

**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 2023**

**Contents of the Financial Statements  
for the Year Ended 31 March 2023**

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**Report of the Trustees  
for the Year Ended 31 March 2023**

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 2023. 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	
J Burley	
A Campbell	(Chair)
G J Cominos	
C Phillips	(Treasurer)
R Solomon	
J Van Schie	
S Yexley	
A Zaman	

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

Councillor Sinead Howland.

**Company Secretary**

J Burley

**Independent Examiner**

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

## Report of the Trustees - continued for the Year Ended 31 March 2023

### 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 Bemeye	
P Brewster	(Resigned 16/08/2022)
J Burley	
S Caldwell	( Resigned 16/05/2023)
A Campbell	(Chair)
G J Comminos	(Treasurer until 28/02/2023)
D Dimov	(Resigned 2/12/2022)
C Phillips	(Treasurer from 28/02/2023)
R Solomon	
J Van Schie	
S Yexley	
A Zaman	(Appointed 28/02/2023)

#### 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 2023**

### **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 sends a representative to observe at Board meetings. None of our funders have sought membership of the company or to nominate a Trustee 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 appropriate insurance cover for key risks.

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 and more recently as we conducted a successful disaster recovery exercise.

#### **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. We are in the process of working towards Cyber Essentials standard.

#### **Response to Coronavirus**

We have used our experience during the pandemic, where we continued to serve our clients, develop existing staff and recruit and train new volunteers, to shape our future services. We have continued to offer email, phone and webchat services whilst adding back face to face services, providing a hybrid model of service.

## **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 2023

### Volunteers

Our 91 volunteers continue to give their time generously and now work both from home and/or in the office as we have evolved a hybrid service delivery model. The value of volunteer time donated this year has been calculated as £890,556. 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 '23 who started their training in January expect to join the rota in early May, whilst some of the class of '22 have now progressed to complete their advisor training.

### Staff

The charity's 27 staff perform a vital role in managing and supporting the charity effectively. Mindful of the significant rise in inflation, an additional pay increase was awarded. We continue to assess our reward framework to ensure effective recruitment and retention.

For staff, volunteers and trustees we continue to promote and develop our organisational values that were developed through workshops and consultation.

## ACHIEVEMENT AND PERFORMANCE

### Charitable activities

The trustees consider that the performance of the charity this year has continued to be strong, particularly given the pressure on costs and funding presented by the increased cost of living. We recorded an excess of income over expenditure of £31,316 (2022 - £57,897). Demand for CASTAD's advice services continues to be high and we have dealt with 9,922 clients (2022 - 10,065) covering over 22,285 different issues (2022 - 21,866). 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 websites at [www.citizensadvice.org](http://www.citizensadvice.org) with extensive details of local support on [www.citizensadvicestaibans.org](http://www.citizensadvicestaibans.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. To that end we have been able to serve those new to our community with grants to provide advice to Hong Kong British Nationals in the District and have received new funding to support Ukrainians living in the district.

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 Annex (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 2021/2022 we generate £7.40 in fiscal benefits (savings to government e.g., reducing pressure on public services); £44.86 in wider public benefits (e.g., the improved participation and productivity of those we help) and £17.95 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 £2.20, £14 and £7.90.

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, Redbourn and London Colney Parish Councils, Citizens Advice (for Energy Advice, 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.

## **Report of the Trustees - continued for the Year Ended 31 March 2023**

### **Fundraising activities**

Fundraising activities on our behalf resulted in an income decrease to £1,095 (2022 - £4,431). 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. This year we were particularly pleased to have been selected by the Abbey Theatre to share the proceeds from a charity performance of The Incident Room with another local charity, Youth Talk.

### **FINANCIAL REVIEW**

The charity's income for core and project services increased to £559,491 from £543,319 in 2022.

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, Building Community Wealth and the renewal of the Homelessness Prevention Caseworkers.

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

Citizens Advice nationally have facilitated grant funding for Energy advice projects and training for a Money Advice and Pensions Service Trainee.

We are happy to have developed mutually beneficial relationships with other funders. Particularly with Hertfordshire Community Foundation, through whom we were granted; a 6<sup>th</sup> year Graham Rowlandson Foundation for Disability Benefits Advice of £75,396, which we delivered in partnership with five other Hertfordshire Citizen Advice Services; the continuation of the St Albans Fund for the Future; Employment advice; Personal Safety Training for the team; P&CC Scams Awareness and Broadband costs. We are particularly pleased to be funded for the first time in a mutually beneficial project for 2 years with the Trussell Trust to provide advice to their clients at their Food Banks in the district.

Other funders include Post Code Lottery (tackling debt), Awards for All (young volunteers), Access to Justice, the Department for Levelling Up (Hong Kong British Nationals), Money Saving Expert Trust (Redundancy advice) and Pavyer 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 2023 reserves represented 32% (2022 – 29%) of anticipated expenditure for the following year. At the year end, unrestricted reserves rose to £171,344 (2022 - £142,858), whilst this is below our policy, we have again seen a significant year-on-year improvement. We have unrestricted cash at the end of the year of £265,024 equivalent 50% (2022 46%) 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 advice to the citizens of, or connected to, St Albans District. We continue to monitor the challenges facing clients, particularly with reference to the cost of living and how we can best serve their needs.

Our three main priorities for the coming year aimed at achieving that are: ensuring we have a strong and sustainable team; adjusting the balance of our resources between delivering in person and via phone and other remote channels; and improving our partnerships and collaborative working. To that end we are upgrading our volunteer recruitment processes and marketing the benefits of volunteering more vigorously –

## Report of the Trustees - continued for the Year Ended 31 March 2023

### FUTURE DEVELOPMENTS (continued)

have a look at our website new volunteer pages. We have a new trainee in place and are ensuring we have more than one expert skilled in specialist advice areas. A research project is currently underway to examine how our clients experience our services with the view to using the findings to determine an optimal blend of face-to-face services alongside other channels.

We recognise the importance of diverse and regular funding to achieve our aims and we will continue to seek new funding opportunities in addition to maintaining excellent relations with existing funders. We consider our 87% success rate (by value) when bidding for new grants stands us in good stead as we look forward to what will be a challenging year.

### 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 LLP 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 2023 Annual General Meeting.

### ON BEHALF OF THE BOARD:



A Campbell - Director and Chair of the Board of Trustees

26 September 2023



## Independent Examiner's Report to the Trustees of St Albans District Citizens Advice Bureau Limited

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2023 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 accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

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

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

Signed:



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

Date 26 September 2023

**Statement of Financial Activities  
(including income and expenditure account)  
for the Year Ended 31 March 2023**

	Note	Unrestricted Funds £	Restricted Funds £	2023 Total Funds £	2022 Total Funds £
<b>INCOME</b>					
Income from charitable activities – grants	3	357,503	201,988	559,491	543,319
Donations and Legacies	4	11,163	-	11,163	14,729
Income from other activities – fundraising	5	1,095	-	1,095	4,431
Investment income	6	1,326	-	1,326	21
		<hr/>	<hr/>	<hr/>	<hr/>
<b>Total Income</b>		371,087	201,988	573,075	562,500
<b>EXPENDITURE</b>					
Expenditure on charitable activities	7	349,714	192,045	541,759	504,603
		<hr/>	<hr/>	<hr/>	<hr/>
<b>Total Expenditure</b>		349,714	192,045	541,759	504,603
		<hr/>	<hr/>	<hr/>	<hr/>
<b>NET INCOME FOR THE YEAR</b>		<b>21,373</b>	<b>9,943</b>	<b>31,316</b>	<b>57,897</b>
<b>Funds Transfer</b>	16	7,113	(7,113)	-	-
		<hr/>	<hr/>	<hr/>	<hr/>
<b>NET INCOME AND NET MOVEMENT IN FUNDS FOR THE YEAR</b>		<b>28,486</b>	<b>2,830</b>	<b>31,316</b>	<b>57,897</b>
<b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		142,858	8,949	151,807	93,910
		<hr/>	<hr/>	<hr/>	<hr/>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>171,344</b>	<b>11,779</b>	<b>183,123</b>	<b>151,807</b>
		<hr/>	<hr/>	<hr/>	<hr/>

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.

**Balance Sheet**  
**At 31 March 2023**

	Note	Unrestricted Funds £	Restricted Funds £	2023 Total Funds £	2022 Total Funds £
<b>CURRENT ASSETS</b>					
Debtors	12	20,769	600	21,369	46,798
Cash at bank and in hand		<u>265,024</u>	<u>25,490</u>	<u>290,514</u>	<u>272,687</u>
		285,793	26,090	311,883	319,485
<b>CREDITORS</b>					
Amounts falling due within one year	13	(68,449)	(14,311)	(82,760)	(115,678)
<b>NET CURRENT ASSETS</b>		<u>217,344</u>	<u>11,779</u>	<u>229,123</u>	<u>203,807</u>
<b>PENSION LIABILITY</b>	14	(46,000)	(-)	(46,000)	(52,000)
<b>NET ASSETS</b>		<u>171,344</u>	<u>11,779</u>	<u>183,123</u>	<u>151,807</u>
<b>FUNDS OF THE CHARITY</b>					
Unrestricted Funds- General	16	171,344	-	171,344	142,858
Unrestricted Funds- Designated		-	-	-	-
Unrestricted Funds- Total		<u>171,344</u>	<u>-</u>	<u>171,344</u>	<u>142,858</u>
Restricted funds		-	11,779	11,779	8,949
<b>TOTAL CHARITY FUNDS</b>		<u>171,344</u>	<u>11,779</u>	<u>183,123</u>	<u>151,807</u>

For the financial year ending on 31 March 2023 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 ~~26 September~~ 2023 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 2023

### 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 2023

### 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 2023**

**3. INCOME FROM CHARITABLE ACTIVITIES – GRANTS**

	Unrestricted Funds £	Restricted Funds £	2023 Total Funds £	2022 Total Funds £
Grants	357,503	201,988	559,491	543,319
Other receipts	-	-	-	-
	<u>357,503</u>	<u>201,988</u>	<u>559,491</u>	<u>543,319</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 (2022 - £65,353, £53,333 other LCAs from Graham Rowlandson and £12,020 on behalf of one other service and The Living Room with respect to the Money Makes Sense Project). This amount has also been included in charitable expenditure.

**4. DONATIONS AND LEGACIES**

	2023 £	2022 £
Donations	11,163	14,729

Included in donations is £1,000 from Cathedral & Abbey Church of St Albans, £1,000 from Arnold Clark, £500 from Tesco Groundworks UK and generous private donations (2022- £5,000 from ING, £900 from Cathedral & Abbey Church of St Albans, £1,000 from Arnold Clark, £1,000 from Tesco Groundworks UK, and £500 Parish of Harpenden St Nicolas Church).

**5. INCOME FROM OTHER ACTIVITIES**

	2023 £	2022 £
Fundraising events	1,095	4,431

This income mostly relates to a theatre event held at the Abbey Theatre. (2022 - CASTAD share of the Mayoral year of Councillor J Smith).

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2023**

**6. INVESTMENT INCOME**

	2023 £	2022 £
U K Bank interest receivable	1,326	21
	<u>          </u>	<u>          </u>

**7. EXPENDITURE ON CHARITABLE ACTIVITIES**

	Unrestricted Funds £	Restricted Funds £	2023 Total Funds £	2022 Total Funds £
Management	347,969	190,653	538,622	502,507
Finance	77	-	77	96
Governance costs	1,668	1,392	3,060	2,000
	<u>349,714</u>	<u>192,045</u>	<u>541,759</u>	<u>504,603</u>

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

This is stated after charging/(crediting):

	2023 £	2022 £
Independent Examination fee	3,060	2,000
Operating lease charges - property	-	-
Operating lease income - property	-	-
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 2023 nor for the year ended 31 March 2022.

**Trustees' Expenses**

No Trustees' expenses were paid for the year ended 31 March 2023 (2022 - £0).

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2023**

**10. STAFF COSTS**

	2023 £	2022 £
Wages and salaries	394,751	352,531
Social security costs	19,146	18,001
Pension costs	<u>18,825</u>	<u>15,135</u>
	<u>432,722</u>	<u>385,667</u>

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

	2023	2022
Administration (full time equivalent)	<u>13</u>	<u>13</u>

No employees had emoluments in excess of £60,000 (2022: 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 £51,117 (2022 - £49,588). Trustees received no remuneration (2022 - nil).

**11. PENSION COSTS**

CASTAD operates a Group Personal Pension Plan and it had sixteen active members, at the year ended 31 March 2023 (2022 – sixteen, three and two respectively). The associated pension charge for the year was £12,825 (2022 - £15,135).

In addition to the pension charge above is £6,000 (2022 – £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. An agreement is in place between the trustees and the Hertfordshire County Council Pension Scheme that an annual deficit contribution would be accelerated to £6,000 annually compared to £3,000 per annum in recent years. The deficit now stands at £46,000 (2022- £52,000).

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

	Unrestricted Funds	Restricted Funds	2023 Total Funds	2022 Total Funds
	£	£	£	£
Other Debtors	<u>20,769</u>	<u>600</u>	<u>21,369</u>	<u>46,798</u>



**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2023**

13.

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

	Unrestricted Funds	Restricted Funds	2023 Total Funds	2022 Total Funds
	£	£	£	£
Creditors	4,476	5,000	9,476	9,117
Accruals	37,979	-	37,979	34,664
Deferred Income	<u>25,994</u>	<u>9,311</u>	<u>35,305</u>	<u>71,897</u>
	<u>68,449</u>	<u>14,311</u>	<u>82,760</u>	<u>115,678</u>

14. **PENSION LIABILITY**

	Unrestricted Funds	Restricted Funds	2023 Total Funds	2022 Total Funds
	£	£	£	£
Pension Deficit	<u>46,000</u>	-	<u>46,000</u>	<u>52,000</u>
	<u>46,000</u>	-	<u>46,000</u>	<u>52,000</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 £46,000 (2022- £52,000) 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:

	2023 £	2022 £
Within one year	400	400
Between two and five years	133	533
	<u>533</u>	<u>933</u>

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2023**

**16. MOVEMENT IN FUNDS**

	At 01.04.22	Net movement in funds	At 31.03.23
	£	£	£
<b>Unrestricted Funds</b>			
General Fund	142,858	28,486	171,344
<b>Total Unrestricted Funds</b>	<b>142,858</b>	<b>28,486</b>	<b>171,344</b>
<b>Restricted Funds</b>			
BEIS Cit A – MAPS Trainee	3,555	1,572	5,127
SACDC – Housing Caseworker 1	(120)	2,854	2,734
SACDC – Housing Caseworker 2	770	2,144	2,914
HCF – Rowlandson	556	203	759
HCF – Workforce Development	-	20	20
HCF – Employment	660	(903)	(243)
BCF (Luton Airport) – Training	1,673	(1,673)	-
HCF -PC&C Scams	-	468	468
Hong Kong British Nationals	1,855	(1,855)	-
<b>Restricted Funds</b>	<b>8,949</b>	<b>2,830</b>	<b>11,779</b>
<b>TOTAL CHARITY FUNDS</b>	<b>151,807</b>	<b>31,316</b>	<b>183,123</b>

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

	2023 Income	2023 Expenditure	2023 Transfers	2023 Net Movement in funds
	£	£	£	£
<b>Unrestricted Funds</b>				
General Fund	371,087	(349,714)	7,113	28,486
<b>Total Unrestricted Funds</b>	<b>371,087</b>	<b>(349,714)</b>	<b>7,113</b>	<b>28,486</b>
<b>Restricted Funds</b>				
BEIS Cit A - MAPS trainee	29,492	(24,365)	(3,555)	1,572
SACDC – Housing Caseworker 1	30,120	(27,386)	120	2,854
SACDC – Housing Caseworker 2	22,493	(19,579)	(770)	2,144
HCF – Rowlandson	78,730	(77,970)	(557)	203
HCF – Workplace Development	2,000	(1,980)	-	20
HCF – Broadband	1,980	(1,980)	-	-
HCF – Employment	825	(1,068)	(660)	(903)
BCF (Luton Airport) - Training			(1,673)	(1,673)
HCF P&CC Scams	5,000	(4,532)	-	468
Hong Kong British Nationals	31,348	(33,185)	(18)	(1,855)
<b>Total Restricted Funds</b>	<b>201,988</b>	<b>(192,045)</b>	<b>(7,113)</b>	<b>2,830</b>
<b>TOTAL CHARITY FUNDS</b>	<b>573,075</b>	<b>(541,759)</b>	<b>-</b>	<b>31,316</b>

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 grants and HCF Employment grants span the fiscal years 2022/23 and 2023/24. All other projects were completed within this fiscal year.

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2023**

**17. MOVEMENT IN FUNDS - COMPARATIVE 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	<u>4,000</u>	<u>(4,000)</u>	<u>-</u>
<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	(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	=	<u>1,855</u>	<u>1,855</u>
<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 2023**

**17. MOVEMENT IN FUNDS - COMPARATIVE 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.

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

**18. RELATED PARTY TRANSACTIONS**

There were no related party transactions, as defined by FRS 102, in the year (2022- 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 2023**

	2023 £	2022 £
<b>INCOME</b>		
<b>Income from charitable activities</b>		
Donations	11,163	14,729
Grants	<u>559,491</u>	<u>543,319</u>
	570,654	558,048
<b>Income from other activities</b>		
Fundraising events	1,095	4,431
<b>Investment income</b>		
U K Bank interest receivable	<u>1,326</u>	<u>21</u>
<b>Total income</b>	573,075	562,500
<b>EXPENDITURE</b>		
<b>Expenditure on charitable activities</b>		
<b>Governance costs</b>		
Independent Examination fee	3,060	2,000
Other costs	<u>-</u>	<u>-</u>
	3,060	2,000
<b>Support costs</b>		
<b>Management</b>		
Wages	394,751	352,531
Social security	19,146	18,001
Pensions	18,825	15,135
Life assurance	2,296	1,773
Telephone and Broadband	8,979	5,864
Postage, stationery and copying	5,191	3,114
Sundries	3,554	3,193
Staff and volunteer expenses	9,508	6,208
Office equipment	272	1,546
Information services (2022 incl. research into new funding opportunities)	6,100	8,989
Payroll services	2,464	2,000
Training (2023 incl. Personal safety training)	7,755	2,475
IT (2022 incl. Web hosted server & equipment to facilitate Hybrid working)	3,759	13,494
Insurance	<u>2,689</u>	<u>2,831</u>
	485,289	437,154
<b>Partner Payments</b>	<u>53,333</u>	<u>65,353</u>
	538,622	502,507
<b>Finance</b>		
Bank charges	<u>77</u>	<u>96</u>
<b>Total expenditure</b>	541,759	504,603
<b>Net income</b>	<u>31,316</u>	<u>57,897</u>

