

**REGISTERED COMPANY NUMBER: 2969165 (England and Wales)**  
**REGISTERED CHARITY NUMBER: 1041830**

**St Albans District Citizens Advice Bureau Limited**

**Report of the Trustees and Financial Statements**

**Year Ended 31 March 2022**

**Contents of the Financial Statements  
for the Year Ended 31 March 2022**

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**Citizens Advice St Albans District**

## **Report of the Trustees for the Year Ended 31 March 2022**

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (issued in October 2019).

### **REFERENCE AND ADMINISTRATIVE DETAILS**

#### **Registered Name and Company number**

St Albans District Citizens Advice Bureau Limited      2969165 (England and Wales)

#### **Registered Charity number**

1041830

#### **Registered office**

Civic Centre  
St Peters Street  
St Albans  
Hertfordshire  
AL1 3JE

#### **Trustees**

A Berneye  
P Brewster  
J Burley  
S Caldwell  
A Campbell                      (Chair)  
G J Comminos                (Treasurer)  
D Dimov  
C Phillips  
R Solomon  
J Van Schie  
S Yexley

#### **Representative of St Albans City and District Council on the Trustee Board**

Councillor Sinead Howland.

#### **Company Secretary**

J Burley

#### **Independent Examiner**

Mercer & Hole  
Steve Robinson FCA  
Gloucester House  
72 London Road  
St Albans  
Hertfordshire  
AL1 1NS

## Report of the Trustees - continued for the Year Ended 31 March 2022

### Principal Bankers

CAF Bank Limited  
25 Kings Hill Avenue  
Kings Hill,  
West Malling  
Kent  
ME19 4JQ

The trustees have complied with their duty (as defined by the Charities Act 2011) to have due regard to guidance published by the Charity Commission.

### STRUCTURE, GOVERNANCE AND MANAGEMENT

#### Governing document

The charity is a company limited by guarantee, as defined by the Companies Act 2006, governed by its Memorandum and Articles of Association. Trustees are directors under the Companies Act 2006 and Members in accordance with the Memorandum and Articles of Association. It is registered as a charity with the Charity Commission.

#### Recruitment and appointment of new trustees

All directors of the company are also trustees of the charity ("CASTAD"). There are no other trustees. The maximum number of trustees shall be fifteen and the minimum four being either appointed at the annual general meeting, nominated by member organisations or co-opted by the trustee board. Each appointment of a co-opted or nominated trustee shall be made at an ordinary meeting of the trustee board.

The directors and trustees who served during the year were:

A Berneye	
P Brewster	
J Burley	
S Caldwell	
A Campbell	(Chair from 22/02/2022)
G J Comminos	(Chair until 22/02/2022 when term expired, Treasurer from 22/02/2022)
D Dimov	
S Hickinbotham	(Retired 05/10/2021)
C Phillips	(Treasurer until 22/02/2022 when term expired)
R Solomon	
J Van Schie	
S Yexley	

#### Induction and training of new Trustees

Newly appointed trustees undergo a comprehensive induction process including observing the advisors interviewing clients, attending a range of regular service meetings and are regularly circulated with information regarding their legal obligations and offered training courses.

#### Organisational structure

We are an independent organisation but we are members of the National Association of Citizens Advice Bureau (CitA) and our service is audited and supported by CitA.

#### Wider network

We are linked countrywide. Anonymised individual cases, where a need for policy improvement is identified, are submitted by staff and volunteers to CitA to contribute to a body of research evidence. This is then used to campaign on anomalies in the practices of government and other essential service providers.



## **Report of the Trustees - continued for the Year Ended 31 March 2022**

### **Related parties**

We work with St Albans City and District Council, Hertfordshire County Council, town and parish councils, all of whom contribute to our funding. St Albans City and District Council has a representative on the Board but none of our funders have appointed Trustees to the Board. We also enjoy a working relationship with the local Strategic Partnership, other local Citizens Advice services (LCA) in Hertfordshire and the Herts Consortium of LCA. We share our Civic Centre base with Advice Hub partners including Communities 1st St Albans and Hertsmere, St Albans Community Bank, Women's Outreach & Herts Asian Women's Association.

### **Risk management**

#### **General**

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

During the year the trustees reviewed and updated the process of assessing, documenting and discussing the identified risks to the organisation. The trustees have insurance cover to cope with most eventualities.

Risk assessments are carried out on new projects. Improvements to facilities have been implemented and reviews made to procedures where required. We are reassured that these processes were put in place to great effect as we managed the impact of Coronavirus on the service.

#### **Information assurance**

The trustee board has approved a new information assurance strategy, having identified the risk presented by the significant amounts of client data held. An information assurance management team exists to ensure the confidentiality, integrity and availability of all our sensitive data assets is maintained to a level which is consistent with the requirements of our clients, our funders and our strategic partners. The charity aims to achieve an appropriate level of compliance to the Data Protection Act, the Cabinet Office's Security Policy Framework and to industry best practice, as defined by the ISO 27000 series of standards.

#### **Response to Coronavirus**

We are happy to report that the Service's response to the Coronavirus was quick and efficient with the Business Continuity Plan invoked on March 10<sup>th</sup> 2020 and by March 24<sup>th</sup> 2020 client services were operated by staff and volunteers working from home. During the course of the following 2 years, we continued to offer advice to the district on the full breadth of clients' issues, flexing our working practices as government guidance changed. Client numbers dipped by only 12% during the year 2020- 2021 but in the current year exceeded 10,000, our highest ever. Training of existing staff and volunteers moved online and the new intakes of volunteers completed a full training cycle. Fundraising continued, securing project grants and ensuring we were able to apply for the Covid related funds made available to charities. Face-to-face sessions which were temporarily suspended, have now been reinstated, albeit with fewer sessions currently available.

## **OBJECTIVES AND ACTIVITIES**

### **Objectives and aims**

The charity is constituted as a company limited by guarantee, and is therefore governed by a memorandum and articles of association.

The charity's object and its principal activity continues to be to benefit the public by the provision of an information and advice service with the main outlet in St Albans and outreach provision in other venues within the district. The charity is organised so that the trustees meet regularly to provide effective governance, oversight and support in relation to the organisation's affairs. The Chief Executive manages the day-to-day operations of the charity. We are extremely grateful to the staff and its many volunteers for their contribution to the working of the charity.

## Report of the Trustees - continued for the Year Ended 31 March 2022

### Volunteers

The majority of our 95 volunteers continued to give their time generously by working from home during the Coronavirus pandemic. The value of volunteer time donated this year has been calculated as £875,157. The comprehensive, competence-based training represents a heavy investment of both the organisation's resources and the volunteers' time and energies. After initial training in theory, volunteers gain in knowledge and experience whilst they are serving clients, supported and supervised closely, until achieving their certificate of competence. They are supported via regular individual reviews and in their continuing professional development thereafter. The class of '22 joined in January and have trained in person.

### ACHIEVEMENT AND PERFORMANCE

#### Charitable activities

The trustees consider that the performance of the charity this year has been outstanding, particularly given the ongoing challenges presented by the Coronavirus restrictions. We recorded an excess of income over expenditure of £57,897 (2021 - £9,703). Demand for CASTAD's advice services continued during the pandemic and we have dealt with 10,065 clients (2021 - 8,171) covering over 21,866 different issues (2021 - 20,062). We have resumed some face-to-face service with clients but continue to offer other multiple channels for clients to access help remotely; Local phone appointments; emails; Adviceline, a collaborative venture between all Herts Cit A; self-help through the publicly available website at [www.citizensadvice.org](http://www.citizensadvice.org); and, Cit A Webchat. These multiple channels of access for clients assists us to serve a diverse group of clients ranging widely in age, ethnicity and disability as we strive to help all communities within the district with their varying needs. We wish to give thanks particularly to funders who helped us with the direct and indirect costs incurred in running the service from the homes of staff and volunteers and also to staff and volunteers who rose to the challenge. Grants from SACDC of £16,848 helped us to fund a new hybrid delivery model, resuming a face-to-face service whilst continuing to offer all other remote channels. We are also pleased to have taken the opportunity to participate in the Kickstart scheme to provide training and work experience to 3 young people.

Citizens Advice conducted research into the impact of advice using New Economy, an HM Treasury approved financial modelling tool, to place a value on the impact of our work. (*The Value of the Citizens Advice Service: Our Impact 2014/15 and Modelling the Value of the Citizens Advice Service Technical Annexe (2014)*. Available at: [www.neweconomymanchester.com](http://www.neweconomymanchester.com)). This analysis has shown that for every £1 invested in St Albans Citizens Advice in 2020/2021 we generate £6.78 in fiscal benefits (savings to government e.g., out of work welfare benefit payments); £43.41 in wider public benefits (e.g., the value of volunteer hours of service) and £19.61 in financial benefits to individuals (e.g., debts written off, consumer problems resolved, welfare benefits claimed). This compares extremely favourably with comparable national average impact figures of £1.94, £13.36 and £8.35.

The service is grateful for all of the grants and donations it received. Among others, we had continued support from St Albans City and District Council, Harpenden Town Council, Hertfordshire County Council, St Albans Diocese, Wheathampstead and Redbourn Parish Councils, Citizens Advice (for Energy Advice, Universal Credit Help to Claim, Webchat, Expanding Reach and Money Advice and Pension Service Trainee funding), Hertfordshire Community Foundation, St Albans Fund for the Future and Computer Wizard.

CASTAD would not function without the huge amount of time and effort given by many individuals. We would like to publicly thank them for their valuable contribution.

#### Fundraising activities

Fundraising activities on our behalf resulted in an income increase to £4,431 (2021 - £472). We will also benefit next year from an extensive range of fundraising undertaken during the year by Stort Valley Rotary Helping Herts. The trustees recognise the importance that fundraising brings to the organisation as a means not only of financial gain but of awareness of CASTAD's charitable status.

## **Report of the Trustees - continued for the Year Ended 31 March 2022**

### **FINANCIAL REVIEW**

The charity's income for core and project services increased to £543,319 from £415,910 in 2021.

The trustees are very appreciative that St Albans City and District Council continued their financial support, with the core grant and the money advice project funding. Additionally, during the year, we successfully applied for project funding from St Albans City and District Council for The Healthy Hub, Community Grant and both the renewal of the existing Homeless Caseworker alongside an additional worker increasing client days.

Hertfordshire County Council funded projects related to Crisis during the year and provided additional grants to help clients in particular need during the pandemic. We are also grateful to local county councillors for their support from Locality Budgets.

We are happy to have developed mutually beneficial relationships with other funders. Particularly with Hertfordshire Community Foundation, through whom we were granted; a 5<sup>th</sup> year Graham Rowlandson Foundation for Disability Benefits Advice of £98,720 covering sixteen months, which we delivered in partnership with five other Hertfordshire Citizen Advice Services; the continuation of the St Albans Fund for the Future; Employment advice; Support for the clinically vulnerable; Money Makes Sense; IT and Broadband costs.

Other funders include Post Code Lottery (tackling debt), Awards for All (young volunteers), Bedfordshire Community Fund Luton Airport near neighbours (training), Hertfordshire Protection Board (Sopwell community), the Department for Levelling Up (Hong Kong British Nationals), Pavver Trust and Blandford Trust.

#### **Reserves policy**

As the nature and diversity of our funding evolved the trustees have reviewed the reserves policy and continue to believe that we should aim to have reserves the equivalent to twenty weeks expenditure in unrestricted funds (38%). Trustees believe that this accurately reflects the elapsed time from application for funding to receipt of funding as our reliance on securing larger numbers of smaller value income streams has increased. At 31 March 2022 reserves represented 29% (2021 – 20%) of anticipated expenditure for the following year. At the year end, unrestricted reserves rose to £142,858 (2021 - £90,536), whilst this is below our policy, we have seen a significant year-on-year improvement. We have unrestricted cash at the end of the year of £225,003 equivalent to 46% (2021 48%) of anticipated expenditure. The difference between these two positions is our long-term liability to fund our pension deficit.

### **FUTURE DEVELOPMENTS**

Our key priority remains the provision of ongoing advice to the citizens of, or connected to, St Albans District. As detailed above we have been able to continue our service to the community during the Coronavirus lockdowns. The Strategy and Governance team as well as the trustee board will continue to examine external influences and their likely future impacts on the service. It will, examine the best way of reaching our clients, what impact of the Coronavirus and the increasing cost of living is having on the nature of client issues and client demographics. The Operations team will continue to consider how best to deliver a new blended service of both face-to-face services alongside all other channels in a manner which works for clients, staff and volunteers.

We are pleased that we have continued to recruit, train, support and value our volunteers and staff, albeit remotely, and this will be a key priority during the coming year. We also continue to focus on our attempts to bring in diverse project funding to ensure we continue to provide our services to the district, and proactively manage and forecast our cash and reserves. We look forward to what will be a challenging year but are confident we will continue to be successful.

## Report of the Trustees - continued for the Year Ended 31 March 2022

### STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of St Albans District Citizens Advice Bureau Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom 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 (2019 FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departure disclosed and explained in the financial statements; and,
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the 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.

### INDEPENDENT EXAMINERS

Following the Board's decision to take advantage of the audit exemptions made available to them in the Charities and Company Acts and to elect for an independent examination of the accounts rather than a full audit, the trustee board appointed Mercer & Hole to act as Independent Examiners. They were re-appointed as Independent Examiners at the last Annual General Meeting and will be proposed for re-appointment again at the 2022 Annual General Meeting.

### ON BEHALF OF THE BOARD:



A Campbell - Director and Chair of the Board of Trustees

27 September 2022

**Report of the Independent Examiner  
to the Members of St Albans District Citizens Advice Bureau Limited**

I report to the charity trustees on my examination of the financial statements of the company for the year ended 31 March 2022 which are set out on pages 1 to 19.

**Responsibilities and basis of report**

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

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

**Independent examiner's statement**


Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants of England and Wales, which is one of the listed bodies.

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

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

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

Signed:



Steve Robinson FCA  
Mercer & Hole Chartered Accountants  
Gloucester House  
72 London Road  
St. Albans  
AL1 1NS

27 September 2022

Date

**Statement of Financial Activities  
(including income and expenditure account)  
for the Year Ended 31 March 2022**

	Note	Unrestricted Funds £	Restricted Funds £	2022 Total Funds £	2021 Total Funds £
<b>INCOME</b>					
Income from charitable activities – grants	3	308,203	235,116	543,319	415,910
Donations and Legacies	4	14,729	-	14,729	4,715
Income from other activities – fundraising	5	4,431	-	4,431	472
Investment income	6	21	-	21	60
<b>Total Income</b>		<b>327,384</b>	<b>235,116</b>	<b>562,500</b>	<b>421,157</b>
<b>EXPENDITURE</b>					
Expenditure on charitable activities	7	272,826	231,777	504,603	411,454
<b>Total Expenditure</b>		<b>272,826</b>	<b>231,777</b>	<b>504,603</b>	<b>411,454</b>
<b>NET INCOME FOR THE YEAR</b>		<b>54,558</b>	<b>3,339</b>	<b>57,897</b>	<b>9,703</b>
<b>Funds Transfer</b>	16	(2,236)	2,236	-	-
<b>NET INCOME AND NET MOVEMENT IN FUNDS FOR THE YEAR</b>		<b>52,322</b>	<b>5,575</b>	<b>57,897</b>	<b>9,703</b>
<b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		<b>90,536</b>	<b>3,374</b>	<b>93,910</b>	<b>84,207</b>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>142,858</b>	<b>8,949</b>	<b>151,807</b>	<b>93,910</b>

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

All income and expenditure derive from continuing activities.

Separate funds split for the comparative are shown in note 17.

Citizens Advice St Albans District

**Balance Sheet  
At 31 March 2022**

	Note	Unrestricted Funds £	Restricted Funds £	2022 Total Funds £	2021 Total Funds £
<b>CURRENT ASSETS</b>					
Debtors	12	43,360	3,438	46,798	22,189
Cash at bank and in hand		<u>225,003</u>	<u>47,684</u>	<u>272,687</u>	<u>259,314</u>
		268,363	51,122	319,485	281,503
<b>CREDITORS</b>					
Amounts falling due within one year	13	(73,505)	(42,173)	(115,678)	(132,593)
<b>NET CURRENT ASSETS</b>		<u>194,858</u>	<u>8,949</u>	<u>203,807</u>	<u>148,910</u>
<b>PENSION LIABILITY</b>	14	(52,000)	(-)	(52,000)	(55,000)
<b>NET ASSETS</b>		<u>142,858</u>	<u>8,949</u>	<u>151,807</u>	<u>93,910</u>
<b>FUNDS OF THE CHARITY</b>	16				
Unrestricted Funds- General		142,858	-	142,858	86,536
Unrestricted Funds- Designated		-	-	-	4,000
Unrestricted Funds- Total		<u>142,858</u>	<u>-</u>	<u>142,858</u>	<u>90,536</u>
Restricted funds		-	8,949	8,949	3,374
<b>TOTAL CHARITY FUNDS</b>		<u>142,858</u>	<u>8,949</u>	<u>151,807</u>	<u>93,910</u>

For the financial year ending on 31 March 2022 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies. No members have required the company to obtain an audit of its financial statements for the year in question in accordance with section 476 of the Companies Act 2006.

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

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with the Financial Reporting Standard (FRS 102).

The financial statements were approved by the Board of Trustees on 27 September 2022 and were signed on its behalf by:

*Alex Campbell*

A Campbell - Director and Chair of the Board of Trustees  
Company number: 2969165 (England and Wales)



## Notes to the Financial Statements for the Year Ended 31 March 2022

### 1. ACCOUNTING POLICIES

#### Base of preparation note

The financial statements have been prepared in accordance with 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) (issued in October 2019) - (Charities SORP (FRS 102)), and the requirements of the Companies Act 2006. The financial statements have been rounded to the nearest £.

Citizens Advice St Albans District meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

#### Going Concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, the trustees continue to adopt the going concern basis of accounting in preparing the financial statements. The charity continues to operate in an environment of uncertainty associated with the current economic climate. The trustees and management are continuously monitoring the situation and are confident that they have the resources to deal with the changing circumstances for the foreseeable future.

#### Income

All income is included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

#### Grants and Donations

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably. Grants and Donations are recognised when the Trust has been notified in writing both of the amount and settlement date. In the event that a grant or donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period. Legacy gifts are recognised on a case by case basis following the granting of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity.

#### Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

#### Expenditure

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.

#### Allocation and apportionment of costs

Costs are allocated to the fund to which they relate. Where the costs relate to one or more fund they have been apportioned on the basis to best reflect the funds concerned.

#### Operating Leases

The charity classifies the lease of printing equipment as operating leases; the title to the equipment remains with the lessor and the equipment is replaced every 5 years whilst the economic life of such equipment is normally 10 years. Rental charges are charged on a straight line basis over the term of the lease.



## Notes to the Financial Statements for the Year Ended 31 March 2022

### 1. ACCOUNTING POLICIES (continued)

#### **Taxation**

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

#### **Fund accounting**

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

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor 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 financial statements.

#### **Pension costs and other post-retirement benefits**

The charity ceased to participate in a group defined benefits pension scheme providing benefits based on final pensionable pay on the retirement of the last member during the year to 31 March 2012. The assets of that scheme are held separately from those of the charity. Full provision for pension deficit liability on a cessation basis has been provided for and payments made to the scheme are used to reduce that liability.

The charity operates a Group Pension Plan. Contributions are charged in the year in which they are payable.

#### **Irrecoverable VAT**

Expenditure is shown in the Financial Statements inclusive of the associated VAT.

#### **Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid after taking account of any trade discounts due.

#### **Creditors and provisions**

Creditors and provisions are recognised where the company has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

#### **Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

### 2. LEGAL STATUS OF THE COMPANY

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

## Notes to the Financial Statements for the Year Ended 31 March 2022

### 3. INCOME FROM CHARITABLE ACTIVITIES – GRANTS

	Unrestricted Funds £	Restricted Funds £	2022 Total Funds £	2021 Total Funds £
Grants	308,203	235,116	543,319	415,910
Other receipts	-	-	-	-
	<u>308,203</u>	<u>235,116</u>	<u>543,319</u>	<u>415,910</u>

Grant income in the current year includes £53,333 received on behalf of five other Citizens Advice services with respect to the Graham Rowlandson Disability project and £12,020 on behalf of one LCA and The Living room with respect to the Money Makes Sense Project (2021 - £25,000, five other Services). This amount has also been included in charitable expenditure.

### 4. DONATIONS AND LEGACIES

	2022 £	2021 £
Donations	14,729	4,715

Included in donations is £900 from Cathedral & Abbey Church of St Albans, £1,000 from Arnold Clark, £5,000 from ING, £500 Parish of Harpenden St Nicholas Church, £1,000 from Tesco Groundworks UK and a generous private donation (2021- £1,000 from Cathedral & Abbey Church of St Albans, £1,000 from the High Sheriff, £500 from Tesco Groundworks UK, and £300 from Mair Adams).

### 5. INCOME FROM OTHER ACTIVITIES

	2022 £	2021 £
Fundraising events	4,431	472

This income relates to events carried out during the Mayoral year of Councillor J Smith who selected us as a beneficial charity. Last year we were unable to undertake our usual fundraising activities as a result of the restrictions in place to reduce the spread of Coronavirus. We hope to resume these when circumstances permit.

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2022**

**6. INVESTMENT INCOME**

	2022 £	2021 £
U K Bank interest receivable	21	60
	<u>          </u>	<u>          </u>

**7. EXPENDITURE ON CHARITABLE ACTIVITIES**

	Unrestricted Funds £	Restricted Funds £	2022 Total Funds £	2021 Total Funds £
Management	271,000	231,507	502,507	409,755
Finance	96	-	96	69
Governance costs	1,730	270	2,000	1,630
	<u>272,826</u>	<u>231,777</u>	<u>504,603</u>	<u>411,454</u>

**8. NET INCOME/(EXPENDITURE) FOR THE YEAR**

This is stated after charging/(crediting):

	2022 £	2021 £
Independent Examination fee	2,000	1,630
Operating lease charges - property	-	11,737
Operating lease income - property	-	(11,737)
Operating Lease charges – equipment	400	400
	<u>          </u>	<u>          </u>

**9. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

**Trustees' Expenses**

No Trustees' expenses were paid for the year ended 31 March 2022 (2021 - £15 trustee cost recovery claim).

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2022**

**10. STAFF COSTS**

	2022 £	2021 £
Wages and salaries	352,531	312,571
Social security costs	18,001	13,893
Pension costs	<u>15,135</u>	<u>12,917</u>
	<u>385,667</u>	<u>339,381</u>

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

	2022	2021
Administration (full time equivalent)	<u>13</u>	<u>11</u>

No employees had emoluments in excess of £60,000 (2021: nil).

The key management personnel of CASTAD, comprise the Trustees and the Chief Executive Officer. The total employee benefits of the key management personnel of the charity were £49,588 (2021 - £48,114). Trustees received no remuneration (2021 - nil).

**11. PENSION COSTS**

CASTAD operates a Group Personal Pension Plan and it had sixteen active members, three inactive members and 2 claimants at the year ended 31 March 2022 (2021 – fifteen, two and two respectively). The associated pension charge for the year was £15,135 (2021 - £12,917).

In addition to the pension charge above is £3,000 (2021 – £3,000) paid into Hertfordshire County Council Pension Scheme to reduce the fund deficit in that scheme attributable to CASTAD members.

The Hertfordshire County Council Pension Scheme is a multi-employer defined benefit scheme. CASTAD no longer has any employees who are contributing members to the Scheme, but has three pensioners in the scheme. In 2017 the actuary of the Hertfordshire County Council Pension Scheme completed a triennial valuation of the Scheme as of 31 March 2016. The valuation showed that CASTAD's deficit was £71,000 on a cessation basis, with a funding level of 71% at 31 March 2016. It was agreed between the trustees and the Hertfordshire County Council Pension Scheme that an annual deficit contribution would be made based on ability to pay which was expected would be at least £2,000, with trustees assessing their ability to pay more in the latter part of each financial year. In each of the last four years a voluntary additional £1,000 was paid into the scheme and it is our intention to continue to do so until a legal repayment plan is in place. The deficit now stands at £52,000 (2021- £55,000).

**12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	Unrestricted Funds	Restricted Funds	2022 Total Funds	2021 Total Funds
	£	£	£	£
Other Debtors	<u>43,360</u>	<u>3,438</u>	<u>46,798</u>	<u>22,189</u>

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2022**

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

	Unrestricted Funds	Restricted Funds	2022 Total Funds	2021 Total Funds
	£	£	£	£
Creditors	783	8,334	9,117	38,034
Accruals	34,664	-	34,664	37,246
Deferred Income	<u>38,058</u>	<u>33,839</u>	<u>71,897</u>	<u>57,313</u>
	<u>73,505</u>	<u>42,173</u>	<u>115,678</u>	<u>132,593</u>

**14. PENSION LIABILITY**

	Unrestricted Funds	Restricted Funds	2022 Total Funds	2021 Total Funds
	£	£	£	£
Pension Deficit	<u>52,000</u>	-	<u>52,000</u>	<u>55,000</u>
	<u>52,000</u>	-	<u>52,000</u>	<u>55,000</u>

The Pension Liability relates to Hertfordshire County Council Pension Scheme which is a multi-employer defined benefit scheme. CASTAD has three pensioners in the scheme but no longer has any employees who are contributing members to the Scheme. In 2017 the actuary of the Hertfordshire County Council Pension Scheme completed a triennial valuation of the Scheme as of 31 March 2016. The valuation showed that CASTAD's deficit was £71,000 on a cessation basis, with a funding level of 71% at 31 March 2016. The deficit now stands at £52,000 (2021- £55,000) as a result of payments made in the intervening years to HCC Pension Scheme.

**15. OPERATING LEASE COMMITMENTS****LESSEE**

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

	2022 £	2021 £
Within one year	400	400
Between two and five years	533	933
	<u>933</u>	<u>1,333</u>

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2022**

**16. MOVEMENT IN FUNDS**

	At 01.04.21	Net movement in funds	At 31.03.22
	£	£	£
<b>Unrestricted Funds</b>			
General Fund	86,536	56,322	142,858
Designated Fund-IT	4,000	(4,000)	-
<b>Total Unrestricted Funds</b>	<b>90,536</b>	<b>52,322</b>	<b>142,858</b>
<b>Restricted Funds</b>			
BEIS CitA – Adviceline/Webchat	(3,400)	3,400	-
BEIS Cit A – MAPS Trainee	1,949	1,606	3,555
BEIS Cit A – New Ways	261	(261)	-
SACDC – Housing Caseworker 1	(917)	797	(120)
SACDC – Housing Caseworker 2	-	770	770
HCF – Rowlandson	(27)	583	556
HCF – Employment	(285)	945	660
BCF (Luton Airport) – Training	-	1,673	1,673
Energy Advice Programme	3,543	(3,543)	-
Best Energy Savings Network (BESN)	2,250	(2,250)	-
Hong Kong British Nationals	-	1,855	1,855
<b>Restricted Funds</b>	<b>3,374</b>	<b>5,575</b>	<b>8,949</b>
<b>TOTAL CHARITY FUNDS</b>	<b>93,910</b>	<b>57,897</b>	<b>151,807</b>

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

	2022 Income	2022 Expenditure	2022 Transfers	2022 Net Movement in funds
	£	£	£	£
<b>Unrestricted Funds</b>				
General Fund	327,384	(272,826)	1,764	56,322
Designated Fund-IT	-	-	(4,000)	(4,000)
<b>Total Unrestricted Funds</b>	<b>327,384</b>	<b>(272,826)</b>	<b>(2,236)</b>	<b>52,322</b>
<b>Restricted Funds</b>				
Cit A – Universal Credit Help to Claim	26,328	(30,155)	3,827	-
BEIS Cit A – Adviceline/Webchat	11,472	(13,797)	5,725	3,400
BEIS Cit A – MAPS trainee	40,339	(36,784)	(1,949)	1,606
BEIS Cit A – New Ways	8,332	(8,673)	80	(261)
SACDC – Housing Caseworker 1	29,502	(28,899)	194	797
SACDC – Housing Caseworker 2	10,545	(9,775)	-	770
HCF – Rowlandson	77,333	(76,778)	28	583
HCF – IT funding	4,610	(4,734)	124	-
HCF – Broadband	1,980	(1,980)	-	-
HCF – Employment	9,295	(8,350)	-	945
BCF (Luton Airport) – Training	5,000	(3,327)	-	1,673
Energy Advice Programme	-	-	(3,543)	(3,543)
Best Energy Savings Network (BESN)	-	-	(2,250)	(2,250)
Hong Kong British Nationals	10,380	(8,525)	-	1,855
<b>Total Restricted Funds</b>	<b>235,116</b>	<b>(231,777)</b>	<b>2,236</b>	<b>5,575</b>
<b>TOTAL CHARITY FUNDS</b>	<b>562,500</b>	<b>(504,603)</b>	<b>-</b>	<b>57,897</b>

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2022**

**16. MOVEMENT IN FUNDS (continued)**

The Designated Funds represent monies the Trustees have agreed to set aside. In March 2020 an amount of £4,000 was set aside to upgrade the broadband connection into the Service, arrangements for this are now in place. The Trustees authorised transfers between the general fund and designated fund for these purposes. The Restricted Funds detailed above are grants received under specific, restrictive terms which may require repayment if the grant is not spent or service targets are not met. The Housing Caseworker 1, HCF Broadband, Cit A Money Advice and Pensions (MAPS) trainee and Hong Kong British Nationals (HKBN) grants all span the fiscal years 2021/22 and 2022/23. All other projects were completed within this fiscal year.

**17. MOVEMENT IN FUNDS - COMPARATIVE FUNDS**

	At 01.04.20	Net movement in funds	At 31.03.21
	£	£	£
<b>Unrestricted Funds</b>			
General Fund	65,591	20,945	86,536
Designated Fund-IT	<u>17,638</u>	<u>(13,638)</u>	<u>4,000</u>
<b>Total Unrestricted Funds</b>	<b>83,229</b>	<b>7,307</b>	<b>90,536</b>
<b>Restricted Funds</b>			
BEIS CitA – Adviceline/Webchat	-	(3,400)	(3,400)
BEIS Cit A – MAPS Trainee	-	1,949	1,949
BEIS Cit A – New Ways	-	261	261
SACDC – Housing Caseworker	-	(917)	(917)
HCF – Rowlandson	-	(27)	(27)
HCF – Covid WFH funding	-	-	-
HCF – Employment	-	(285)	(285)
BCF (Luton Airport) – Training	422	(422)	-
Energy Advice Programme	-	3,543	3,543
Best Energy Savings Network (BESN)	<u>556</u>	<u>1,694</u>	<u>2,250</u>
<b>Restricted Funds</b>	<b>978</b>	<b>2,396</b>	<b>3,374</b>
<b>TOTAL CHARITY FUNDS</b>	<b>84,207</b>	<b>9,703</b>	<b>93,910</b>

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2022**

**17. MOVEMENT IN FUNDS - COMPARATIVE FUNDS (continued)**

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

	2021 Income	2021 Expenditure	2021 Transfers	2021 Net Movement in funds
	£	£	£	£
<b>Unrestricted Funds</b>				
General Fund	237,290	(233,407)	17,062	20,945
Designated Fund-IT	-	-	(13,638)	(13,638)
<b>Total Unrestricted Funds</b>	<b>237,290</b>	<b>(233,407)</b>	<b>3,424</b>	<b>7,307</b>
<b>Restricted Funds</b>				
Cit A – Universal Credit Help to Claim	26,493	(29,254)	2,761	-
BEIS Cit A – Expand Capacity	12,925	(12,468)	(457)	-
BEIS Cit A – Adviceline/Webchat	5,728	(9,128)	-	(3,400)
BEIS Cit A – MAPS trainee	17,041	(15,092)	-	1,949
BEIS Cit A - New Ways	16,668	(16,407)	-	261
SACDC – Housing Caseworker	28,646	(29,478)	(85)	(917)
HCF – Rowlandson	51,541	(46,946)	(4,622)	(27)
HCF – Covid WFH funding	4,720	(4,677)	(43)	-
HCF - Employment	4,675	(4,960)	-	(285)
BCF (Luton Airport) - Training	-	-	(422)	(422)
Energy Advice Programme	9,930	(6,387)	-	3,543
Best Energy Savings Network (BESN)	5,500	(3,250)	(556)	1,694
<b>Total Restricted Funds</b>	<b>183,867</b>	<b>(178,047)</b>	<b>(3,424)</b>	<b>2,396</b>
<b>TOTAL CHARITY FUNDS</b>	<b>421,157</b>	<b>(411,454)</b>	<b>-</b>	<b>9,703</b>

The Designated Funds represent monies the Trustees have agreed to set aside to upgrade the broadband connection into the Service in March 2019. The Trustees authorised transfers between the general fund and designated fund for these purposes. The Restricted Funds detailed above are grants received under specific, restrictive terms which may require repayment if the grant is not spent or service targets are not met. The BEIS CitA Adviceline, MAPS and New Ways grants, the Housing Caseworker, Rowlandson and HCF Employment grants all span the fiscal years 2020/21 and 2021/22. The Help to Claim, BEIS Cit A Expand Capacity, HCF Covid, EAP and BESN were completed within this fiscal year. BCF (Luton Airport) was completed in 2019/20.



**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2022**

**17. MOVEMENT IN FUNDS - COMPARATIVE FUNDS (continued)**

	Note	Unrestricted funds £	2021 Restricted Funds £	Total Funds £
<b>INCOME</b>				
Income from charitable activities – grants	3	232,043	183,867	415,910
Donations and legacies	4	4,715	-	4,715
Income from other trading activities- fundraising	5	472	-	472
Investment income	6	60	-	60
<b>Total income</b>		<b>237,290</b>	<b>183,867</b>	<b>421,157</b>
<b>EXPENDITURE</b>				
Expenditure on charitable activities	7	233,407	178,047	411,454
<b>Total expenditure</b>		<b>233,407</b>	<b>178,047</b>	<b>411,454</b>
<b>NET INCOME FOR THE YEAR</b>		<b>3,883</b>	<b>5,820</b>	<b>9,703</b>
<b>Funds Transfer</b>		<b>3,424</b>	<b>(3,424)</b>	<b>-</b>
<b>NET INCOME AND NET MOVEMENT IN FUNDS FOR THE YEAR</b>		<b>7,307</b>	<b>2,396</b>	<b>9,703</b>
<b>RECONCILIATION OF FUNDS</b>				
Total funds brought forward		83,229	978	84,207
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>90,536</b>	<b>3,374</b>	<b>93,910</b>

**18. RELATED PARTY TRANSACTIONS**

There were no related party transactions, as defined by FRS 102, in the year (2021- nil).

There were payments made by CASTAD to the National Association of Citizens Advice Bureau (CitA) and funding was secured from CitA, St Albans City and District Council, Hertfordshire County Council and Local Parish Councils. None of these bodies appoint trustees to the board.

**Detailed Statement of Financial Activities  
for the Year Ended 31 March 2022**

	2022 £	2021 £
<b>INCOME</b>		
<b>Income from charitable activities</b>		
Donations	14,729	4,715
Grants	<u>543,319</u>	<u>415,910</u>
	558,048	420,625
<b>Income from other activities</b>		
Fundraising events	4,431	472
<b>Investment income</b>		
U K Bank interest receivable	<u>21</u>	<u>60</u>
<b>Total income</b>	562,500	421,157
<b>EXPENDITURE</b>		
<b>Expenditure on charitable activities</b>		
<b>Governance costs</b>		
Independent Examination fee	2,000	1,630
Other costs	<u>-</u>	<u>-</u>
	2,000	1,630
<b>Support costs</b>		
<b>Management</b>		
Wages	352,531	312,571
Social security	18,001	13,893
Pensions	15,135	12,917
Life assurance	1,773	553
Telephone and Broadband	5,864	4,137
Postage, stationery and copying	3,114	1,778
Sundries	3,193	1,841
Staff and volunteer expenses	6,208	4,728
Office equipment	1,546	1,235
Information services (incl. research into new funding opportunities 2022)	8,989	3,988
Payroll services (incl. one off set up of life assurance 2021)	2,000	4,502
Training	2,475	2,920
IT (incl. enabling working from home)	13,494	18,023
Insurance	<u>2,831</u>	<u>1,669</u>
	437,154	384,755
 Partner Payments	 <u>65,353</u>	 <u>25,000</u>
	502,507	409,755
<b>Finance</b>		
Bank charges	<u>96</u>	<u>69</u>
<b>Total expenditure</b>	504,603	411,454
 <b>Net income</b>	 <u><u>57,897</u></u>	 <u><u>9,703</u></u>