£
	Accounts payable	14,439	12,343
	Other creditors including tax and social security	3,809	-
	Accruals and Deferred Income	142,812	47,996
	Others	15,646	-
		<hr/>	<hr/>
		176,706	60,339

13 Restricted Funds

	Balance Held at 31 March 2023	Incoming	Outgoing	Transfers	Balance Held at 31 March 2024
Citizens Advice SAF	-	224,106	(222,942)	(1,164)	-
Claim Whats Yours	-	58,269	(59,177)	908	-
Housing Solutions	-	34,469	(35,196)	727	-
Access Partnership	-	22,050	(21,727)	(323)	-
BIP	-	10,440	(9,645)	(795)	-
Citizens Advice Cost of Living	-	15,000	(14,695)	(305)	-
Clocaenog	-	12,716	(13,038)	323	-
Forces for Energy	-	14,201	(14,272)	71	-
GYM Community Investment	-	30,000	(29,396)	(604)	-
MAPS Wellbeing Forum	-	10,000	(7,496)	(2,504)	-
Veterans Foundation	-	8,303	(8,409)	107	-
Warmer Wales	-	41,479	(42,524)	1,045	-
EAP	-	27,995	(27,033)	(961)	-
SPF CWC	-	17,434	(17,516)	82	-
SPF Volunteer	-	15,030	(15,616)	586	-
		<hr/>	<hr/>	<hr/>	
	-	541,491	(538,684)	(2,807)	-

The following projects are funded to deliver services to meet specific client group needs:

	Balances Held on 31 March 2022	Incoming	Outgoing	Balances Held on 31 March 2023
Forces for Energy	-	30,386	30,386	-
SAF Specialist	-	74,492	74,492	-
Communities Focus	-	130,227	130,227	-
Claim What's Yours	-	72,000	72,000	-
MaPS Wellbeing Forum	-	9,794	9,794	-
Housing Solutions	-	34,496	34,496	-
Gwynt y Mor Community Investment	-	15,000	15,000	-
CA Conwy & Flintshire SAF	-	10,500	10,500	-
Partnership	-			-
Energy	-	61,540	61,540	-
BIP	-	7,456	7,456	-
Clocaenog	-	2,119	2,119	-
Modern Slavery	-	6,129	6,129	-
	-	454,139	454,139	-
14 Movement in Funds		Net		
	At 1 April 2023	movement in funds	Transfers in funds	At 31 March 2024
	£	£	£	£
Restricted Funds:				
Advice services	-	2,807	(2,807)	-
	-	2,807	(2,807)	-
Unrestricted Funds:				
General fund	183,614	27,288	2,807	213,708
	183,614	27,288	2,807	213,708
Total Funds	183,614	30,095	-	213,708

15 Deferred Income

	At 1 April 2023	Prior Year movement £	Deferred movement £	At 31 March 2024 £
Other deferred income	41,596	-41,596	127,307	127,307

16 Commitments under operating leases

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

Operating Leases

	2024 £	2023 £
Within one year	12,384	9,000
Between two and five years	59,472	36,000
In over five years	9,360	18,000
	<hr/> 81,216	<hr/> 63,000

17 Related Party Transactions

There were related party transactions between Cyngor Ar Bopeth Conwy District Citizens Advice and Citizens Advice (National Association of Citizens Advice Bureaux) during the year.

The charity paid £6,924 to Citizens Advice in membership fees and to cover the cost of insurance, financial support, and information services (2023: £5,773).

No amounts were outstanding at the year end.

18 Taxation

The company, being a registered charity with minimal trading income, has been granted exemption from corporation tax under Section 505 of the Income and Corporation Taxes Act 1988. No provision for taxation has therefore been made in these accounts.

