



**CAIS** empowering change  
grymuso newid

**CAIS Ltd**

**Report and Financial Statements**

**For year ended 31<sup>st</sup> March 2020**

**Company Registration Number 2751104**

**Charity Registration Number 1039386**

CAIS Ltd is a limited company registered in England and Wales

Registered Office: Tŷ Dafydd Alun, 36 Princes Drive, Colwyn bay, Conwy, LL29 8LA

Registered Number: 2751104. Charity Number: 1039386

Mae CAIS Cyf yn gwmni cofrestredig yng Nghymru a Lloegr

Swyddfa Gofrestredig: Tŷ Dafydd Alun, 36 Rhodfa'r Tywysog, Bae Colwyn, Conwy, LL29 8LA

Rhif Cofrestru: 2751104 Rhif Elusen: 1039386



**REGISTERED COMPANY NUMBER: 02751104 (England and Wales)**  
**REGISTERED CHARITY NUMBER: 1039386**

**REPORT OF THE TRUSTEES AND  
FINANCIAL STATEMENTS FOR THE YEAR  
ENDED 31 MARCH 2020  
FOR  
CAIS LIMITED**

Williams Denton Cyf  
Chartered Certified Accountants  
Statutory Auditors  
13 Trinity Square  
Llandudno  
United Kingdom  
CONWY  
LL30 2RB

**CAIS LIMITED**

**CONTENTS OF THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 March 2020**

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	Page
A message from the Chief Executive	1
Report of the Trustees	2 to 12
Report of the Independent Auditors	13 to 14
Statement of Financial Activities	15
Balance Sheet	16 to 17
Notes to the Financial Statements	18 to 31

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**A MESSAGE FROM THE CHIEF EXECUTIVE  
FOR THE YEAR ENDED 31 March 2020**

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At the conclusion of 2019/20, and what was a very successful year for the charity, two unrelated events conspired to generate unforeseen and grave challenges for CAIS. The onset of the Coronavirus pandemic undermined the entire health, social and economic fabric of the nation, and at the point of publication of this report continues to exercise governance, businesses and social networks across the globe. The impact has translated fully into CAIS services, threatening the safety of our residential units, restricting our ability to engage with clients, and creating apprehension and uncertainty throughout. Even now, several months into the pandemic and with infections gradually decreasing, it is impossible to predict the long-term consequences for services, jobs and wellbeing.

As an organisation dedicated to personal support, collectively we determined not to retreat from our mission but to find safe, new and effective ways of delivering our services. The resourcefulness, commitment and bravery of the workforce was not found wanting as an extraordinary determination enabled our residential units to remain open, clients nurtured and supported in the community, and our administrative infrastructure functioning largely as normal. I am enormously grateful for this sanguine exercise of dedication and industry.

It was therefore with heightened sadness that, unrelatedly but in the midst of the virus peak, CAIS lost its founder and Chairman of forty-four years, Dr Dafydd Alun Jones. He passed away peacefully at his home attended by closest friends and family. He never faltered in his duties as Chair and remained engaged in our work to the end. He was incredibly proud of the way CAIS had responded to the pandemic crisis. Dr Jones was a man of powerful intellect and startling vision. He was a pioneer in the fields of addiction treatment and veterans' welfare. He was also a fiercely patriotic Welshman and it is fitting his death came on the day the Senedd was declared. Our thoughts remain with Dr Jones' family who can now reflect, as we do, on his astonishing life and legacy.

Another of our long-standing Board members, Mr Cledwyn Williams, has now assumed the Chair of CAIS and I am proud to support him in the role of Vice-Chair.

Accordingly the year ahead holds many uncertainties, but we are resolute in our cause and confident in our ability. We are secure both in the abilities of our teams across Wales and England, and in the beneficial aspects of our partnership networks. It seems clear that longer-term success for all organisations will rest on collaboration and co-operation. Thanks to its carefully established long-term relationships CAIS is very well placed in this regard.



**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 March 2020**

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The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report and financial statements of the charity for the year ended 31 March 2020. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' as revised in March 2005.

**OBJECTIVES AND ACTIVITIES**

**Objectives and aims**

CAIS aims to make positive changes in the lives of people affected by drugs, alcohol and other life challenges, through a range of services and support delivered by skilled and experienced staff, in the belief that people can and do change.

The following objects are listed within the Charity's governing document:

1. The treatment, care and support of persons suffering directly or indirectly from problems associated with alcohol or drug misuse and other dependencies
2. The prevention of alcohol and drug misuse through the provision of services for those suffering from or likely to suffer from substance misuse, addiction or other dependencies
3. Education and training for professionals and volunteers in the field and raising the awareness of the public through the media and through education about the incidence and effects on society of substance dependency and misuse affecting Wales and the Marches
4. The support, relief and treatment of persons suffering directly or indirectly from problems associated with mental health psychological and emotional well-being, illness, age, social exclusion or economic inactivity
5. The promotion and provision of advice and advocacy for persons suffering disadvantage either directly or indirectly from the problems caused by and the consequences of alcohol and drug misuse and other dependencies, disability, illness, age or social exclusion.

We achieve this through the following aims and objectives:

- a) Safety will be at the heart of all we do. We will do our utmost to ensure the security, well-being and comfort of our clients. We will take all reasonable steps to protect and safeguard all who work for and with CAIS.
- b) We will assist each other in reaching personal goals, in realising creative potential and in striving for excellence. We will aspire for everyone in CAIS to have a positive regard for their work and colleagues.
- c) We will preserve the core values and mission of CAIS, always subordinating personal and commercial advantage to our charitable goals. We will be reliable and trustworthy in all our dealings.
- d) We will seek to meet and surpass the expectations of commissioners and clients. We will develop and maintain systems and processes that do not fail. We will address short-comings quickly and with good grace.
- e) We will incorporate the needs and views of service users in the planning and delivery of all our provision. We will value and support those who volunteer to assist us. We will strive to understand and meet the needs of different communities who seek our services. We will operate through the medium of both Welsh and English.
- f) We will maximise the use of our assets and minimise the cost of our overheads. We will actively seek partnership and collaboration in the interests of service improvement. We will assess and monitor the environmental consequences of our work, reducing the impact wherever possible.

**Significant activities**

CAIS' activities continue to focus on enhancing the quality of existing service provision whilst seeking to develop both geographically and by offering new services. About half of our services are residential whilst the other half represents a diverse range of community-based services.

Our residential schemes deliver housing related support, in-patient detoxification and rehabilitation. Our community services include therapeutic interventions, counselling, support, advice and training.

The Charity has extensive relationships with various partners and stakeholders in the pursuance of its charitable goals and for the benefit of its client group. CAIS actively and collaboratively works with the Welsh Government, Local Health Boards, Local Authorities, Community Drug and Alcohol Services, Area Planning Boards, Department of Work and Pensions, young person's commissioners, offender management providers, housing associations, universities, colleges and various independent charities and voluntary councils including other agencies providing services for veterans.

**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 March 2020**

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**OBJECTIVES AND ACTIVITIES**

**Public benefit**

The trustees are satisfied that the objects of the charity, as set out in the company's memorandum of association, are for the public benefit, as defined in the Charities Act 2011.

'Public benefit' is generally provided to those requiring drug, alcohol and other services. In addition to substance misuse, clients often have multiple needs that include unemployment, mental health, offending, homelessness and ex-military. We also deliver specialist services that meet those additional needs including I-CAN (unemployment), Parabl (mental health), Change Step (veterans) and Jigsaw (ex-offenders).

Specific activities are detailed within the following 'Achievements and Performance' section, which are provided free of charge at the point of delivery.

**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 March 2020**

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**STRATEGIC REPORT**

**Achievement and performance**

*Charitable activities*

During the 12 months to 31st March 2020, CAIS received 7,226 referrals to core services - including substance misuse, mental health, veterans, supported housing and homelessness, recovery, volunteering, criminal justice, training and employment programmes.

Over the course of the year, CAIS delivered 64 contracts for commissioners in government, health, local authorities and elsewhere, and provided a wide and diverse range of interventions for individuals in need. Services were delivered throughout Wales as well as in Lancashire, by CAIS and its subsidiaries. Through Cyfle Cymru, CAIS leads the delivery of the Welsh Government's EU-funded "Out of Work" Service in five of the seven Welsh health board areas. At Hafan Wen (43%) and Salus Withnell Hall (99%) the total proportion of clients requiring residential detox and rehabilitation referred from across the UK was 70%.

CAIS has continued to explore new opportunities in residential services. The newly opened private residential unit Parkland Place offered unrivalled therapy for people with experience of alcohol addiction, drug addiction, gambling addiction and other harmful behavioural conditions and attracted 103 referrals during the year.

The Third Sector continues to experience increasingly competitive tendering arrangements, to which CAIS has responded through the development a strategy of opportunity and diversification. During 2019-20, CAIS continued to bid for and implement contracts, developed new strategic partnerships, and increased and expanded existing services.

Although not every service is detailed, a review of the most significant achievements and performance is summarised below.

**Therapeutic Interventions**

Community-based interventions offer substance misuse, mental health and dual diagnosis counselling, and other therapies.

CAIS drug and counselling offer received 514 referrals from throughout North Wales, offering more than 2,500 appointments in the community. Wrexham and Flintshire Therapeutic Intervention projects continue to perform well, with 303 referrals received during the year and average caseloads of 56.

In partnership with local mental health charities, CAIS continues to provide contract management and delivery of the Parabl Talking Therapies Partnership on behalf of Betsi Cadwaladr University Health Board. There were 2,420 telephone referrals during the year, which is within the contractual target of 2,500 referrals per year. This innovative service is designed to follow a 'stepped care' approach to interventions, including self-help, groups and counselling, and continues to attract referrals far in excess of those originally anticipated.

**Employment Programmes**

**I Can Work**

I Can Work is a service originally commissioned by the North Wales Health Board for those who have mild to moderate mental health conditions who are looking to gain employment. Originally the service was commissioned up to the 31st March 2020, and it has now been extended to the 31st December 2020.

A total of 304 have been referred to the service, of whom 55 have gained employment.

**Cyfle Cymru**

CAIS delivers the Cyfle Cymru programme alongside Hafal in North Wales, and with Hafal and Kaleidoscope in Powys, and leads the delivery of the large-scale project by fellow DACW members across all five lot areas throughout Wales. It marks the largest service ever delivered by CAIS - in terms of both value and geographical spread.

**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 March 2020**

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**STRATEGIC REPORT**

**Achievement and performance**

*Charitable activities*

Supported by the European Social Fund through the Welsh Government's Out of Work Service, the programme builds on our considerable success in the delivery of effective peer mentoring interventions. Through mentoring, training, employment support and volunteering, Cyfle Cymru aims to help people with experience of substance misuse and mental health difficulties get into or closer to work.

From the commencement of the project in August 2016 to the end of March 2020, Cyfle Cymru has attracted 10,006 registrations across the five lots areas - including 4,316 in North Wales. Nearly 12,000 accredited and non-accredited qualifications have been awarded since the programme began.

Cyfle Cymru was successful in securing a three-year contract extension to August 2021. Our focus is now on embedding this valuable service within the substance misuse and mental health sector in Wales, and in pursuing good quality, empowering employment outcomes for our participants.

**Supporting People**

During the year, CAIS delivered 11 Supporting People contracts in Ynys Môn, Gwynedd, Conwy, Denbighshire, Wrexham and Pembrokeshire. A total of 80 clients accessed the supported accommodation service from 43 move-on properties. We also delivered several floating support contracts to 384 clients in their own homes.

Residential support helps individuals to develop or maintain skills and confidence to enable them to live independent, fulfilling lives in a safe and secure environment. Across our managed service, we target an occupancy level of at least 90%. Whilst circumstances are sometimes beyond our control, we are pleased to report that occupancy levels exceeded targets in our managed properties across North Wales during the period.

**Young Persons' Services**

CAIS delivers a range of young persons' services to clients with experience of the criminal justice system and substance misuse throughout Wales. Our Powys Young Persons' Substance Misuse Service (YPSMS) is available to young people, typically under 18 years old, who are experiencing problems with substance misuse.

Don't Touch - Tell! and Don't Drink - Think! continue to receive excellent feedback and play an important role within the primary schools of North Wales and Powys, promoting 'keepsafe' messages through the medium of performance. This year, 14,585 children attended 256 performances in 113 schools. Both programmes receive regular positive testimonials from schools, and we look forward to delivering this important service for many years to come.

The Wrexham Homelessness Prevention Service, delivered in partnership with Shelter, continues to deliver outcomes far beyond target, evidencing the clear need for this support within Wrexham. During the year, CAIS provided housing support and advocacy services to 229 clients. Our team resolved hundreds of housing issues, prevented 100 people from becoming homeless, and successfully moved 54 people on into new accommodation. With the ongoing support of a bank of volunteers, the Soup Dragon has become a more tailored and intervention-focused service, to ensure people can access the dedicated help they need as well as a hot nutritious meal. During the year, 1,500 clients accessed the Drop-In Service.

**Tier 4 Residential Services**

Hafan Wen - our purpose-built detoxification and treatment centre - is located on the campus of the Wrexham Maelor Hospital. Of the 25 beds available, 13 are contracted to BCUHB - with occupancy averaging 86% during 2019-20. The overall occupancy level at Hafan Wen was 69%; with local authorities from the north west of England continuing to access the remaining 12 beds.

After 20 years of delivering residential rehabilitation services in Bangor, Ty'n Rodyn closed its doors in July 2018. Since then, working closely with Gwynedd Council and HMP Berwyn, the service has been reviewed and re-modelled, to provide accommodation for men who are on early prison leave. Ty'n Rodyn re-opened in March 2019 and supported 21 clients during 2019/20.

**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 March 2020**

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**STRATEGIC REPORT**

**Achievement and performance**

*Charitable activities*

Parkland Place opened its doors in Jul 2018 and had welcomed 103 guests during 2019/20. Overall occupancy has been 34% so far. Feedback has been unanimously positive.

The CAIS detoxification unit at Salus Withnell Hall has enjoyed good occupancy throughout the year and CAIS continues to support the whole site with commercial, technical and governance expertise.

**Volunteering**

CAIS is pleased to hold Investors in Volunteers status. This prestigious kitemark demonstrates that our approach to volunteers and volunteering is backed by high-quality processes and makes CAIS one of only a few dozen organisations in Wales entitled to use the Investors in Volunteers badge.

Many of our services rely on the effort and generosity of volunteers. Around 153 volunteers committed over 7,000 volunteering hours last year, a contribution for which we continue to be very thankful.

Many participants on recovery focused CAIS programmes engage in voluntary work as part of these projects. Initiatives include restoration work, gardening, cleaning, litter picking and painting. This work can help people to develop confidence, gain new skills and boost self-esteem. Much of our work in the community continues to attract positive media coverage and has been welcomed by communities across North Wales.

Highly visible volunteering projects have also been undertaken by participants in the Cyfle Cymru, while members of Jigsaw routinely offer their volunteering services at community events, through diversionary activities and for family prison visits.

Volunteering is flourishing at Champions' House in Wrexham, where dedicated members have committed to running our active recovery hub in partnership with CAIS staff. Our Wrexham recovery offers a wider range of help for disadvantaged and vulnerable people, and a revitalised programme of training and events. Partners include Wrexham County Borough Council, North Wales Police, HMP Berwyn, Betsi Cadwaladr University Health Board, charities and other agencies.

**Military Veteran Programmes**

Since launching Change Step in late 2013, our veteran-to-veteran peer mentors have supported over 2,500 veterans and their families. Our approach has been endorsed by the respected Forces in Mind Trust, which called Change Step a "vital bridging mechanism", "cost-effective" and "best-in-class" and highlighted our work in hospitals, the criminal justice system and in supporting former members of the Armed Forces in crisis. Our work was also subject to a Social Return on Investment review by Mantell Gwynedd, which stated that for every £1 spent, just over £7 of social value was created by Change Step.

In 2018 we were awarded funding for 2 years from the Armed Forces Covenant Trust to deliver support to veterans and their families suffering from serious stress. We were one of only 7 organisations in the UK to be awarded funding from this grant. Our close collaboration continued with Veterans NHS Wales, with the support of funding from BCUHB for 2 veteran peer mentors in north Wales.

This funding is due to end in March 2021 and we are already seeking sustainable sources of funding beyond this time to ensure continuation of the Change Step project. This is going to be particularly challenging given that many of the grant providers such as Help for Heroes and the Royal British Legion are reducing their external grants. In addition to this the Covid -19 pandemic has disrupted our own ability to raise our own funds so we are currently exploring different sources such as Welsh Government and the National Lottery.

In addition to this we delivered support to older veterans, 65 years and older, through the Aged Veterans Fund, funded by the RBL. Research conducted as part of this work has indicated the significant social value generated by the project.

**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 March 2020**

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**STRATEGIC REPORT**

**Achievement and performance**

*Charitable activities*

Additional funding from the Army Benevolent Fund enabled us to identify and deliver a support service to veterans who are isolated due to geographical location or social exclusion.

More recently we were awarded emergency funds from the Armed Forces Covenant Trust to support veterans and their families with offers of food parcels and help to pay domestic bills for those veterans who have been adversely affected by the pandemic.

**Involvement**

Commissioned by BCUHB and the North Wales Area Planning Board for Substance Misuse, Caniad - the combined voice for mental health and substance misuse involvement in north Wales - has already engaged with hundreds of service users, made a direct contribution to the development of new mental health strategy, and had a hand

339 service users, ex-service users and carers are signed up to provide representation, feedback and input into services and over 4,900 have attended over 500 engagement events across North Wales.

Dedicated staff are working alongside service providers to ensure participants have a voice in the design, development and delivery of mental health and substance misuse services.

Caniad is jointly hosted by CAIS and mental health charity Hafal, but operates exclusively in the interest of the users of support services.

*Subsidiary undertakings*

Activities and achievements are summarised as follows:

**CAIS Social Enterprises**

The last twelve months have been a stable period for CAIS Social Enterprises, with the cafes operating at a satisfactory level. In addition to the existing six cafes, a kiosk overlooking Eirias Stadium was set up and proved successful, being operated on Rugby RGC and Six Nations match days.

During the year, CAIS Social Enterprises reported an operating loss (before taxation) of £17,055. While turnover increased by 7% on previous year (from £347,131 to £372,333), the result was impacted by significant repair costs incurred in the year.

The businesses continued to achieve social impact by using the cafes as a platform to provide work experience and training opportunities to CAIS clients and other disadvantaged individuals living within the local community. During the year, outcomes achieved by the WCVA ESF Funded Programme - At Your Service achieved the following outcomes:

- Number of participants - 14
- Number of qualifications - 12
- Job outcomes - 6

The At Your Service Programme ended in December 2019, however a new programme (At Your Service +) began in February 2020 and will run until June 2022. This programme is more generic, and will allow more flexibility beyond catering - thereby being more adaptable to the future needs within our social enterprises in the future.

Towards the end of the financial year, the pandemic forced the closure of the businesses, with the majority of the café staff being furloughed. As the businesses gradually begin to re-open, turnover levels will undoubtedly be affected by the requirement for social distancing within the cafes. The focus for the remainder of the year will be to ensure our staff and customers' safety, whilst pursuing opportunities to kickstart the outside catering business.



**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 March 2020**

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**STRATEGIC REPORT**

**Achievement and performance**

*Internal and external factors*

CAIS' greatest asset is its staff, which is recognised as integral to both internal functions of the organisation and its operational services. Successful service delivery is largely attributed to a level of internal factors such as adequate training, personnel management, quality, information systems, safeguarding and health & safety within CAIS.

Following on from the 2015/16 programme of assessment and coaching delivered to eight senior managers in CAIS, a second phase of Leadership and Management training was introduced in 2016/17 for its junior managers. Having strengthened their skills and knowledge, this group of managers are now performing at a high level and contributing to the planning and implementation of new strategies. It is pleasing that a member of this cohort was appointed to a director post during the course of the year.

A process of dynamic and informative internal communication underpins the company ethos, which is delivered through a range of media such as the quarterly newsletter, staff away days, intranet updates and a range of meetings which cascade information both up and down the organisational structure. Much of this information is shared externally with project partners and stakeholders through similar methods.

External factors influencing performance and achievement are largely influenced by public sector commissioners such as the Welsh Government, Local Authorities and the Health Boards. Through its diverse range of services, CAIS has been able to maintain its core position during the year whilst increasing other areas in delivering programmes to the highest standards.

**Financial review**

*Financial position*

There was an overall increase in Total Funds for 2019/20 of £158,626 to £1,231,580. The movement in funds is affected by the Gwynedd Pension Fund actuarial valuation, which although predicts long term future liabilities saw a decrease in its liability value during 2019/20 to £497,000 (from £577,000 in 2018/19). Income levels increased for the financial year, to £9,939,316 compared to £9,105,805 in the previous year.

Increases in both Debtors and Creditors were as a result of pending claims on the Cyfle Cymru project and the respective amounts due to partners, as well as grant monies owing for refurbishment projects.

*Investment policy and objectives*

In accordance with the CAIS Financial Regulations, the charitable company has a investment policy of investing liquid funds on short-term deposits, which can be accessed fairly readily. The charity's finance department monitors the return on investment, ensuring income is maximised whilst remaining at low risk.

*Reserves policy*

CAIS held an unrestricted reserve fund of £1,388,165 (pre-Pension) at the year end, which is invested in both tangible fixed assets and current assets. Based on the annual cost of funding the organisation's staff and accommodation, the trustees consider that the afore mentioned level of reserves would be adequate to cover CAIS for 2.5 months.

Although the current level of reserves may prove sufficient, the Board recognises the need to improve this to a more conventional minimum level of 3 months (as stated in CAIS Financial Regulations). CAIS has adequate reserves to provide financial flexibility in meeting any forthcoming challenges. This includes temporary delays in cash receipts, changes to staffing levels (eg due to maternity leave), working capital fluctuations and responding to emergencies.

**Principal risks and uncertainties**

Major risks to which the charity is exposed are reviewed by the trustees and systems established to manage those risks. Identified risks at a strategic level are benchmarked against the Charity's reserves, objectives, materiality and external factors; any material decisions being taken with the full support of the board of trustees.

The risk management process is administered by means of a Corporate Risk Register which is reviewed and updated by Directors on a quarterly basis or as potential risks arise. The process considers the following:

- Probability of the risk

**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 March 2020**

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**STRATEGIC REPORT**

**Principal risks and uncertainties**

- Performance impact
- Mitigating actions
- Contingency plans
- Stakeholders affected
- Associated internal / external risks
- Risk owner

The risk management process is further underpinned by the following CAIS Policies:

**- Policy No. 048 - Risk Management:**

Considers and allocates responsibility relating to

- Corporate Risk
- Clinical Risk
- Commercial Risk
- Health & Safety Risk

**- Policy No. 059 - Business Continuity Plan**

A set of procedures and information intended to deliver continuity of critical activities in the event of major disruption

Service resourcing is assessed and careful financial planning occurs at regular meetings between senior managers and the finance team. Each new project is assessed on its own merits and funding is procured before any new services commence.

**Future plans**

It is clear that the Welsh Government, Local Authorities, Health Boards and other commissioners continue to have the will and commitment to tackle problems with social deprivation including drug and alcohol misuse. This commitment should have positive implications for CAIS and other similar providers throughout Wales.

The Wales European structural funding streams leading up to 2020, will enable clients to be fully supported throughout their programme of engagement with the aim of enabling them to become more economically active within their communities. This has previously been the aim of our Peer Mentoring, Crew-It and Active Inclusion Schemes, which provided opportunities for work experience, education and training, whilst empowering clients to change their lives and gain economic independence and continues to be the aim of the All Wales Cyfle Cymru Programme.

CAIS remains committed to partnership working within the statutory and voluntary sector in pursuance of the best possible service to our client group. Partnerships allow CAIS to respond in the following ways:

On a national Wales level, such as through membership of DACW (Developing a Caring Wales)

Seek joint working relationships with providers based in England to deliver services in the Welsh Marches

Strengthen targeted joint bids for particular groups such as mental health, veterans, older people, offending and families with organisations such as Mind, the Royal British Legion and Age Concern

Deliver national contracts locally by joining prime contractor supply chains such as Rehab JobFit.

Overall, CAIS seeks to consolidate its position through prudent financial and operational management. We will continue to provide an effective, caring and dedicated enhanced service to those people seeking the charity's help.

In order to strengthen its independence from a relatively small group of funders, the charity is also seeking to develop services which are not directly commissioned, but which fall within its mission. Initiatives include the acquisition of dwellings for rent by disadvantaged individuals, the expansion of CAIS Social Enterprises and the development of a property renovation programme.



**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 March 2020**

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**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Governing document**

CAIS was the operating name for Cyngor Alcohol Information Service, which registered with the Charity Commission on 12 July 1994 (number 1039386). The organisation has been operating as a charity since 1976 when it was called Clwyd and Gwynedd Council on Alcoholism. It is also a company limited by guarantee, not having any share capital; it was incorporated on 28 September 1992 (number 02751104). CAIS is regulated by its governing document; Memorandum and Articles of Association as amended on 4th March 2014.

The company's name was changed by resolution on 5th June 2015 to CAIS Ltd.

**Recruitment and appointment of new trustees**

Recruitment is carried out on a needs basis with the emphasis on maintaining a balanced membership. Candidates are identified and interviewed to confirm their key skills and contribution to both the board and the organisation. Applications for membership shall be submitted in writing to the Company and are considered and voted upon by the Directors at the next board meeting. Membership of the Company is open to any individual or organisation resident within Wales. One third of the Directors retire from office annually by rotation, in order of those serving the longest in office. Those Directors can offer themselves up for re-election at the meeting.

**Organisational governance**

The governance structure is that of a Board of Trustees, who together with the Executive Directors manage the Charity's strategic direction and policies. Board attendance comprises the Chairperson, Company Secretary and the Member/Trustees, which are elected/re-elected at Annual General Meetings. Day to day affairs of the Charity are delegated to the Chief Executive and Deputy Chief Executive.

**Induction and training of new trustees**

Members are invited to receive the same level of induction and training as an employee, which allows them to carry out their duties with the benefit of understanding. In execution of their duties every member is entitled to be indemnified against relevant costs incurred.

**Key management remuneration**

Directors are appointed as part of a recruitment process led and implemented by the board, their salaries are benchmarked by industry levels, they have received a 1% pay increase, which is inline with all staff, they receive no additional benefits.

**Related parties**

CAIS has a controlling interest in the following subsidiaries:

CAIS Social Enterprises Limited

Wholly owned. Operating as a trading company

The Jigsaw Organisation Limited

Wholly owned. Whilst the legal entity is dormant, Jigsaw operates as part of CAIS within restricted reserves.

These subsidiary undertakings operate for the benefit of CAIS' objects. Further details are disclosed in Note 8 - Investments and Note 17 - Related Party Transactions.

Since 2010 CAIS has been one of six agencies in Wales whose senior management were appointed as trustees of DACW (Developing a Caring Wales). The registered office of DACW is at CAIS' registered address in Llandudno

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Registered Company number**

02751104 (England and Wales)

**Registered Charity number**

1039386

## CAIS LIMITED

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 March 2020

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#### REFERENCE AND ADMINISTRATIVE DETAILS

##### Registered office

36 Princes Drive  
Colwyn Bay  
North Wales  
LL29 8LA

##### Trustees

Dr Dyfrig Morgan Ap Dafydd	General Practitioner	
Miss Lucille Margaret Hughes	Retired Director of Social Services	
Doctor Dafydd Alun Jones	Psychiatrist	- deceased 6.5.20
Mr Geoffrey Peter Simpson	Finance Director	
Mr Brian Smith	Board Director	- resigned 10.9.19
Mr Robert Cledwyn Williams	Retired Director of Social Services	
Mr Simon Paul Green	Training Consultant	
Rev Christopher Prew	Minister of Religion	
Mrs Carys Roberts	Educational Mentor	
Ms Ann Mary Moran	Retired/Matron/Couns- ellor	- appointed 10.9.19
Mr Alun Huw Thomas	Chief Executive - Charity	
Mr Clive Edmund Wolfendale	Chief Executive	- appointed 8.7.20

##### Key Management

Clive Wolfendale - Chief Executive  
Lynn Bennoch - Commercial Director and Deputy Chief Executive  
Geraint Jones - Director of Partnerships and Veteran Services  
Leon Marsh - Director of Residential Services  
Naomii Oakley - Director of Recovery Services

##### Company Secretary

Ms Sandra Ackers

##### Auditors

Williams Denton Cyf  
Chartered Certified Accountants  
Statutory Auditors  
13 Trinity Square  
Llandudno  
United Kingdom  
CONWY  
LL30 2RB

##### Bankers

Barclays Bank  
84 Mostyn Street  
Llandudno  
LL30 2SH

**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 March 2020**

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**STATEMENT OF TRUSTEES RESPONSIBILITIES**

The trustees (who are also the directors of CAIS Limited for the purposes of company law) are responsible for preparing 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;
- 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:

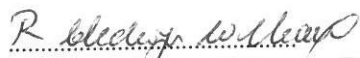
- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

**AUDITORS**

Following a re-tendering exercise held in December 2015, Williams Denton Cyf (the Charity's previous auditor), was successful in their application to be appointed external auditor for 2016 onwards, for the CAIS Group of Companies.

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

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 8<sup>th</sup> Sept 2020 and signed on the board's behalf by:



Mr Robert Cledwyn Williams - Trustee

## REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CAIS LIMITED

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### Opinion

We have audited the financial statements of CAIS Limited (the 'charitable company') for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Balance Sheet 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 2020 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

### 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 there is a material misstatement in the financial statements or a material misstatement of the other information. 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.

### 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.

## REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CAIS LIMITED

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### Matters on which we are required to report by exception

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.

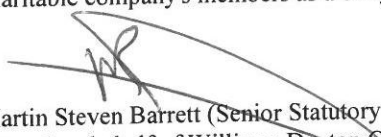
### Our responsibilities for the audit of the financial statements

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.

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](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Report of the Independent Auditors.

### 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.

  
Martin Steven Barrett (Senior Statutory Auditor)  
for and on behalf of Williams Denton Cyf  
Chartered Certified Accountants  
Statutory Auditors  
13 Trinity Square  
Llandudno  
United Kingdom  
CONWY  
LL30 2RB

Date: 8/9/2020

## CAIS LIMITED

STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31 March 2020

	Notes	Unrestricted funds £	Restricted funds £	31.3.20 Total funds £	31.3.19 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	23,757	-	23,757	9,932
<b>Charitable activities</b>	4				
Community Services		6,337,819	-	6,337,819	5,982,280
Residential Services		3,582,492	-	3,582,492	3,116,704
Investment income	3	(4,752)	-	(4,752)	(3,111)
<b>Total</b>		<b>9,939,316</b>	<b>-</b>	<b>9,939,316</b>	<b>9,105,805</b>
<b>EXPENDITURE ON</b>					
<b>Charitable activities</b>	5				
Community Services		5,866,801	12,768	5,879,569	5,509,391
Residential Services		3,857,820	-	3,857,820	3,436,563
Governance		146,301	-	146,301	121,336
<b>Total</b>		<b>9,870,922</b>	<b>12,768</b>	<b>9,883,690</b>	<b>9,067,290</b>
<b>NET INCOME/(EXPENDITURE)</b>		<b>68,394</b>	<b>(12,768)</b>	<b>55,626</b>	<b>38,515</b>
<b>Other recognised gains/(losses)</b>					
Actuarial gains/losses on defined benefit schemes		103,000	-	103,000	(95,000)
<b>Net movement in funds</b>		<b>171,394</b>	<b>(12,768)</b>	<b>158,626</b>	<b>(56,485)</b>
<b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		<b>719,771</b>	<b>353,183</b>	<b>1,072,954</b>	<b>1,129,439</b>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>891,165</b>	<b>340,415</b>	<b>1,231,580</b>	<b>1,072,954</b>

The notes form part of these financial statements

## CAIS LIMITED

BALANCE SHEET  
At 31 March 2020

	Notes	Unrestricted funds £	Restricted funds £	31.3.20 Total funds £	31.3.19 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	11	1,888,033	197,693	2,085,726	1,269,942
Investments	12	2	-	2	3
		<u>1,888,035</u>	<u>197,693</u>	<u>2,085,728</u>	<u>1,269,945</u>
<b>CURRENT ASSETS</b>					
Debtors	13	1,689,522	-	1,689,522	1,359,749
Cash at bank		1,282,874	142,722	1,425,596	1,441,204
		<u>2,972,396</u>	<u>142,722</u>	<u>3,115,118</u>	<u>2,800,953</u>
<b>CREDITORS</b>					
Amounts falling due within one year	14	(2,531,866)	-	(2,531,866)	(2,021,509)
		<u>440,530</u>	<u>142,722</u>	<u>583,252</u>	<u>779,444</u>
<b>NET CURRENT ASSETS</b>					
		<u>440,530</u>	<u>142,722</u>	<u>583,252</u>	<u>779,444</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>2,328,565</u>	<u>340,415</u>	<u>2,668,980</u>	<u>2,049,389</u>
<b>CREDITORS</b>					
Amounts falling due after more than one year	15	(890,400)	-	(890,400)	(297,000)
<b>PROVISIONS FOR LIABILITIES</b>	18	(50,000)	-	(50,000)	(102,435)
<b>PENSION LIABILITY</b>	20	(497,000)	-	(497,000)	(577,000)
		<u>891,165</u>	<u>340,415</u>	<u>1,231,580</u>	<u>1,072,954</u>
<b>NET ASSETS</b>		<u>891,165</u>	<u>340,415</u>	<u>1,231,580</u>	<u>1,072,954</u>
<b>FUNDS</b>	19				
Unrestricted funds				891,165	719,771
Restricted funds				340,415	353,183
<b>TOTAL FUNDS</b>				<u>1,231,580</u>	<u>1,072,954</u>

The notes form part of these financial statements

CAIS LIMITED

BALANCE SHEET - CONTINUED  
At 31 March 2020

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The financial statements were approved by the Board of Trustees on 8<sup>th</sup> September 2020 and were signed on its behalf by:

R Cledwyn Williams  
Mr Robert Cledwyn Williams -Trustee

Clive Edmund Wolfendale  
Mr Clive Edmund Wolfendale -Trustee

The notes form part of these financial statements

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 March 2020**

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**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 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention with the exception of investments which are included at market value.

The financial statements contain information about CAIS Limited as an individual charity and do not contain consolidated financial information as a parent of a group.

**Financial reporting standard 102 - reduced disclosure exemptions**

The charity has taken advantage of the following disclosure exemption in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows.

**Income**

Income from service level agreements, grants, fees and rents; including capital grants, is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably except for:

When it is specified that income from service level agreements and grants received by the charitable company are to be used in future periods, then the income is deferred until that period.

When conditions are imposed which have to be fulfilled before the charitable company becomes entitled to use such income the income is deferred and not included in incoming resources until the pre-conditions for use have been met.

When specified, income including capital grants, is for a particular restricted purpose, which does not amount to pre-conditions regarding entitlement, this income is included in incoming resources of restricted funds when receivable.

Voluntary income is recognised as it is received unless it has a specific future purpose.

**Investment Income**

Investment income is included when receivable by the charitable company.

The trustees have considered the most appropriate policy for investing funds and have invested in risk free reserve accounts and other investments designed for the charity sector.

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 March 2020**

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**1. ACCOUNTING POLICIES - continued**

**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.

Donations paid are payments made to group members in the furtherance of the charitable objects of the charity.

**Charitable activities**

Charitable expenditure comprises costs incurred by the charity in the delivery of its activities and services. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support direct activities.

**Governance costs**

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity. Expenditure that can be directly attributed to specific activities has been categorised in accordance with their associated cost type.

**Allocation and apportionment of costs**

Expenditure that can be directly attributed to specific activities has been categorised in accordance with their associated cost type.

Shared costs, which are attributable to more than one activity, are apportioned across charitable categories on the basis of the proportion of time spent by staff on those activities for the whole year.

Operating leases and their related payments are included in the Statement of Financial Activities on a straight line basis over the term of the lease.

**Tangible fixed assets**

Tangible fixed assets for use by the charity are stated at cost or in cases where fixed assets have been donated at valuation at the time of acquisition, less depreciation.

Depreciation has been provided at the following rates in order to write down the cost or valuation less estimated residual value, of all tangible fixed assets by equal annual instalments over their expected useful lives: -

Freehold Buildings	<b>50 years - Straight line method</b>
Office Equipment	<b>3 years - Straight line method</b>
Fixtures and Fittings	<b>10 years - Straight line method</b>
Motor Vehicles	<b>4 years - Straight line method</b>

**Investment Property**

Where freehold property is considered a mixed motive property as defined by SORP 2016 the entire property has been accounted for as property within tangible fixed assets.

**Taxation**

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

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 March 2020**

**1. ACCOUNTING POLICIES - continued**

**Fund accounting**

Funds held by the charitable company are either:

Unrestricted general funds - these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds- these are funds set aside by the trustees out of unrestricted general funds for specific future purposes, projects and fixed assets. Future pension commitments are also held as designated funds.

Restricted funds - these are funds that can only be used for particular restricted purposes within the objects of the charitable company. Restrictions arise when donors state the specific purpose of the funds or when funds are raised for particular restricted purposes.

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

**Going concern**

The charitable company's future is largely dependent on funding from the public sector, such as local authorities and government agencies. The financial statements have been prepared on the basis that it will continue in operational existence for the foreseeable future and therefore the trustees consider it appropriate to publish the financial statements on a going concern basis.

**2. DONATIONS AND LEGACIES**

	31.3.20	31.3.19
	£	£
Donations	<u>23,757</u>	<u>9,932</u>

**3. INVESTMENT INCOME**

	31.3.20	31.3.19
	£	£
Investment income	<u>(4,752)</u>	<u>(3,111)</u>

**4. INCOME FROM CHARITABLE ACTIVITIES**

		31.3.20	31.3.19
	Activity	£	£
Residents Income	Community Services	36,186	-
Other incoming resources	Community Services	82,363	30,238
Grants & Contracts	Community Services	6,219,270	5,952,042
Residents Income	Residential Services	354,118	364,037
Other incoming resources	Residential Services	1,204,845	-
Grants & Contracts	Residential Services	<u>2,023,529</u>	<u>2,752,667</u>
		<u>9,920,311</u>	<u>9,098,984</u>

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 March 2020**

**4. INCOME FROM CHARITABLE ACTIVITIES - continued**

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

	31.3.20	31.3.19
	£	£
Welsh Government	141,412	181,400
Probationary/Prison Services	88,452	99,564
Local/Unitary Authorities	2,470,545	1,752,582
Health Service	1,943,287	1,633,307
WEFO	2,854,584	2,904,775
Other	744,519	2,133,081
	<u>8,242,799</u>	<u>8,704,709</u>

**5. CHARITABLE ACTIVITIES COSTS**

	Direct costs	Support costs (See note 6)	Totals
	£	£	£
Community Services	5,324,256	555,313	5,879,569
Residential Services	3,496,151	361,669	3,857,820
Governance	-	146,301	146,301
	<u>8,820,407</u>	<u>1,063,283</u>	<u>9,883,690</u>

**6. SUPPORT COSTS**

	Management	Governance costs	Totals
	£	£	£
Community Services	550,161	5,152	555,313
Residential Services	358,961	2,708	361,669
Governance	146,301	-	146,301
	<u>1,055,423</u>	<u>7,860</u>	<u>1,063,283</u>

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

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

	31.3.20	31.3.19
	£	£
Auditors' remuneration	7,860	6,339
Depreciation - owned assets	<u>48,316</u>	<u>33,369</u>

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 March 2020**

**8. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2020 nor for the year ended 31 March 2019.

**Trustees' expenses**

Trustees received reimbursement for expenses incurred in the year, which amounted to £2,257 (2017 £5,906).

**9. STAFF COSTS**

	31.3.20	31.3.19
	£	£
Wages and salaries	4,559,628	4,408,918
Social security costs	364,518	351,755
Pension costs	162,371	139,501
IAS19 pension valuation adjustment	23,000	19,000
	<u>5,109,517</u>	<u>4,919,174</u>

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

	31.3.20	31.3.19
Support staff	255	234
Governance (including Chief Officers)	2	2
	<u>257</u>	<u>236</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	31.3.20	31.3.19
£70,001 - £80,000	1	1
	<u>1</u>	<u>1</u>

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

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	9,931	1	9,932
<b>Charitable activities</b>			
Community Services	5,965,280	17,000	5,982,280
Residential Services	3,116,704	-	3,116,704
Investment income	(3,111)	-	(3,111)
<b>Total</b>	<u>9,088,804</u>	<u>17,001</u>	<u>9,105,805</u>

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31 March 2020

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
<b>EXPENDITURE ON</b>			
<b>Charitable activities</b>			
Community Services	5,488,350	21,041	5,509,391
Residential Services	3,436,563	-	3,436,563
Governance	121,336	-	121,336
<b>Total</b>	<b>9,046,249</b>	<b>21,041</b>	<b>9,067,290</b>
<b>NET INCOME/(EXPENDITURE)</b>	<b>42,555</b>	<b>(4,040)</b>	<b>38,515</b>
<b>Other recognised gains/(losses)</b>			
Actuarial gains/losses on defined benefit schemes	(95,000)	-	(95,000)
<b>Net movement in funds</b>	<b>(52,445)</b>	<b>(4,040)</b>	<b>(56,485)</b>
<b>RECONCILIATION OF FUNDS</b>			
<b>Total funds brought forward</b>	<b>772,216</b>	<b>357,223</b>	<b>1,129,439</b>
<b>TOTAL FUNDS CARRIED FORWARD</b>	<b>719,771</b>	<b>353,183</b>	<b>1,072,954</b>

11. TANGIBLE FIXED ASSETS

	Freehold property £	Plant and machinery £	Motor vehicles £	Totals £
<b>COST</b>				
At 1 April 2019	1,343,321	543,532	152,263	2,039,116
Additions	850,000	16,412	-	866,412
Disposals	-	-	(9,250)	(9,250)
At 31 March 2020	<b>2,193,321</b>	<b>559,944</b>	<b>143,013</b>	<b>2,896,278</b>
<b>DEPRECIATION</b>				
At 1 April 2019	233,190	411,298	124,686	769,174
Charge for year	20,148	17,369	10,799	48,316
Eliminated on disposal	-	-	(6,938)	(6,938)
At 31 March 2020	<b>253,338</b>	<b>428,667</b>	<b>128,547</b>	<b>810,552</b>
<b>NET BOOK VALUE</b>				
At 31 March 2020	<b>1,939,983</b>	<b>131,277</b>	<b>14,466</b>	<b>2,085,726</b>
At 31 March 2019	<b>1,110,131</b>	<b>132,234</b>	<b>27,577</b>	<b>1,269,942</b>

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31 March 2020

## 12. FIXED ASSET INVESTMENTS

	Shares in group undertakings £
<b>MARKET VALUE</b>	
At 1 April 2019	3
Impairments	(1)
	<u>2</u>
At 31 March 2020	<u>2</u>
 <b>NET BOOK VALUE</b>	
At 31 March 2020	<u>2</u>
At 31 March 2019	<u>3</u>

There were no investment assets outside the UK.

The company's investments at the balance sheet date in the share capital of companies include the following:

**CAIS Social Enterprises Ltd**

Nature of business: Trading subsidiary

	% holding	31.3.20 £	31.3.19 £
Class of share:			
Ordinary	100		
Aggregate capital and reserves		(96,982)	(84,721)
(Loss) for the year		<u>(17,056)</u>	<u>(21,355)</u>

**The Jigsaw Organisation Ltd**

Nature of business: Dormant Company

	% holding
Class of share:	
Ordinary	100

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 March 2020**

**13. DEBTORS**

	31.3.20 £	31.3.19 £
Amounts falling due within one year:		
Operating debtors	765,864	581,033
Amounts owed by intercompany subsidiary	70,018	70,018
Other debtors	4,100	-
Accrued income	682,332	556,917
Prepayments and other debtors	92,208	76,781
	<u>1,614,522</u>	<u>1,284,749</u>
Amounts falling due after more than one year:		
Amounts owed by group undertakings	<u>75,000</u>	<u>75,000</u>
Aggregate amounts	<u>1,689,522</u>	<u>1,359,749</u>

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

	31.3.20 £	31.3.19 £
Operating creditors	169,434	158,125
Social security and other taxes	91,377	88,127
Other creditors	6,824	1,986
Accruals and deferred income	2,264,231	1,773,271
	<u>2,531,866</u>	<u>2,021,509</u>

**15. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR**

	31.3.20 £	31.3.19 £
Other loans (see note 16)	600,000	-
Deferred income- capital grant	290,400	297,000
	<u>890,400</u>	<u>297,000</u>

Deferred income from Wrexham County Borough Council for the purchase of Champions House.

**16. LOANS**

An analysis of the maturity of loans is given below:

	31.3.20 £	31.3.19 £
Amounts falling due in more than five years:		
Repayable by instalments:		
Other loans more 5yrs instal	<u>600,000</u>	<u>-</u>



**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 March 2020**

**17. LEASING AGREEMENTS**

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

	31.3.20	31.3.19
	£	£
Within one year	246,428	246,428
Between one and five years	393,487	639,915
	<u>639,915</u>	<u>886,343</u>

The following operating lease payments are committed to be paid within one year:

	Land & Buildings		Other Operating Leases	
	31.3.20	31.3.19	31.3.20	31.3.19
	£	£	£	£
Expiring:				
Within one year	233,169	239,858	7,509	6,570
Between one and five years	668,067	637,350	4,621	2,565
	<u>901,236</u>	<u>877,208</u>	<u>12,129</u>	<u>9,135</u>

**18. PROVISIONS FOR LIABILITIES**

	31.3.20	31.3.19
	£	£
Provisions	<u>50,000</u>	<u>102,435</u>

**19. MOVEMENT IN FUNDS**

	At 1.4.19	Net movement in funds	At 31.3.20
	£	£	£
<b>Unrestricted funds</b>			
General fund	1,296,771	91,394	1,388,165
Pension Fund	(577,000)	80,000	(497,000)
	<u>719,771</u>	<u>171,394</u>	<u>891,165</u>
<b>Restricted funds</b>			
SMAT Funded Dawn Centre	47,591	(1,154)	46,437
Community Funded Dawn Centre	156,067	(4,811)	151,256
CAMRE Bursary Fund / APB	149,525	(6,803)	142,722
	<u>353,183</u>	<u>(12,768)</u>	<u>340,415</u>
<b>TOTAL FUNDS</b>	<u>1,072,954</u>	<u>158,626</u>	<u>1,231,580</u>

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31 March 2020

## 19. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
<b>Unrestricted funds</b>				
General fund	9,962,316	(9,870,922)	-	91,394
Pension Fund	(23,000)	-	103,000	80,000
	<u>9,939,316</u>	<u>(9,870,922)</u>	<u>103,000</u>	<u>171,394</u>
<b>Restricted funds</b>				
CAMRE Bursary Fund / APB	-	(6,803)	-	(6,803)
SMAT Funded Dawn Centre	-	(1,154)	-	(1,154)
Community Funded Dawn Centre	-	(4,811)	-	(4,811)
	<u>-</u>	<u>(12,768)</u>	<u>-</u>	<u>(12,768)</u>
<b>TOTAL FUNDS</b>	<u><u>9,939,316</u></u>	<u><u>(9,883,690)</u></u>	<u><u>103,000</u></u>	<u><u>158,626</u></u>

## Comparatives for movement in funds

	At 1.4.18 £	Net movement in funds £	At 31.3.19 £
<b>Unrestricted Funds</b>			
General fund	1,228,113	61,555	1,289,668
Research Work	7,103	-	7,103
Pension Fund	(463,000)	(114,000)	(577,000)
	<u>772,216</u>	<u>(52,445)</u>	<u>719,771</u>
<b>Restricted Funds</b>			
SMAT Funded Dawn Centre	48,745	(1,154)	47,591
Community Funded Dawn Centre	160,860	(4,793)	156,067
CAMRE Bursary Fund / APB	147,618	1,907	149,525
	<u>357,223</u>	<u>(4,040)</u>	<u>353,183</u>
<b>TOTAL FUNDS</b>	<u><u>1,129,439</u></u>	<u><u>(56,485)</u></u>	<u><u>1,072,954</u></u>

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 March 2020**

**19. MOVEMENT IN FUNDS - continued**

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
<b>Unrestricted funds</b>				
General fund	9,101,804	(9,040,249)	-	61,555
Pension Fund	(13,000)	(6,000)	(95,000)	(114,000)
	<u>9,088,804</u>	<u>(9,046,249)</u>	<u>(95,000)</u>	<u>(52,445)</u>
<b>Restricted funds</b>				
Restricted	17,000	(17,000)	-	-
SMAT Funded Dawn Centre	-	(1,154)	-	(1,154)
CAMRE Bursary Fund / APB	1	1,906	-	1,907
Community Funded Dawn Centre	-	(4,793)	-	(4,793)
	<u>17,001</u>	<u>(21,041)</u>	<u>-</u>	<u>(4,040)</u>
<b>TOTAL FUNDS</b>	<u><u>9,105,805</u></u>	<u><u>(9,067,290)</u></u>	<u><u>(95,000)</u></u>	<u><u>(56,485)</u></u>

**Purposes of the Restricted Fund**Community Funded Dawn Centre

The Big Lottery's Community Fund, financed the refurbishment of the DAWN Centre, Colwyn Bay during 2001/02. The 10 year evaluation has been completed. The fund is being reduced by an annual depreciation charge on the refurbishment cost.

SMAT Funded Dawn Centre

Conwy SMAT funded an extension to the Dawn Centre and much needed repair work to the basement - which was completed in June 2010. This fund is being reduced by an annual depreciation charge.

Camre Bursary Fund

The North Wales Probation fund was set aside in March 2003 for the future benefit of Probation clients. From this, a bursary scheme for ex-offender clients was created in 2009. The scheme aims to provide funding for accessing training and education. Since commencement the fund has disbursed approximately £200,000 to clients seeking assistance.

**Purposes of the Designated Fund**Research Work

This was a grant received from Lloyds TSB Foundation in 2006, which was to assist with research work alongside the Community Link Project.

During 2017/18 a proportion of this fund (£7,103) was used towards the costs of the Aged Veteran Co-ordinator who was engaging with and supporting veterans in the local community.

**20. EMPLOYEE BENEFIT OBLIGATIONS**

The charity operates a funded defined benefit scheme providing benefits based on final remuneration and membership period. The assets of the scheme are held separately from those of the charity. CAIS staff are members of the Gwynedd Pension Fund. Contributions are charged to the SOFA so as to spread the cost of pensions over the employees' working lives whilst with the fund.

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 March 2020**

**20. EMPLOYEE BENEFIT OBLIGATIONS**  
**- continued**

The latest triennial actuarial valuation of the Fund was carried out by Hymans Robertson as at 31 March 2015. They are a qualified independent actuary and have carried out the annual interim valuation as at 31 March 2019.

The amounts recognised in the balance sheet are as follows:

	<b>Defined benefit pension plans</b>	
	<b>31.3.20</b>	<b>31.3.19</b>
	<b>£</b>	<b>£</b>
Present value of funded obligations	(497,000)	(577,000)
	<u>(497,000)</u>	<u>(577,000)</u>
Deficit	(497,000)	(577,000)
	<u>(497,000)</u>	<u>(577,000)</u>
Liability	(497,000)	(577,000)
	<u>(497,000)</u>	<u>(577,000)</u>

The amounts recognised in the statement of financial activities are as follows:

	<b>Defined benefit pension plans</b>	
	<b>31.3.20</b>	<b>31.3.19</b>
	<b>£</b>	<b>£</b>
Current service cost	9,000	6,000
Net interest from net defined benefit asset/liability	14,000	13,000
	<u>23,000</u>	<u>19,000</u>
Actual return on plan assets	-	-
	<u>-</u>	<u>-</u>

Changes in the present value of the defined benefit obligation are as follows:

	<b>Defined benefit pension plans</b>	
	<b>31.3.20</b>	<b>31.3.19</b>
	<b>£</b>	<b>£</b>
Defined benefit obligation	577,000	463,000
Current service cost	9,000	6,000
Interest cost	14,000	13,000
Actuarial losses/(gains)	(103,000)	95,000
	<u>497,000</u>	<u>577,000</u>

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 March 2020**

**20. EMPLOYEE BENEFIT OBLIGATIONS**  
**- continued**

Changes in the fair value of scheme assets are as follows:

<b>Defined benefit pension plans</b>	
<b>31.3.20</b>	<b>31.3.19</b>
<b>£</b>	<b>£</b>
<u>-</u>	<u>-</u>
<u>-</u>	<u>-</u>

The amounts recognised in other recognised gains and losses are as follows:

<b>Defined benefit pension plans</b>	
<b>31.3.20</b>	<b>31.3.19</b>
<b>£</b>	<b>£</b>
Actuarial gains/(losses)	
<u>103,000</u>	<u>(95,000)</u>
<u>103,000</u>	<u>(95,000)</u>

The major categories of scheme assets as a percentage of total scheme assets are as follows:

	Defined benefit pension plans	
	31.3.20	31.3.19
Equity Securities	0%	17%
Debt Securities	0%	15%
Private Equity	6%	5%
Real Estate	10%	9%
Investment Funds & Unit Trusts	83%	50%
Cash and Cash Equivalents	1%	4%

Principal actuarial assumptions at the balance sheet date (expressed as weighted averages)

	<b>31.3.20</b>	<b>31.3.19</b>
Discount rate	2.3%	2.4%
Pension Increase Rate	1.9%	2.5%
Salary Increase Rate	2.2%	2.5%

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED 31 March 2020**

**21. RELATED PARTY DISCLOSURES**

Due to the nature of the charity's operations and the composition of the board of trustees it is probable that transactions could take place with organisations in which a member may have an interest. Transactions involving organisations in which a trustee may have an interest are conducted at arm's length. The Charity has a policy that all trustees and directors must declare an interest if a related party transaction occurs. There were no related party transactions during 2017/18 except ones involving the subsidiary undertakings detailed as follows:

During the year, the following related party transactions took place:

	<b>Sales to related party</b>	<b>Purchases from related party</b>	<b>Amounts owed from related party</b>	<b>Amount owed to related party</b>
Entities over which the group has joint control or significant influence				
<b>CAIS Social Enterprises (06354260)</b>				
2019	204,637	40,180	124,648	-
2020	222,088	31,981	122,764	-
 <b>Adferiad Recovery (1175085)</b>				
2019	51,778	-	92,942	
2020	56,088		149,030	

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