



ANNUAL REPORT 2021-2022

Citizens Advice Conwy

Charity Number: 1123006
Company Number: 5925213
CAB Cylch Conwy District CAB

“the charity for your community”

the charity for your community

Our Aims: To provide advice people need for the problems they face to improve the policies & practices that affect people's lives.

Our principles: We provide free, independent, confidential & impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality & challenge discrimination.

Directors: Chair – Peter McGlory, **Treasurer** – Chris Smith, Cllr Peter Lewis MBE, Barbara Jones, Ian Jenkins, Emlyn Williams, Cllr Aaron Wynne, Cllr Frank Bradfield, Thea Brain, Vinita Ramkalowon

Paid Staff: Gwyneth Millington, Catherine Roberts, Sarah Morgan, Gina Conlan-Montgomery, Ian Catterall, Robert Nice, Robert Hughes-Mullock, Katy Stott, Kate Blahut, Paige Howles, Suzanne Hunt, Derek Jones, Lisa Maddox, Ronald Maber-Jones, Alison Ussery, Ashley Turner, Sonia Brownson, Rachel Cavanagh, Nicola Pollard, Susan Lewis and Korena James

Volunteers: Peter Bignold, Denise Templeton, Helen Rawlins and Nichola Hollinworth

Conwy Citizens Advice's Impact in 2021/22

- We helped 3,628 people
- We dealt with 11,723 issues in the process
- Our trained volunteers gave up £238,834 worth of volunteering hours to help deliver our services
- We saved local housing providers £38,260 by preventing housing evictions
- We saved the DWP £295,215 by keeping people in work
- Reduced use of mental health and GP services by £168,662
- Saved the local authority £97,949 by preventing homelessness and housing evictions
- Public Value of improving wellbeing £5,733,358

Our value to society

For every £1 invested in our service in 2021/22, we generated:

£1.64
in fiscal benefits

savings to government and public services due to fewer payments for out of work benefits, costly evictions, re housing evicted tenants and less demand for the NHS

Total: £857,062

£14.50
in public value

wider economic and social benefits improvements in participation and productivity for clients and volunteers

Total: £7,582,983

£10.06
in financial value to the people we help.

Income gained through benefits, debts written off and refunds to customer

Total: £5,260,353

FACTS & FIGURES

Citizens Advice Conwy: Working with local communities, for local communities, within local communities for 01/04/2021-31/03/2022

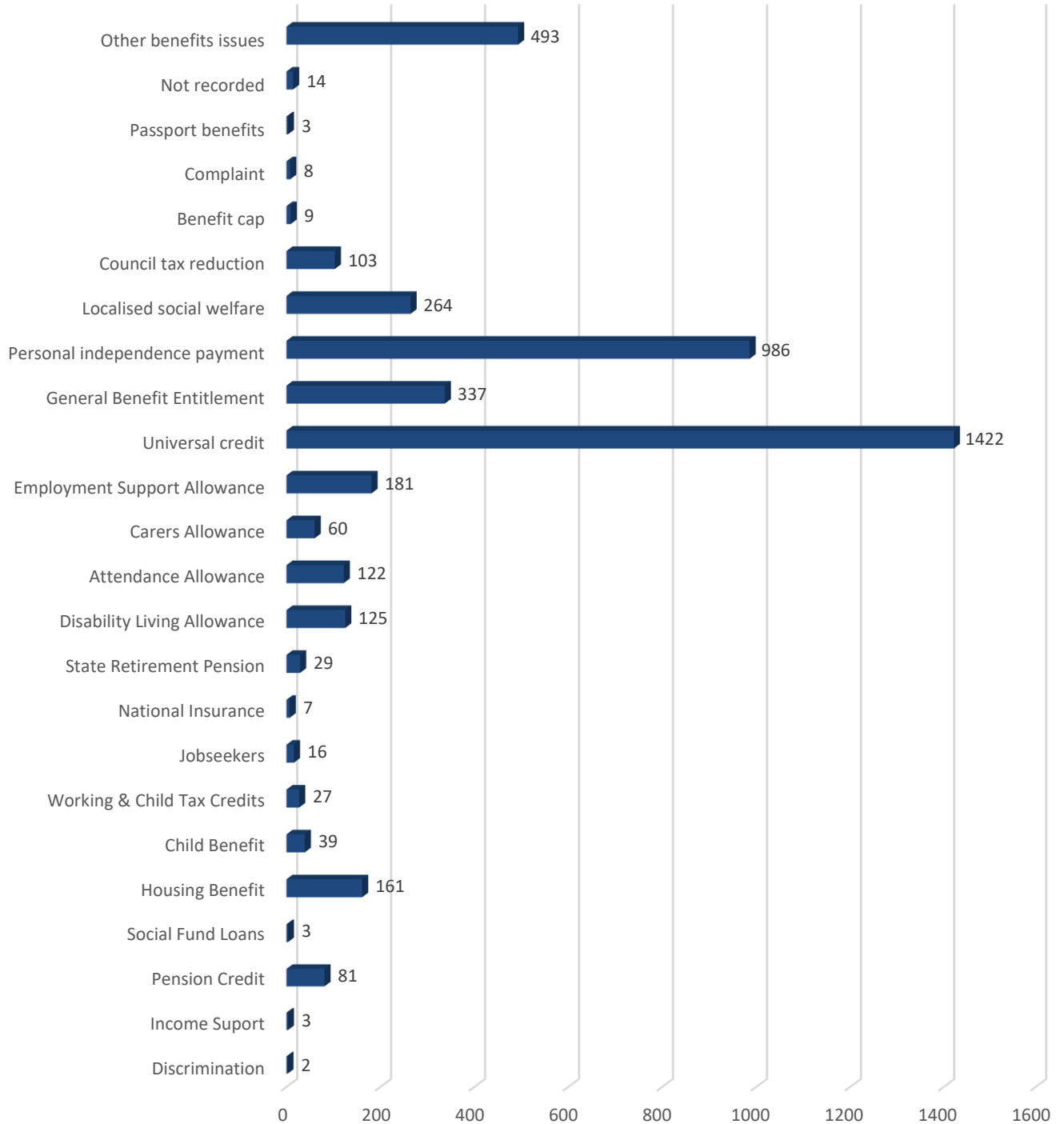
FACTS

Service delivery from individuals living within the Conwy County Borough:

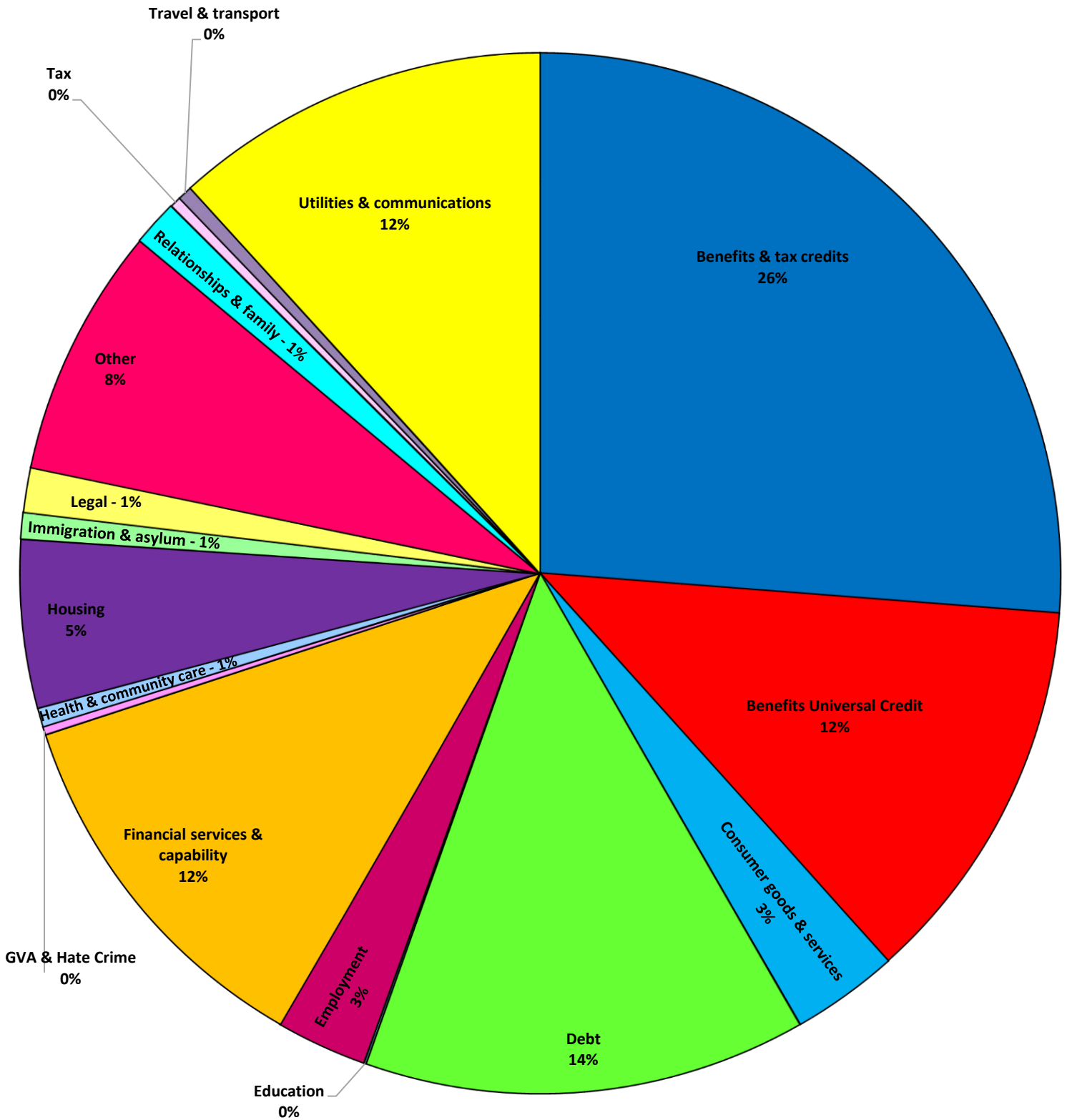
- Citizens Advice Conwy dealt with 11,723 new enquiries during the financial year
- Citizens Advice Conwy dealt with 4496 new welfare benefit enquiries, including 1422 Universal Credit enquiries.
- Citizens Advice Conwy dealt with 1610 new debt enquiries
- Citizens Advice Conwy dealt with 392 new consumer enquiries
- Citizen Citizens Advice Conwy dealt with 611 new housing enquiries
- Citizen Citizens Advice Conwy dealt with 333 new employment enquires
- Citizens Advice Conwy dealt with 168 new relationship enquiries
- Citizens Advice Conwy dealt with 164 new legal enquiries
- Citizens Advice Conwy dealt with 69 new health enquiries
- Citizens Advice dealt with 41 new tax enquiries
- Citizens Advice Conwy dealt with 54 new travel enquiries
- Citizens Advice Conwy dealt with 13 new discrimination enquiries
- Citizens Advice Conwy dealt with 96 new immigration enquiries
- Citizens Advice Conwy dealt with 8 new education enquiries
- Citizens Advice Conwy supported 1365 new financial enquiries to include one to one budgeting sessions
- Citizens Advice Conwy supported 1375 new enquiries relating to utilities (including Energy Best Deal advice & information)
- Citizens Advice Conwy received 9 referrals for partner organisations
- Citizens Advice Conwy conducted 0 home visits across the county of Conwy
- Citizens Advice Conwy completed 11 bureau evidence forms

Citizens Advice Conwy dealt with 1428 new enquiries from service users out of County to include day visitors, holiday makers, relatives with family in the County or relatives living out of County.

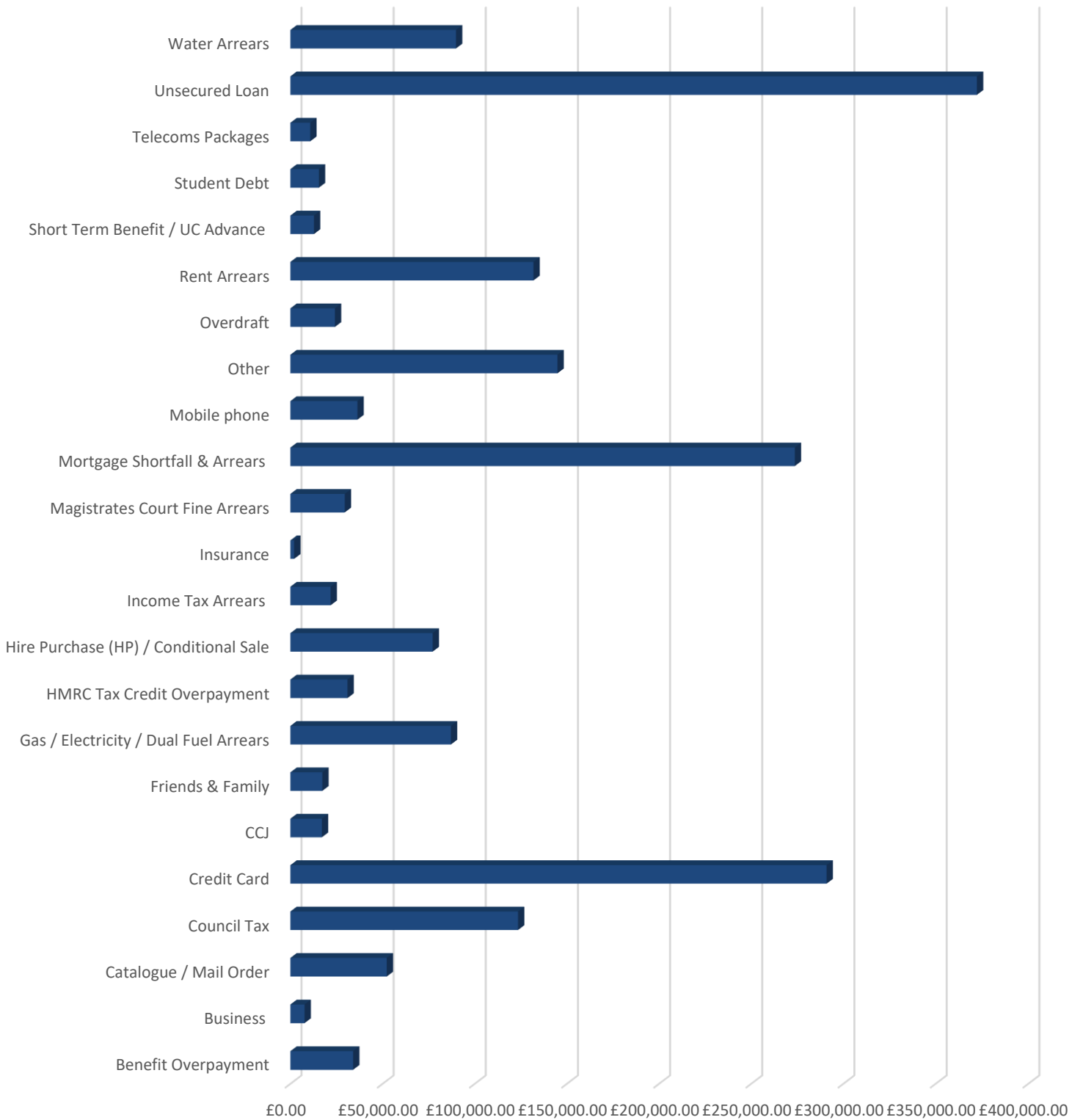
Number of benefits issues dealt with by Citizens Advice Conwy in 2021-22



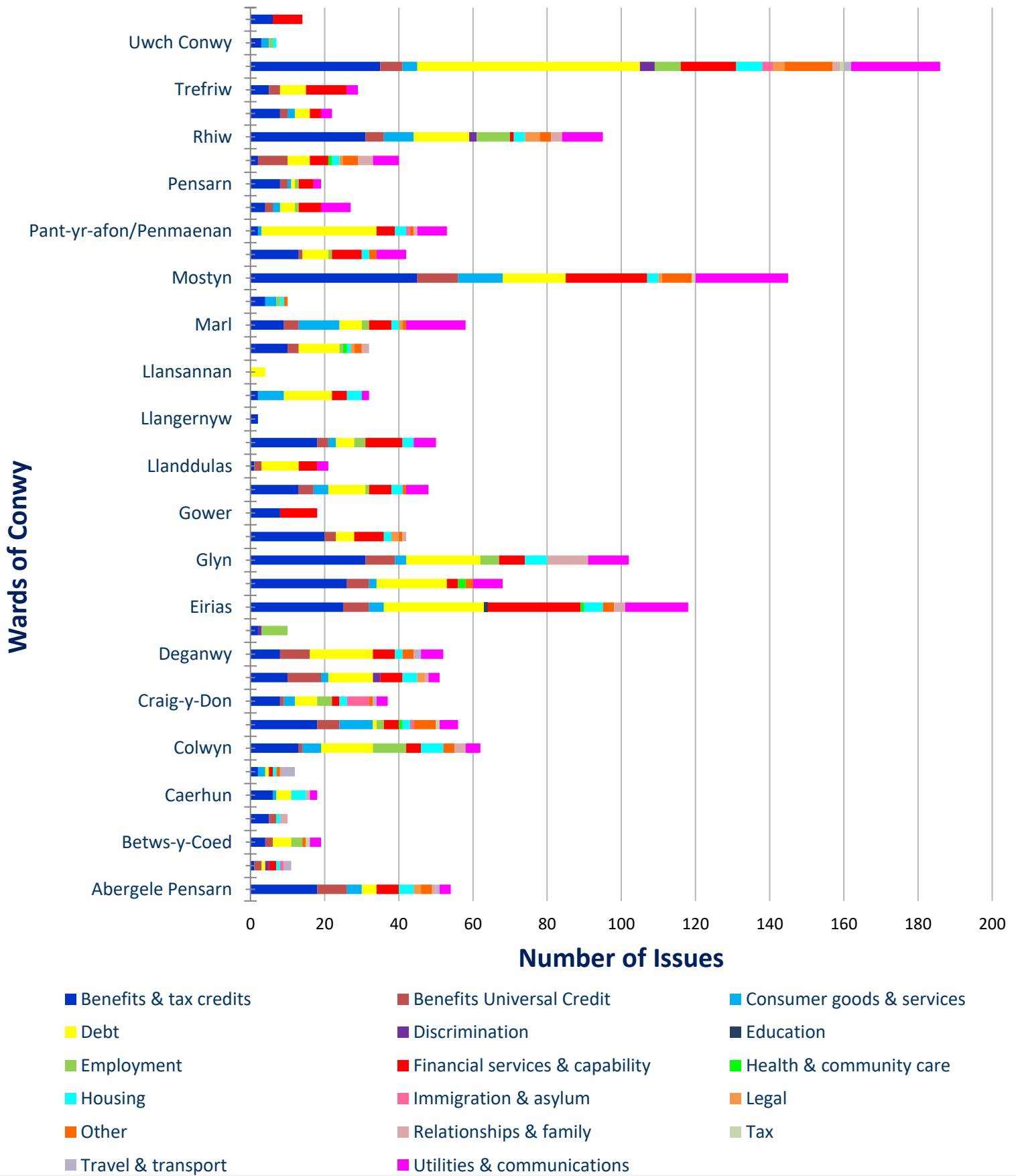
ISSUES DEALT WITH BY CITIZENS ADVICE CONWY IN 2021-22



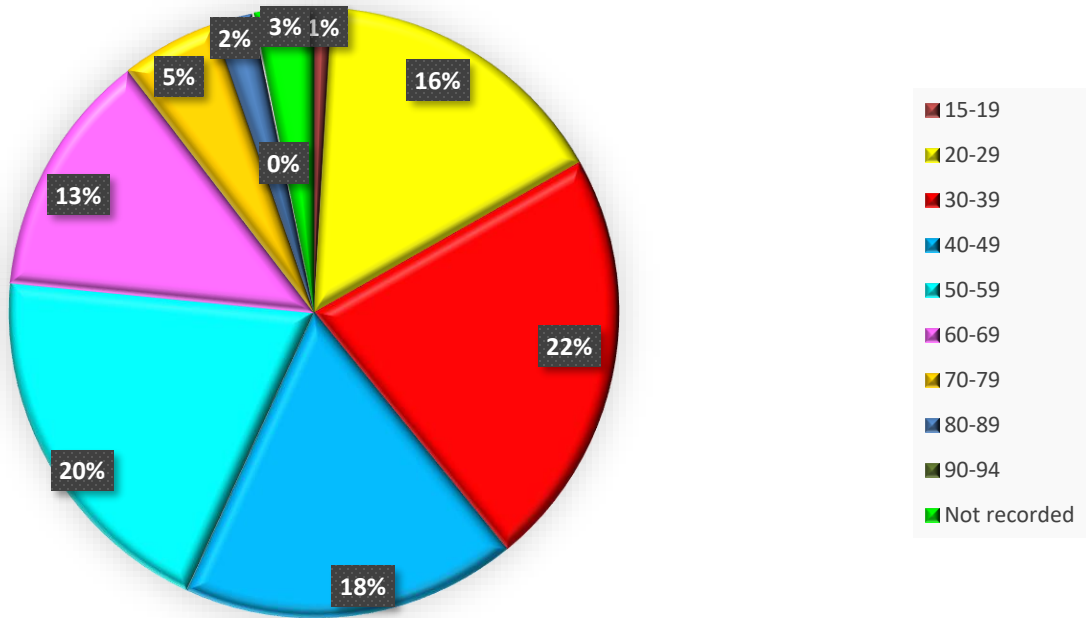
Total amount of debt Citizens Advice Conwy assisted with in 2021-22



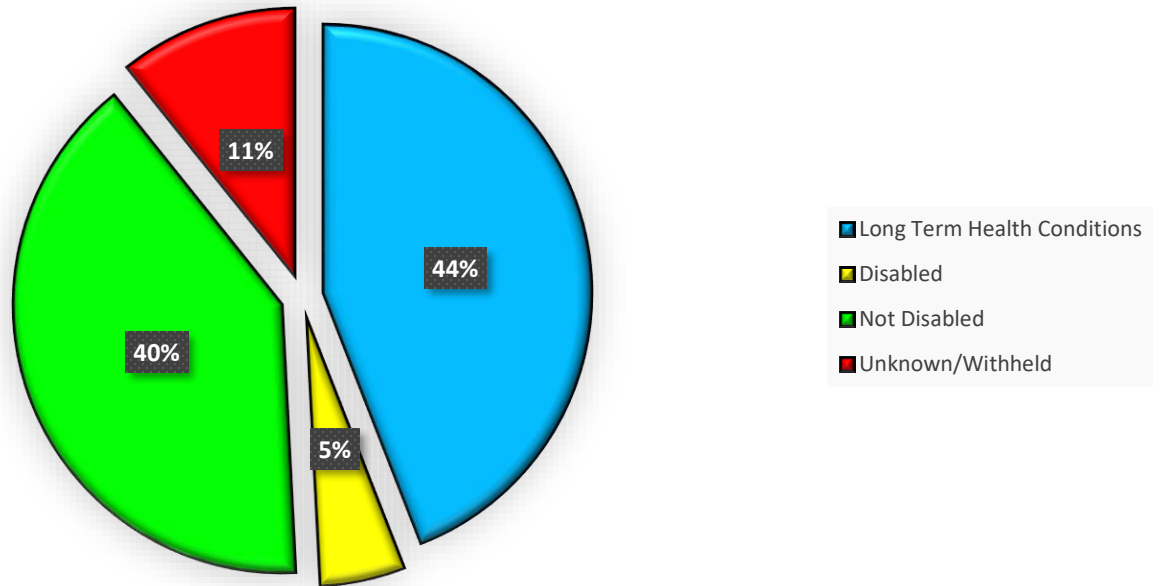
Number of Issues Dealt with by Conwy Citizens Advice by Ward



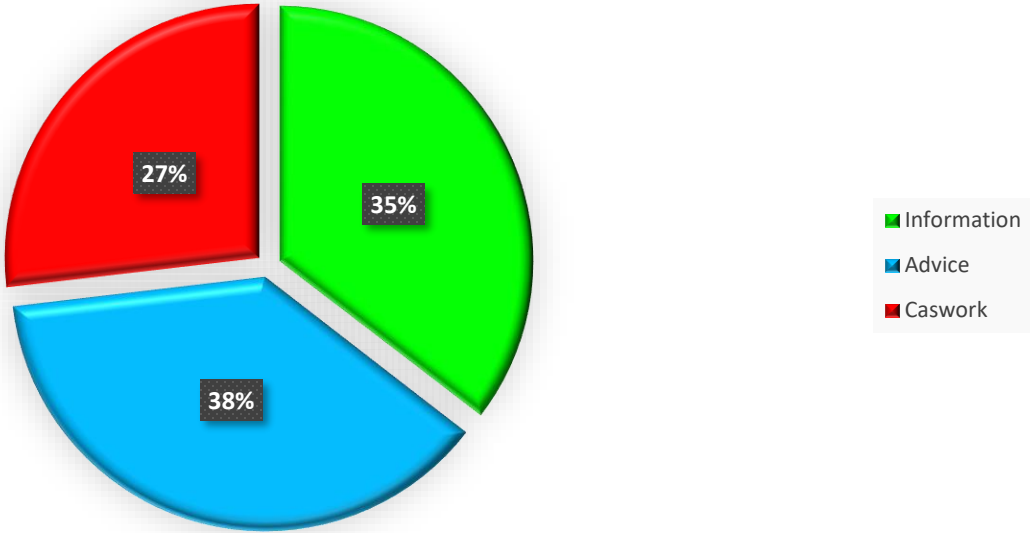
Clients helped by Age by Citizens Advice Conwy 2021-22



Clients helped by Disability by Citizens Advice Conwy 2021-22



Work Level completed by Citizens Advice Conwy in 2021-22



CAB Cylch Conwy District CAB Chair Report 2021 – 2022

I am grateful to our funders for the contribution they each make to the services we are able to deliver, enabling people's lives to be fairer, more empowered, and their rights respected.

Our Strategic partnership with Gwynedd is developing, with care being taken to ensure and that each of our local Citizens Advice services remains independent, whilst sharing resources to positively impact on each of our communities.

The partnerships we have with Age Connects, Kim Inspire, DASU, Pensarn Community Centre, the Red Cross and BAWSO for example, has afforded our clients a service to meet their individual needs in times of severe hardship and distress, facing circumstances some of us have never experienced before.

It is the ability of our staff and volunteers, working with our partners, that make such a difference to people's lives.

I see the highs and lows of our volunteer and paid staff teams, the day to day challenges they each face, whilst advising and supporting others. My fellow trustees and I can only respect and applaud their commitment and dedication.

Chief Executives Report 2021 – 2022

Citizens Advice Conwy, along with everyone else, has continued to operate in an extremely difficult period. We saw CCBC cut our funding by £46,000, at a time when quality delivered, free, independent, impartial and confidential advice services, were needed most by the most vulnerable in our communities, as they continue to be.

We have continued to deliver face to face services by appointment to the most vulnerable and we have increased multi-channelled delivery to include telephone and email services. However, the demand for our open-door services, within all communities across the County, exceeds the resources we have, which is leaving individuals and families without our services that are so crucial to their mental and physical health and well-being.

The human and economic toll experienced post Covid and the devastating effect that current economic crisis is having on our communities is unprecedented. There is no other organization within the County Borough of Conwy that meets national and Welsh Government quality standards required to deliver the tailored quality advice and information options that people need, now more than ever before.

Welfare Benefit, debt, housing, employment and energy advice, are integral to the majority of our enquiries, and, without the ability to support through budgeting advice, merely provide a quick hit scenario rather than a mid and long-term solution.

The pride I have in the Citizens Advice service and what we are able to achieve locally increases daily. Volunteers and paid staff work as a team to ensure and enable a service that, during the 2021 / 2022 financial year, has delivered advice and information on 11,723 issues, with the complexity of individual's queries increasing daily. Paid & Volunteer Generalist Advisers now deliver ongoing casework-led advice services rather than one off pieces of advice and or information. Specialist Caseworkers are advising on multi-complex tribunal and court cases. It is difficult to envisage how we may continue to meet the challenges that people are facing at a time when options are so limited, the need for our services so great, and the funding so limited.

Our Volunteer team is increasing and, with the help and support of our current volunteers and paid staff team, we will continue to deliver services to the most vulnerable, enabling and empowering individuals and their families to make informed decisions, to claim the benefits they are entitled to, and support their day to day lives.

The coming year will be tough and yet I am confident we and our partners, whose expertise lies in mental health, older people, domestic abuse and crisis, across and within the communities of the Conwy County Borough, will rise to the challenge, ensuring and enabling quality advice and support is available to those most in need.

Volunteer Report 2021 – 2022

The Covid19 pandemic has seen substantial change to volunteering over the last 18 months, in the main, due to volunteers not currently being able to come into the office and or attend a community venue. We now have only 4 current home working volunteer advisors delivering advice and information through telephone advice, without whose expertise and commitment, we could not continue to operate as we do. Volunteers bring a connection to the community, and provide a perspective based on their own experience.

We have a dedicated team of experienced advisors supporting the volunteer team in their day to day delivery of services and looking to the coming year, will be further developing volunteering opportunities, to meet the needs of our ever changing, ever evolving service. It is with deep regret that we currently don't have the face to face resources to recruit, train and support development of our volunteer team but are eternally grateful & appreciative of the time the volunteers who remain commit to the delivery of a quality service to our service users.

“I really enjoy volunteering with Citizens Advice. The work is rewarding and challenging and we are very well supported by our supervisors. There are always opportunities to learn new things.”

Peter Bignold

Citizens Advice Conwy

Charity Number: 1123006

Company Number: 5925213

CAB Cylch Conwy District CAB

“the charity for your community”

ADRODDIAD BLYNYDDOL 2021-2022

Cyngor ar Bopeth Conwy

Rhif Elusen: 1123006
Rhif Cwmni: 5925213
CAB Cylch Conwy District CAB

“yr elusen i’ch cymuned”

yr elusen i'ch cymuned

Ein hamcanion: rhoi'r cyngor angenrheidiol I bob lar gyder y problemau a wynebant a fwella'r polisïau a'r arferion sy'n effeithio ar fywydau pobl.

Ein hegwyddorion: rydym yn rhoi cyngor annibynnol, cyfrinachol a diduedd yn rhad ac am ddim i bobl am eu hawliau a'u cyfrifoldebau. Rydym yn gwerthfawrogi amrywiaeth, yn hybu cydraddoldeb ac yn herio gwahaniaethu.

Cyfarwyddwyr: Cadeirydd – Peter McGlory, **Trysorydd Anrhydeddus** – Chris Smith, Cllr Peter Lewis MBE, Barbara Jones, Ian Jenkins, Emlyn Williams, Cllr Aaron Wynne, Cllr Frank Bradfield, Thea Brain, Vinita Ramkalowon

Staff cyflogedig: Gwyneth Millington, Catherine Roberts, Sarah Morgan, Gina Conlan-Montgomery, Ian Catterall, Robert Nice, Robert Hughes-Mullock, Katy Stott, Kate Blahut, Paige Howles, Suzanne Hunt, Derek Jones, Lisa Maddox, Ronald Maber-Jones, Alison Ussery, Ashley Turner, Sonia Brownson, Rachel Cavanagh, Nicola Pollard, Susan Lewis & Korena James

Gwirfoddolwyr: Peter Bignold, Denise Templeton, Helen Rawlins and Nichola Hollinworth

Effaith Cyngor ar Bopeth 2021-22

- 3,628 o defnyddwyr gwasanaeth newydd
- Roeddem wedi delio â 11,723 o ymholiadau newydd
- Rhoddodd ein gwirfoddolwyr hyfforddedig werth £238,834 o oriau o wirfoddoli i'n helpou i ddarparu ein gwasanaethau
- Arbedwyd £38,260 i ddarparwyr tai lleol drwy atal troi pobl allan o gartrefi
- Arbedwyd £295,215 i'r Adran Gwaith a Phensiynnau drwy gadw pobl mewn gwaith
- Gostyngwyd y defnydd o wasanaethau iechyd meddwl a meddyg teulu a chadw pobl mewn swydd, mwy na £168,662
- Saved the local authority £97,949 by preventing homelessness and housing evictions
- Gweth cyhoeddus gwella lles £5,733,358

Ein gwerth i gymdeithas

Am bop £1 a fuddsoddwyd yn ein gwasanaeth yn 2021-22 rydym wedi cynhyrchu:

£1.64

mewn buddiannau
cyllidol

Arbedion i wasanaethau cyhoeddus a llywodraeth oherwydd bod llai o daliadau am fudd-daliadau diweithdra, dadfeddiannu costus, canfod cartrefi i denantiaid a drowyd allan a llai o alw am y GIG

Total: £857,062

£14.50

mewn gweth
cyhoeddus

buddiannau economaidd a chymdeithasol ehangach, gwelliannau mewn cyfranogaeth a chynhyrchiant i gleientiaid a gwirfoddolwyr

Total: £7,582,983

£10.06

mewn gwerth
ariannol i'r bobl
rydym yn eu helpu

Incwm a gafwyd drwy fudd-daliadau, dyledion a ddilewyd ac ad-daliadau i gwsmeriaid.

Total: £5,260,353

FFEITHIAU A FFIGURAU

Cyngor ar Bopeth Conwy: Yn gweithio gyda chymunedau lleol, i gymunedau lleol, o fewn cymunedau lleol yn 01/04/2021 – 31/03/2022

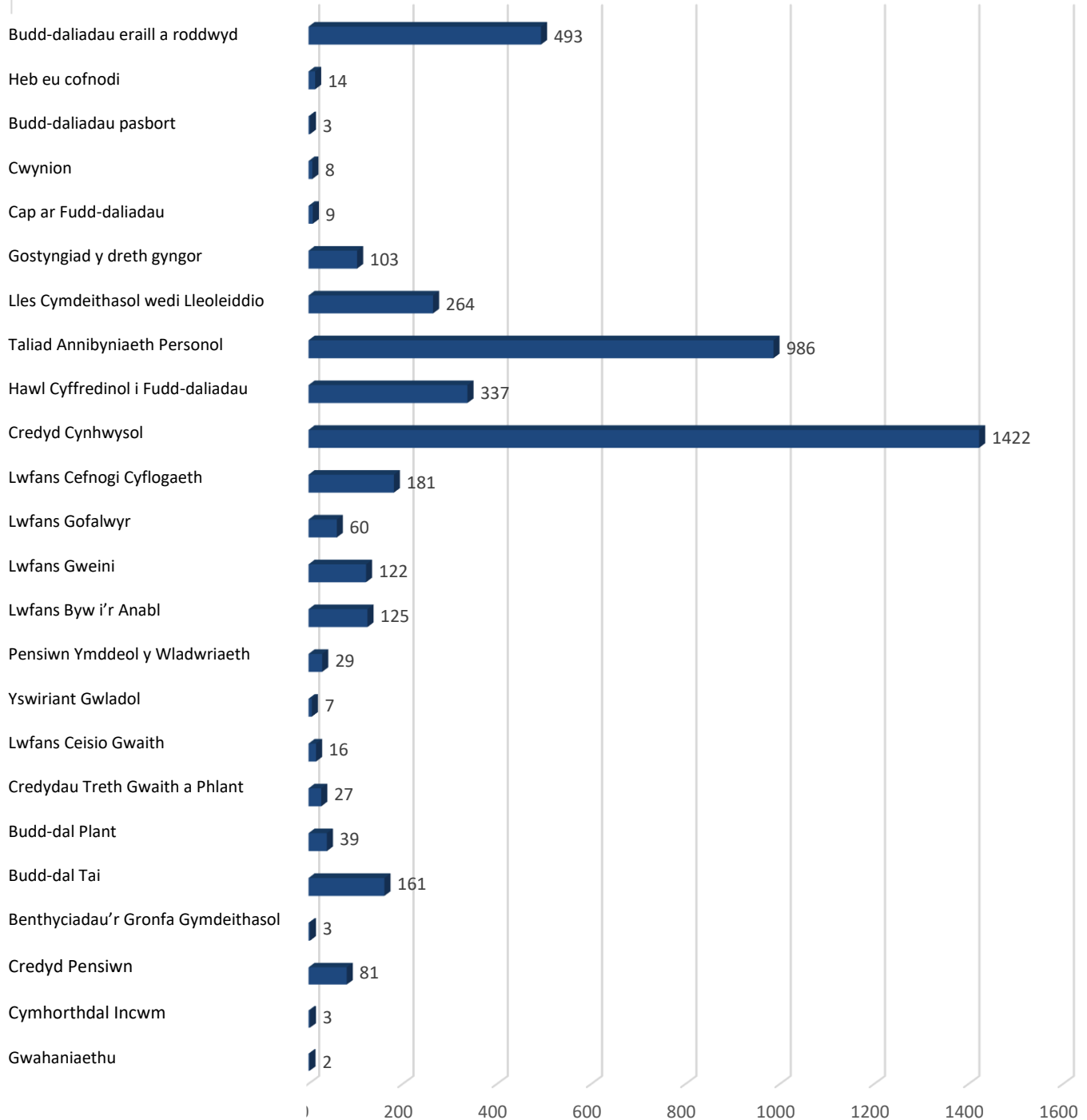
FFEITHIAU

Gwasanaethau a ddarparwyd gan unigolion sy'n byw ym Mwrdeistref Sirol Conwy:

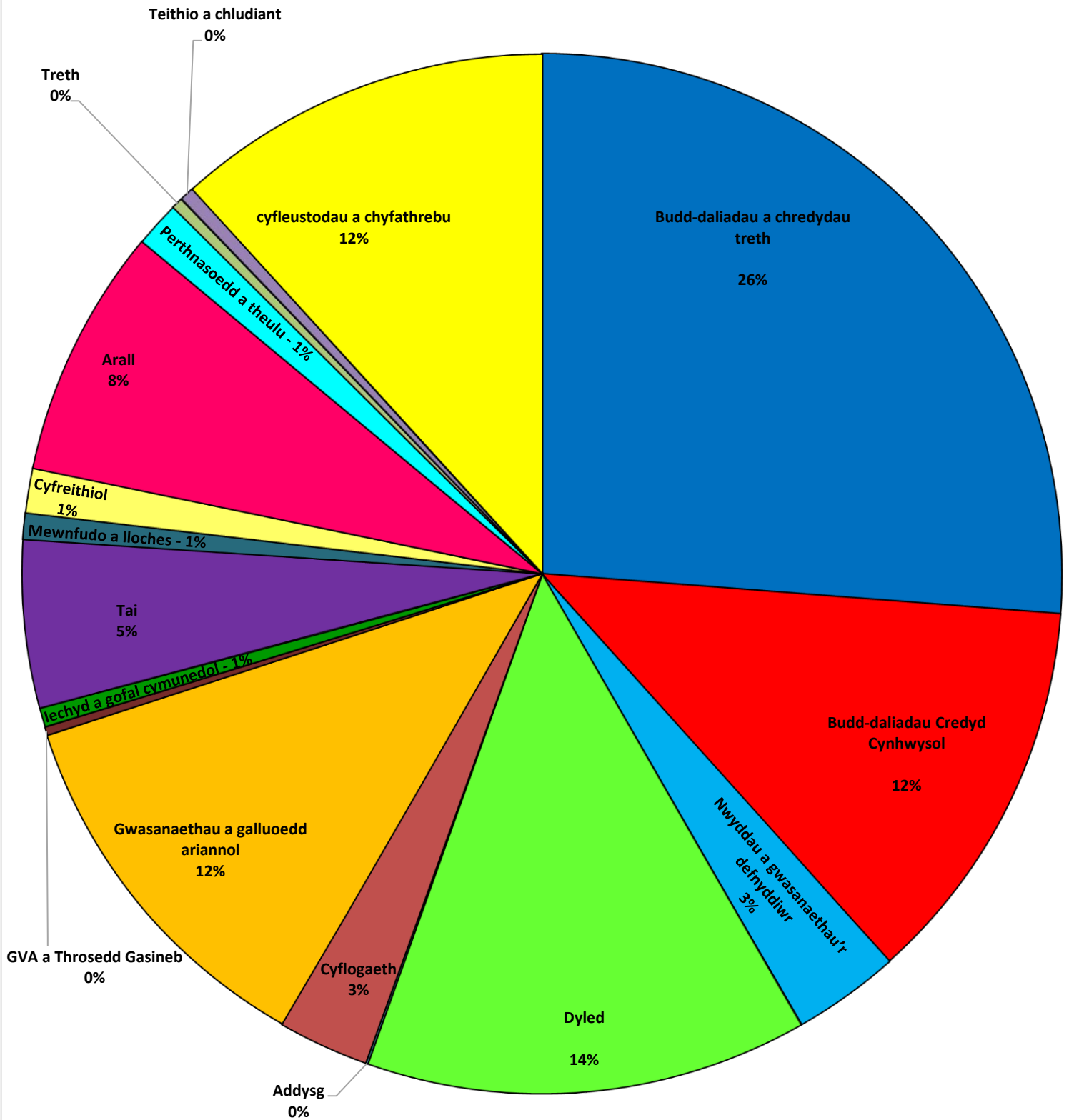
- Bu Cyngor ar Bopeth Conwy'n ymdrin â 11,723 o ymholiadau newydd yn ystod y chwarter cyntaf.
- Bu Cyngor ar Bopeth Conwy'n ymdrin â 4496 o ymholiadau newydd am fudd-daliadau, yn cynnwys 1422 o ymholiadau am Gredyd Cynhwysol.
- Bu Cyngor ar Bopeth Conwy'n ymdrin â 1610 o ymholiadau newydd am ddyled
- Bu Cyngor ar Bopeth Conwy'n ymdrin â 392 o ymholiadau newydd am faterion y defnyddiwr
- Bu Cyngor ar Bopeth Conwy'n ymdrin â 611 o ymholiadau newydd am dai
- Bu Cyngor ar Bopeth Conwy'n ymdrin â 333 o ymholiadau newydd am gyflogaeth
- Bu Cyngor ar Bopeth Conwy'n ymdrin â 168 o ymholiadau newydd am berthnasoedd
- Bu Cyngor ar Bopeth Conwy'n ymdrin â 164 o ymholiadau newydd am faterion cyfreithiol
- Bu Cyngor ar Bopeth Conwy'n ymdrin â 69 o ymholiadau newydd am faterion iechyd
- Bu Cyngor ar Bopeth Conwy'n ymdrin ag 41 o ymholiadau newydd am drethi
- Bu Cyngor ar Bopeth Conwy'n ymdrin â 54 o ymholiadau newydd am deithio
- Bu Cyngor ar Bopeth Conwy'n ymdrin â 13 o ymholiadau newydd am wahaniaethu
- Bu Cyngor ar Bopeth Conwy'n ymdrin â 96 o ymholiadau newydd am fewnfudo
- Bu Cyngor ar Bopeth Conwy'n ymdrin â 8 o ymholiadau newydd am addysg
- Bu Cyngor ar Bopeth Conwy'n cefnogi 1365 o ymholiadau newydd am faterion ariannol yn cynnwys sesiynau cyllidebu un-i-un
- Bu Cyngor ar Bopeth Conwy'n cefnogi 1375 o ymholiadau newydd am gyfleustodau (yn cynnwys cyngor a gwybodaeth am y Fargen Ynni Orau)
- Derbyniodd Cyngor ar Bopeth Conwy 9 o gyfeiriadau gan sefydliadau partner
- Gwnaeth Cyngor ar Bopeth Conwy 0 o ymweliadau cartref ar draws sir Conwy
- Cwblhaodd Cyngor ar Bopeth Conwy 11 o ffurflenni tystiolaeth y ganolfan

Bu Cyngor ar Bopeth Conwy'n ymdrin â 1428 o ymholiadau newydd gan ddefnyddwyr y gwasanaeth o'r tu allan i'r Sir, yn cynnwys pobl yn ymweld am y diwrnod, pobl ar eu gwyliau, perthnasau oedd â theulu yn y Sir neu berthnasau oedd yn byw tu allan i'r Sir.

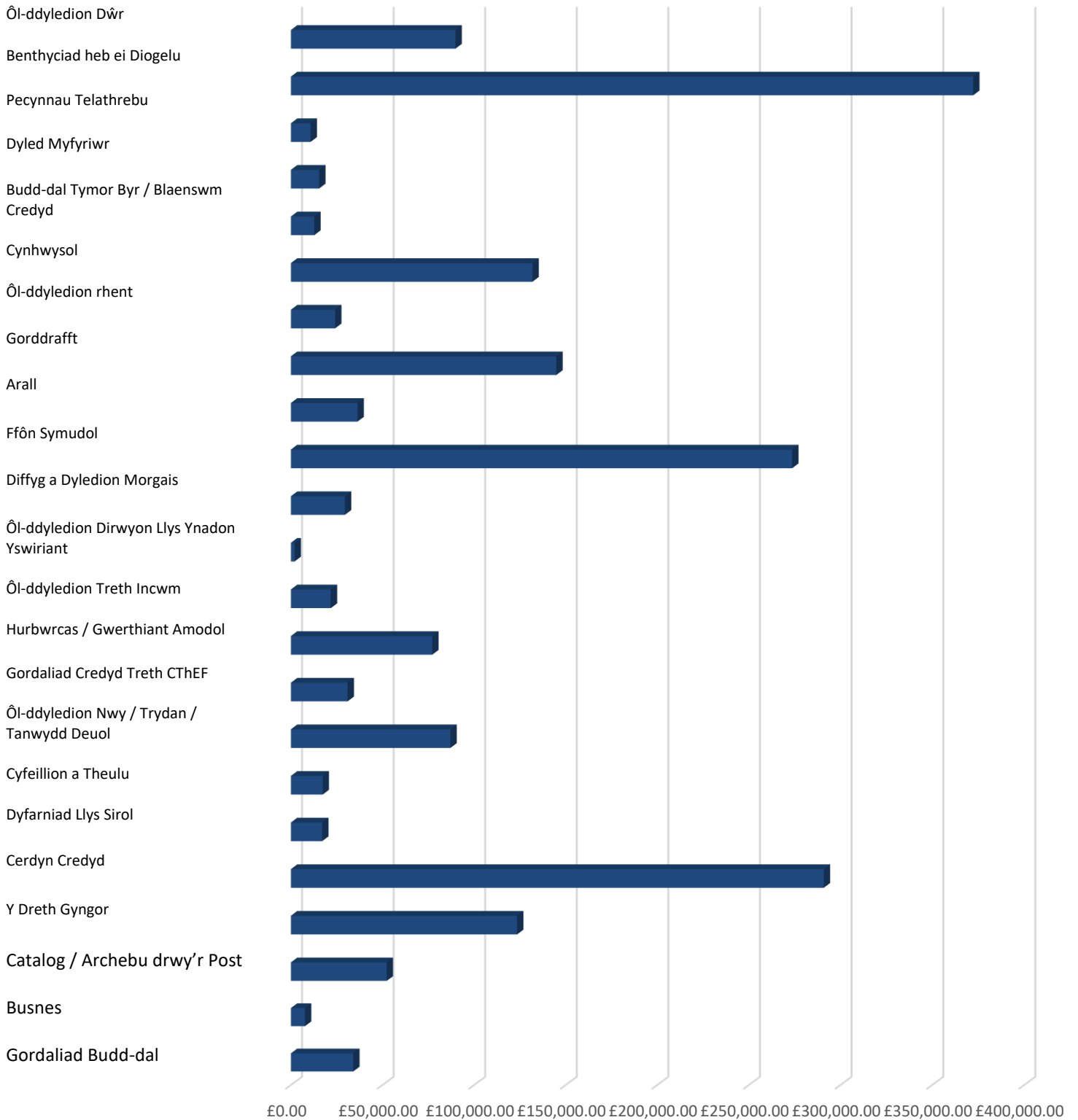
Nifer o materion budd-daliadau y bu Cyngor ar Bopeth Conwy yn ymdrin â nhw yn 2021-22



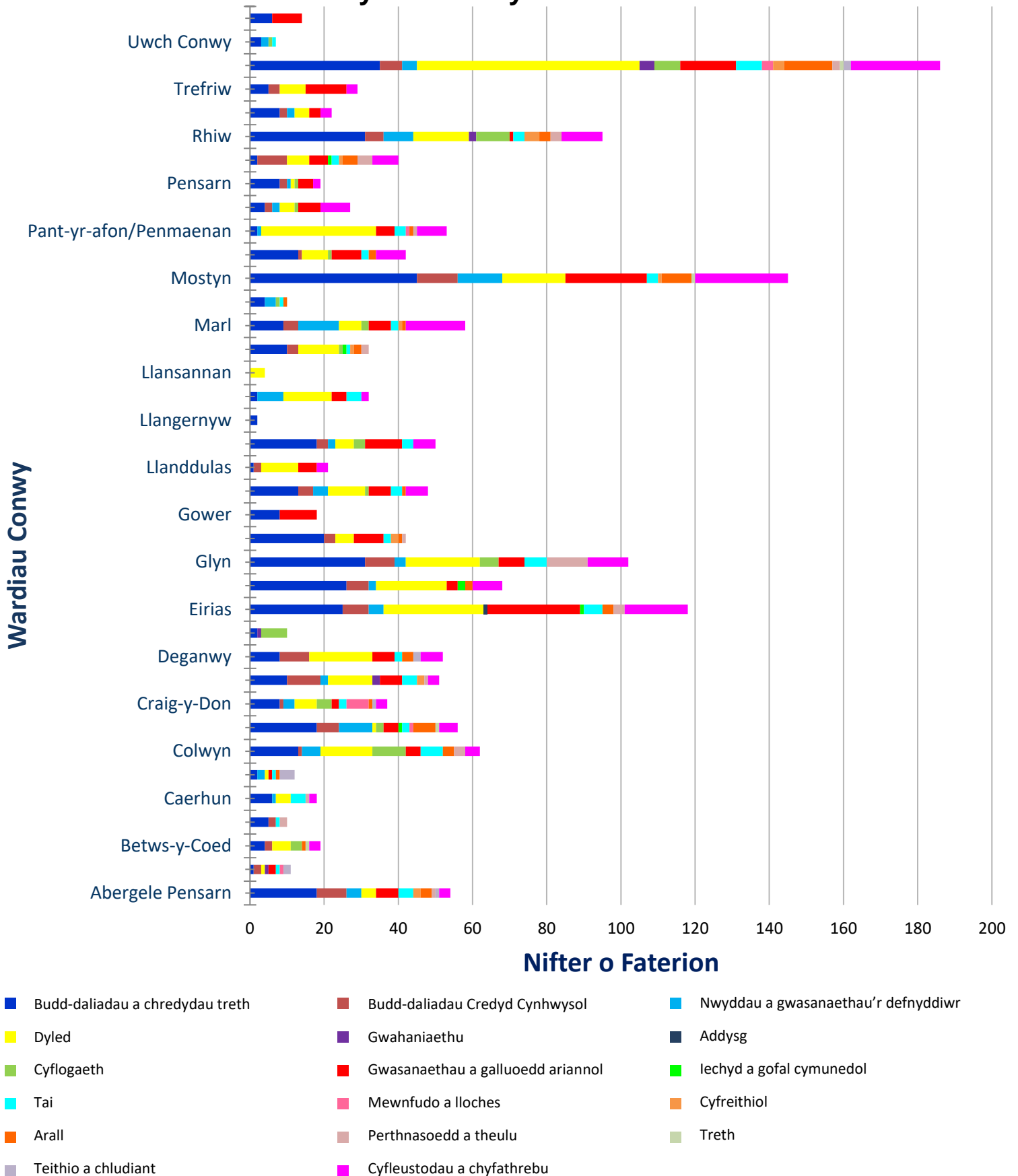
NIFER O MATERION Y BU CYNGOR AR BOPETH CONWY YN YMDRIN Â NHW YN 2021-22



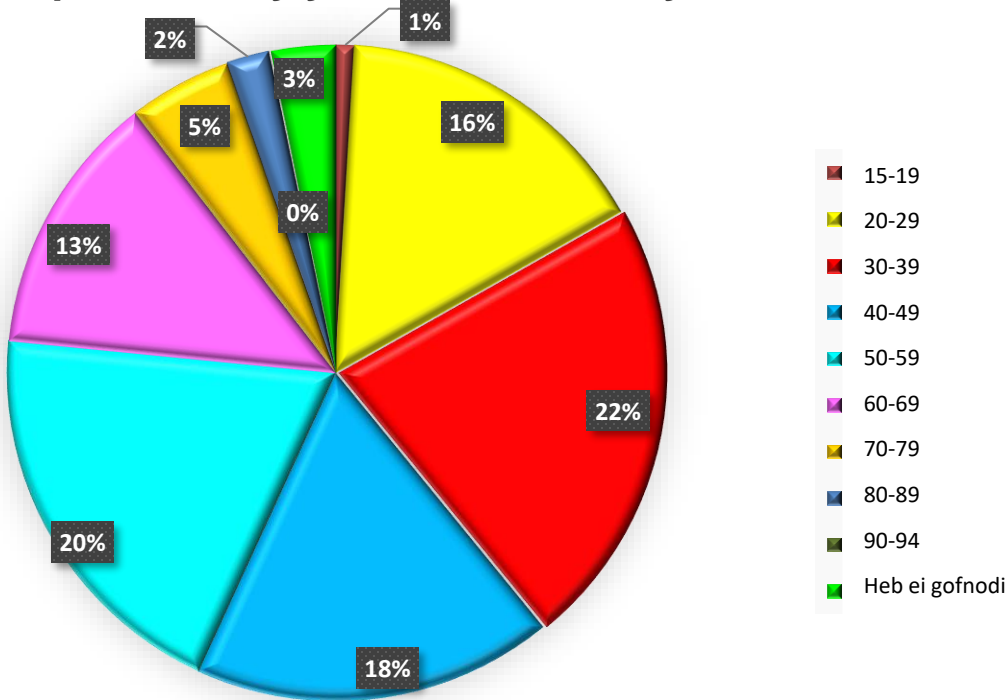
Cyfanswm y dyledion y bu Cyngor ar Bopeth Conwy yn helpu a nhw 2021-22



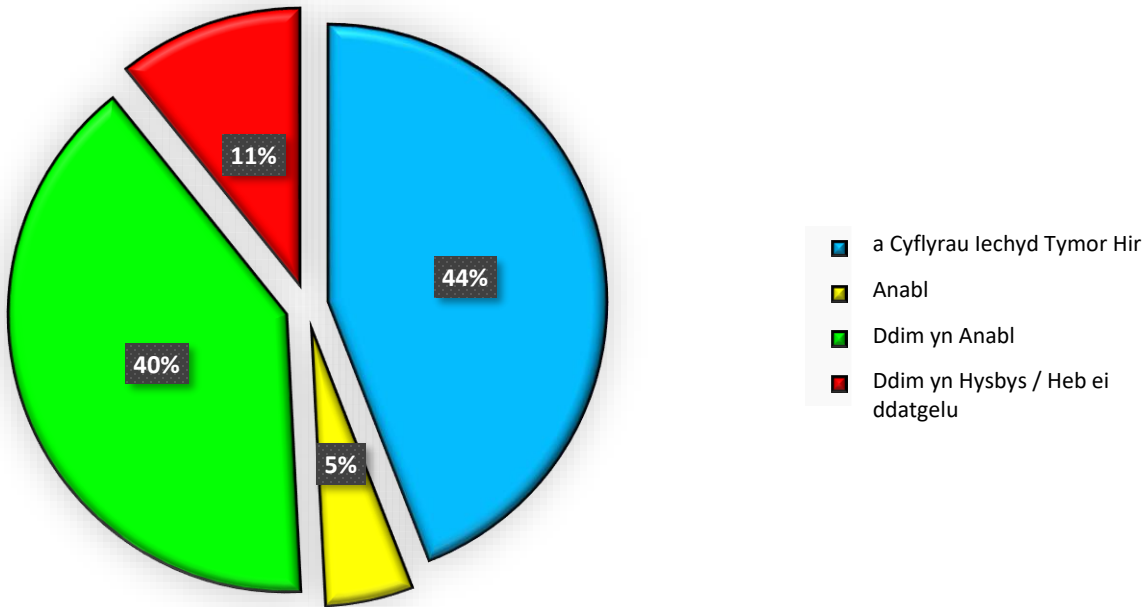
Nifer y meterion y bu Cyngor ar Bopeth Conwy yn helpu â nhw yn ôl ward yn 2021-22



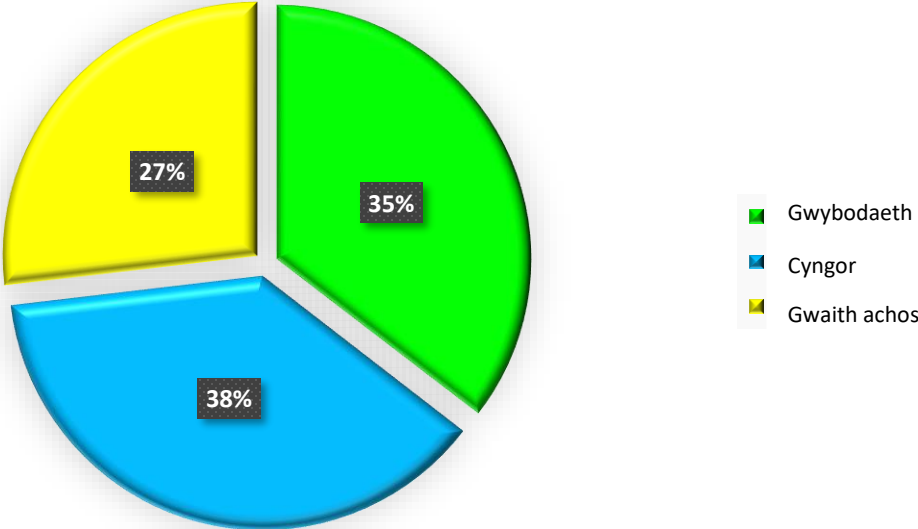
Clientiaid a Gynorthwywyd gan Cyngor ar Bopeth Conwy yn ôl eu Hoedran yn 2021-22



Clientiaid a Gynorthwywyd gan Gyngor ar Bopeth Conwy yn ôl eu Hanabledd yn 2021-22



Achosion Cyngor ar Bopeth Conwy yn ôl Lefel y Gwaith yn 2021-22



Adroddiad Cadeirydd CAB Cylch Conwy District CAB – 2021-22

Rwy'n ddiolchgar i'n harianwyr am y cyfraniad a wnânt i'r gwasanaethau y gallwn eu darparu, gan alluogi i fywydau pobl fod yn decach ac i bobl gael eu hatgyfnerthu ac i'w hawliau gael eu parchu. Mae ein partneriaeth strategol gyda Gwynedd yn datblygu, a chymerir gofal i sicrhau bod pob un o'n gwasanaethau Cyngor ar Bopeth yn gallu parhau'n annibynnol, gan hefyd rannu ein hadnoddau er mwyn cael effaith gadarnhaol ar bob un o'n cymunedau.

Mae'r partneriaethau sydd gennym gydag Age Connects, Kim Inspire, DASU, Canolfan Gymunedol Pensarn, y Groes Goch a BAWSO, er enghraifft, wedi rhoi gwasanaeth i'n cleientiaid sy'n ateb eu hanghenion unigol, mewn cyfnod o galedi a gofid difrifol, gan wynebu amgylchiadau nad yw rhai ohonom wedi eu profi erioed o'r blaen. Gallu ein staff a'n gwirfoddolwyr, yn gweithio gyda'n partneriaid, sy'n gwneud cymaint o wahaniaeth i fywydau pobl.

Rwy'n gweld uchelbwyntiau ac iselbwyntiau ein timau gwirfoddolwyr a staff cyflogedig, yr heriau dyddiol y maent yn eu hwynebu hefyd, wrth gynghori a chefnogi pobl eraill. Rydw i a'm cydymddiriedolwyr yn parchu ac yn cymeradwyo eu hymrwymiad a'u hymroddiad yn fawr iawn.

Adroddiad y Prif Weithredwr 2021 – 22

Mae Cyngor ar Bopeth Conwy, fel pawb arall, wedi parhau i weithredu mewn cyfnod eithriadol o anodd. Gwelsom Gyngor Bwrdeistref Sirol Conwy'n gostwng ein cyllid o £46,000, mewn cyfnod pan oedd yr angen mwyaf gan y bobl fwyaf bregus yn ein cymunedau am wasanaethau cynghori cyfrinachol, annibynnol a diduedd oedd yn cael eu darparu am ddim ac i safon uchel. Mae'r angen hwnnw'n bodoli o hyd. Rydym wedi parhau i ddarparu gwasanaethau wyneb yn wyneb drwy apwyntiad i'r rhai mwyaf agored i niwed, rydym wedi cynyddu darpariaeth drwy sianelau niferus sy'n cynnwys gwasanaethau ffôn ac e-bost, ond, mae'r galw am ein gwasanaethau drws agored ymhob cymuned ar draws y Sir yn uwch na'r adnoddau sydd gennym, ac mae hyn yn gadael unigolion a theuluoedd heb ein gwasanaethau, sydd mor hanfodol i'w hiechyd a'u lles meddyliol a chorfforol.

Ni welwyd erioed o'r blaen yr effaith ddynol ac economaidd ar ein cymunedau sydd wedi dilyn Covid ac sydd i'w weld yn yr argyfwng economaidd presennol. Nid oes unrhyw sefydliad arall ym Mwrdeistref Sirol Conwy, sy'n ateb y safonau ansawdd cenedlaethol a safonau Llywodraeth Cymru sy'n ofynnol i ddarparu'r opsiynau cyngor a gwybodaeth penodol o safon y mae pobl eu hangen yn awr fwy nag erioed o'r blaen.

Mae cyngor am fudd-dal lles, dyled, tai, cyflogaeth ac egni, yn integrol i'r mwyafrif o'n hymholiadau, a heb y gallu i gefnogi drwy roi cyngor am gyllidebu, y cwbl y mae'n ei wneud yw darparu ateb cyflym dros dro yn hytrach nag ateb tymor canolog a hir.

Mae'r balchder sydd gen i o'r gwasanaeth Cyngor ar Bopeth, ar hyn y gallwn ei gyflawni'n lleol, yn cynyddu'n ddyddiol. Mae gwirfoddolwyr a staff cyflogedig yn gweithio fel tîm, i sicrhau a galluogi gwasanaeth sydd, yn ystod blwyddyn ariannol 2021 / 2022, wedi darparu cyngor a gwybodaeth am 11,723 o faterion, gydag ymholiadau unigolion yn mynd yn gynyddol gymhleth bob dydd.

Mae Cyngorwyr Cyffredinol Cyflogedig a Gwirfoddol yn awr yn darparu gwasanaethau cyngor wedi eu harwain gan waith achos parhaus, yn hytrach na darnau o gyngor neu wybodaeth unwaith yn unig, mae Gweithwyr Achos Arbenigol yn cynghori ar nifer o wahanol achosion llys a thribiwnlys cymhleth. Mae'n anodd rhagweld sut y gallwn barhau i ateb yr heriau y mae pobl yn eu wynebu, ar adeg pan mae'r opsiynau mor gyfyngedig, pan mae'r angen am ein gwasanaethau mor fawr, a phan fo'r ariannu mor gyfyngedig.

Mae ein tîm Gwirfoddolwyr yn cynyddu, a gyda chymorth a chefnogaeth ein gwirfoddolwyr cyfredol a'n tîm o staff cyflogedig, byddwn yn parhau i ddarparu gwasanaethau i'r mwyaf bregus, gan alluogi a grymuso unigolion a'u teuluoedd i wneud penderfyniadau deallus, hawlio'r budd-daliadau y mae hawl ganddynt eu derbyn, a chefnogi eu bywydau o ddydd i ddydd.

Bydd y flwyddyn a ddaw yn galed, ac eto rwy'n hyderus – drwy weithio gyda'n partneriaid, sydd ag arbenigedd mewn iechedd meddwl, pobl hŷn, cam-drin domestig ac argyfwng, ar draws ac o fewn cymunedau Bwrdeistref Sirol Conwy – y byddwn yn wynebu'r her yn gadarn, ac yn sicrhau a galluogi bod cyngor a chefnogaeth o safon ar gael i'r rheiny sydd eu hangen fwyaf.

Adroddian Gwirfoddolwyr 2021 – 2022

Mae'r pandemig Covid 19 wedi dod â newid sylweddol i wirfoddoli dros y 18 mis diwethaf. Y rheswm pennaf am hynny yw nad yw gwirfoddolwyr bellach yn gallu dod i mewn i'r swyddfa neu fynd i safle cymunedol. Dim ond 4 cynghorydd gwirfoddol sydd gennym ar hyn o bryd yn gweithio o'u cartrefi ac yn darparu cyngor a gwybodaeth dros y ffôn, ac heb eu harbenigedd a'u hymrwymiad nhw ni fyddem yn gallu parhau i weithredu fel y gwnawn. Mae gwirfoddolwyr yn dod â chysylltiad â'r gymuned, ac maen nhw'n rhoi safbwynt sydd wedi ei seilio ar eu profiad eu hunain.

Mae gennym dîm ymroddedig o gynghorwyr profiadol yn cefnogi'r tîm gwirfoddolwyr i ddarparu gwasanaethau o ddydd i ddydd ac, wrth edrych tuag at y flwyddyn sy'n dod, byddwn yn datblygu mwy o gyfleoedd i wirfoddoli, er mwyn ateb anghenion ein gwasanaeth sy'n newid ac yn esblygu'n barhaol. Mae'n destun gofid mawr i ni nad oes gennym yr adnoddau wyneb yn wyneb ar hyn o bryd i recriwtio, hyfforddi a chefnogi datblygiad ein tîm gwirfoddolwyr, ond rydym yn hynod o ddiolchgar a gwerthfawrogol o'r amser y mae'r gwirfoddolwyr sydd ar ôl yn ei ymrwymo i ddarparu gwasanaeth o safon i ddefnyddwyr ein gwasanaeth.

“Rwy'n mwynhau gwirfoddoli i Gyngor ar Bopeth yn fawr iawn. Mae'r gwaith yn wobrwyl ac yn heriol a chawn ein cefnogi'n dda iawn gan ein goruchwylwyr. Mae cyfle drwy'r amser i ddysgu pethau newydd.”

Peter Bignold

Cyngor ar Bopeth Conwy

Rhif Elusen: 1123006

Rhif Cwmni: 5925213

CAB Cylch Conwy District CAB

“yr elusen i’ch cymuned”