

REGISTERED COMPANY NUMBER: 03358982 (England and Wales)
REGISTERED CHARITY NUMBER: 1064038

**REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS FOR
THE YEAR ENDED 31ST MARCH 2021
FOR
WELWYN HATFIELD CITIZENS ADVICE BUREAU**

WELWYN HATFIELD CITIZENS ADVICE BUREAU

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FOR THE YEAR ENDED 31ST MARCH 2021**

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WELWYN HATFIELD CITIZENS ADVICE BUREAU
(a company limited by guarantee)

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2021

The Trustees (who are also the Directors for the purpose of Company Law) have pleasure in presenting their annual report and financial statements for the year ended 31 March 2021 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

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) (effective 1 January 2019).

Welwyn Hatfield Citizens Advice Bureau operates under the name Citizens Advice Welwyn Hatfield and is referred to as such in the remainder of this document except where the use of the legal name is appropriate.

Objectives and activities

- We're here for everyone.
- We provide free, confidential and independent advice to help people overcome their problems.
- We work to fix the underlying causes of these problems.
- We are a voice for people on the issues that matter to them.
- We value diversity, champion equality and challenge discrimination.

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the aims and objectives of the charitable company and in planning any future activities.

Having been in operation since 1940 providing free, independent, impartial and confidential advice to the citizens of Welwyn Hatfield and neighbouring areas, the trustees are satisfied that Citizens Advice Welwyn Hatfield fully complies with the guidance on public benefit supplied by the Charity Commission

Main Activities Undertaken to Achieve Aims and Objectives

The principal activity of Citizens Advice Welwyn Hatfield is the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. The following services are currently available:

- drop in sessions in Hatfield for advice on any subject. (These sessions are temporarily suspended because of the Covid 19 restrictions but are replaced by an augmented telephone service)
- outreach advice services (temporarily suspended)
- a telephone advice line augmented with additional volunteers
- specialist employment advice
- money advice to prevent homelessness (including help at Court for defendants with rent or mortgage arrears)
- advice on disability benefits, including home visits (temporarily suspended) where needed.
- dedicated advice service for tenants of Paradigm Housing
- advice for Deaf people on any subject, delivered in British Sign Language or Sign Supported English

In the temporary withdrawal of the drop in service, help is available by phoning the Advice Line on 03444 111444, where trained advisers take calls any time between 10:00 and 16:00, Monday to Friday (except public holidays).

As part of the continuing provision of high quality advisory services to the local community the primary objective is to maintain service provision. We aim to do that by recruiting and training more face to face and telephone advisers.

To obtain the funding required to provide services, applications are made to various local and national providers of community finance. Advertisements are placed for advisory staff both as paid employees and volunteers, induction and training being provided to the extent that necessary knowledge and skills are not pre-existing.

WELWYN HATFIELD CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

Contribution of Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity. Citizens Advice Welwyn Hatfield is ever more reliant on the invaluable support of our volunteers who undertake a range of roles including administration, interpreting, advice, casework and research and campaign work and as trustees. In 2020-21 our advice volunteers provided 21,936 hours service (an average of 421.8 hours per week, or the equivalent of 11.5 FTE staff), helping us to provide a full and comprehensive range of advice services to the people of Welwyn Hatfield.

Volunteers contributed approximately 28,340 hours of work to the organisation during the year. We estimate the value of this help at £529,600 in respect of the current year.

In addition, local solicitors help clients of the organisation on a pro bono basis.

Citizens Advice Welwyn Hatfield provides a range of advice services from signposting, information and advice to specialist casework. These services are delivered by volunteers and paid advisers who deliver advice through the Hatfield office, and by telephone, letter and webchat. The scope of enquiries covers the full range of Citizens Advice subject areas including benefits, debt, housing, employment, consumer, family, legal, immigration, health and education.

ACHIEVEMENT AND PERFORMANCE IN 2020-2021

In the 12 months of 2020/2021 Citizens Advice Welwyn Hatfield dealt with 27,490 issues (2019/20 20,084 issues) – an average of 2,291 per month from 7,184 annual unique client contacts. The disparity between the number of unique clients and the number of client issues is a reflection of the way that Casebook (Citizens Advice client management system) counts clients and issues as explained below;

During 2020/2021, because of the lockdown, the drop in service was suspended and no drop in clients were seen at the Hatfield office. However, volunteers and paid staff were supported to work remotely within a week of the first lockdown being announced in March 2020. This enabled CAWH to increase its telephone advice service to meet the ongoing demand from clients. A local call-back service was created so that clients could leave a message and an adviser would call them back within three working days. In addition, we trained volunteers to provide advice over the national webchat service. CAWH also participated in innovation projects funded by BEIS and DEFRA. The aim of these projects was to support the research and implementation of outreach services that could be accessed by the local community during lockdown. These projects led to the creation of a videocall service via Attend Anywhere, free phones being installed in temporary housing and the local women's refuge, and the construction of a new website where people can access our services more easily.

Citizens Advice Welwyn Hatfield remains the only independent advice service within Welwyn Hatfield which is able to offer quality assured advice across the full range of advice subject areas and also contributes to the local economy by providing training opportunities for volunteers many of whom then go on to gain employment in addition to providing a valuable service to their community.

Citizens Advice Welwyn Hatfield also has a team which provides casework in debt and housing. This work is funded by a contract funded by the Welwyn Hatfield Borough Council.

The Unique Client data generated by Casebook (the Citizens Advice Service client management system) recorded 7,184 Unique Clients in 2020-21. However, this is not the best indicator of work load as it only counts a client once during the period and takes no account of the fact that the same person may repeatedly use the service about different problems over the year. Many clients regularly return for advice for a range of reasons including chronic mental or physical ill health, communication problems as a result of literacy or language issues and because a significant proportion of our clients are amongst the most deprived and vulnerable within our community.

Enquiries related to welfare benefits (excluding Universal Credit) at 4,541 (17%) is the highest area of enquiry, with debt at 4,015 (15%) in second place. The next highest category is Universal Credit at 3,519 (10%) and housing at 2,735 as the fourth (7%).

**WELWYN HATFIELD CITIZENS ADVICE BUREAU
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

Charitable activities

The key achievements in the year were maintaining levels of service despite the pandemic and identifying new funding opportunities to meet the extra costs involved. The recruitment of new volunteers continued.

Principal funding sources

Clients were assisted through the following services and the Trustees extend their gratitude to the funders listed:

Welwyn Hatfield Borough Council who continued to support the core operating capacity of the charity through a community grant, by funding in support of the Homelessness Prevention Project and by special payments to support extra costs incurred as a result of the Covid-19 pandemic, and towards recovery post pandemic.

Hertfordshire County Council (HCC) for funding advice services in British Sign Language for Deaf people, debt and benefits advice for people in crisis and funding for a project to provide supermarket vouchers to clients affected by the pandemic. HCC also secured funding from the Department for Environment, Food, and Rural Affairs to support Hertfordshire residents struggling to afford food and other essentials due to Covid-19.

Paradigm Housing for funding a service to assist their residents with advice.

Citizens Advice for funding sessions focussed on delivering tailored energy advice to clients and for claiming benefits and appealing against benefit rejections.

The Wellfield Trust for assistance in applying for disability benefits for people in Hatfield and for funding to help people struggling with fuel bills.

Hertfordshire Community Foundation for funding help for people struggling with benefits appeals and fuel bills, and for special funding to defray the extra costs incurred as a result of the Covid-19 pandemic.

The Salisbury Pool Charity for their contribution towards the core operating costs associated with advice provision.

Trussell Trust for a telephone service to assist people to obtain food vouchers and with budget advice to prevent such situations in future.

The National Lottery for funding towards a benefits and housing adviser.

The Money Advice and Pensions Service in partnership with Citizens Advice for a debt advice project.

The charity did not have any borrowings from either providers of funding or other sources at the balance sheet date.

Employment casework provided by volunteers with specialist knowledge.

Benefits casework provided by volunteers with specialist knowledge and experience.

FINANCIAL REVIEW

Review of the Year

Income in the year was £686,933 (2020: £474,155). Of this £561,310 (2020: £345,183) related to project restricted activities. Net income of £101,170 was realised in the year (2020: net income £12,490) made up of £71,885 net income in unrestricted funds and net income of £29,285 in restricted funds.

At 31 March 2021 total net funds were £400,260 (2020: £299,090) of which £362,461 represented unrestricted funds (2020: £290,576) and £37,799 represented restricted funds (2020: £8,514). The major portion of the restricted funds held are likely to be used in the current and future years for the projects for which the funds were received.

WELWYN HATFIELD CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

FINANCIAL REVIEW

Review of the Year (Continued)

In the case of the unrestricted funds, a small part is earmarked to meet identified liabilities, with the remainder being held to meet ongoing costs ensuring that people can still get the help they need to resolve their problems in the event of a reduction or withdrawal of funding.

Funds in Deficit

There are no funds in deficit at the reporting date. At the year end funding was outstanding for the BSL, Crisis Advocate and Money Advice and Pensions Service but in all cases the outstanding funding has been received since the year end.

Pension Fund Liability

The organisation participated in The Pensions Trust's Growth Plan, a multi-employer scheme which provides benefits to some 1,300 non-associated participating employers. Liabilities arising in respect of the Plan are explained in detail in note 17 to the financial statements.

Reserves Policy

The charity is required to ensure that funds are available in each financial year to meet any reasonable foreseeable contingency. The organisation will take all necessary steps to ensure as wide a variety of funding sources as possible, so that at no time in this period would the cessation of one or more funding streams present so serious a challenge to the future of the organisation, that it could not maintain its valuable client services without becoming insolvent.

In reviewing the potential costs that could arise should a significant reduction in income be incurred the Trustees have determined that general reserves should be maintained equal to between 5 and 6 months total expenditure including that previously funded by restricted income. This would enable the continuation of these activities for a period whilst replacement funding is secured. The higher General Reserves policy figure at 31 March 2021 equates to £292,881. At the same date the actual General Reserves were £291,594 and were at a level which meets the Trustees' requirements being fractionally under six months operating expenses. Additionally, the Trustees have designated specific funds totalling £70,867 to meet expected future spending as set out in Note 14 of the Financial Statements. This Reserves Policy is monitored and reviewed by the Trustees annually.

Investment policy and objectives

The charitable company is permitted by Article 3.19 of its Articles of Association, in furtherance of its objects, and for no other purpose, to invest or deposit funds in any lawful manner whilst having regard to the suitability of investments and the need for diversification. The charity does not currently hold material investments.

Going Concern

The Trustee Board has considered the charitable company's activities, together with the factors likely to affect its future development and performance, the financial position of the charitable company, its cash flows and liquidity position, taking account of the current market conditions. The previous year's balance on the general fund of £226,862 has now increased to a balance of £291,594 and the Trustee Board is satisfied that the charitable company will continue to operate within its own resources for a period of not less than 12 months from the date of issue of these accounts. In particular the Trustees do not consider that the COVID-19 pandemic has affected the company's ability to continue as a going concern.

Accordingly, the Trustee Board considers it appropriate to adopt the going concern basis in preparing the Report of the Trustees and these Financial Statements.

**WELWYN HATFIELD CITIZENS ADVICE BUREAU
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

Principal Risks and Uncertainties (Continued)

Citizens Advice Welwyn Hatfield has worked on a Corporate Risk Management exercise. A risk management strategy and risk register were agreed by the Trustee Board. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end Citizens Advice Welwyn Hatfield regularly monitors and manages its risk, reviewing the corporate risk register and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

Future Developments

Citizens Advice Welwyn Hatfield aims to continually improve access to its service, and intends to extend its service to an even wider number of the community through increased provision of telephone advice, additional outreach locations and by exploring the use of other delivery channels.

Citizens Advice Welwyn Hatfield continues to be a member, with all other Hertfordshire Citizens Advice Services, of the Hertfordshire Citizens Advice Service (HCAS). This is a non-operational organisation with the aim of securing contracts and funds which might otherwise not be available, on behalf of, and for, the benefit of individual members.

Structure, Governance and Management

Constitution

Welwyn Hatfield Citizens Advice Bureau, a registered charity and a company limited by guarantee was originally established in 1940 and was incorporated as a company limited by guarantee on 23 April 1947. Members include individuals and bodies corporate or unincorporated associations interested in furthering the charity's work, who have been approved by the Trustee Board. At 31 March 2021 the company had 12 members (2020 - 12). In the event of the company being wound up the maximum liability of each member is limited to £1.

The Memorandum and Articles of Association, originally adopted on 17 October 2002, and subsequently amended on several occasions, most recently on 10 August 2016, are the governing documents of the charity.

Directors

The directors, who are also the trustees of the charity for the purposes of charity law, who served during the year and up to the date of this report are set out on page 7.

Recruitment and appointment of new trustees

Trustees, who are also Directors, are elected from the local community. When the Board determines that a new trustee is required, appropriate steps are taken to satisfy the Board that any candidates have the necessary expertise and commitment, for example by reference to information questionnaires, interviews conducted by trustees and relevant staff and informal meetings. A qualifying candidate is then recommended to the Board by an existing trustee, co-opted at the next Board meeting by majority vote of the trustees and proposed for election at the next AGM.

A separate process agreed by the Trustee Board is followed for the election of the Chair. Qualifying third party indemnity provision for the benefit of one or more of the trustees was in force during the year. No other person or bodies external to the charity were entitled to appoint persons to the Trustee Board.

Induction and training of new trustees

Newly appointed Trustees are provided with a comprehensive induction to Citizens Advice Welwyn Hatfield through the provision of training courses and mentoring by established trustees.

WELWYN HATFIELD CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2021

Structure, governance and management (Continued)

Organisation

The charitable company operates from rented premises in Queensway House, Hatfield.

Welwyn Hatfield Citizens Advice Bureau is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Welwyn Hatfield Citizens Advice Bureau and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office, and is available to the public. All Trustees give of their time freely and no Trustee received remuneration in the year.

Day to day organisational decisions are delegated to the Chief Executive and other members of the management team. The organisational structure chart is regularly reviewed.

Related parties

Citizens Advice Welwyn Hatfield is a member of Citizens Advice, the national association for the Citizens Advice service throughout the United Kingdom. Membership of the national association requires the charitable company to adhere to rigorous standards in respect of governance, organisational practices and quality of advice. The Citizens Advice Membership Scheme requires member organisations to undergo an audit of organisational standards and quality of advice by Citizens Advice auditors every three years. Citizens Advice Welwyn Hatfield had an Advice Quality Standard and a Leadership Self Assessment Audit in February 2019 and was successful in both audits.

Operating policies are independently determined by the Trustee Board of Welwyn Hatfield Citizens Advice Bureau in order to fulfil its charitable objects and comply with the national membership requirements.

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

Related party transactions during the financial year are disclosed in Note 16.

WELWYN HATFIELD CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2021

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Name

Welwyn Hatfield Citizens Advice Bureau also operates as Citizens Advice Welwyn Hatfield

Registered Company number

03358982 (England and Wales)

Registered Charity number

1064038

Registered office

Queensway House
Queensway
Hatfield
Hertfordshire
AL10 0LW

Trustees

J L Coupland
C Trinder
D Given
S Markiewicz
M Songest
J D Whitehead
M Ibbetson
S J Thompson
R K Holmes (appointed 17 February 2021)
J F Giberti (Resigned 28 February 2021)

Company Secretary

N Bromyard

Chief Executive Officer

Debbie J Rixon

Independent Examiner

Brian Johnson B.Com FCA
trading as Stonycroft Business Support
9 Shrublands Road
Berkhamsted, HP4 3HY

Banks

Barclays Bank PLC, 86 Town Centre, Hatfield, Herts, AL10 0JP
Scottish Widows Bank plc, 67 Morrison Street, Edinburgh, EH3 8YJ
Cafbank Limited, Kings Hill, West Malling, Kent, ME19 4TA
Close Brothers Ltd, 10 Crown Place, London, EC2A 4FT
Nationwide Building Society, Kings Park Road, Moulton Park, Northampton, NN3 6NW
The Charity Bank Limited, Fosse House, 182 High Street, Tonbridge, TN9 1BE
Virgin Money plc, Jubilee House, Gosforth, Newcastle upon Tyne, NE3 4PL

WELWYN HATFIELD CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2021

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Welwyn Hatfield Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Report of the Directors and Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law and Charity Law require the Directors and Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of Welwyn Hatfield Citizens Advice Bureau, the incoming resources and application of resources, including the income and expenditure, and of the surplus or deficit for that period. In preparing those financial statements, the Directors and Trustees are required to:

- select suitable accounting policies and then apply them consistently
- make judgements and estimates that are reasonable and prudent
- state whether applicable accounting standards and the Charities SORP have been followed, and explain where they have not been followed, 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.

The Trustees are responsible for ensuring that the company maintains an adequate system of internal control designed to provide reasonable assurance that assets are safeguarded against material loss or unauthorised use and to prevent and detect fraud and other irregularities.

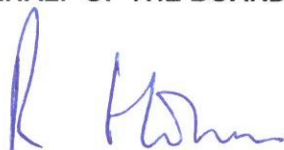
The trustee board oversee the information security of all personal information of our clients, staff, funders and strategic partners that is processed. Welwyn Hatfield Citizens Advice Bureau holds joint responsibility for client data that is held in our case management system, with the national Citizens Advice Service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements the General Data Protection Regulation and Data Protection Act 2018.

In accordance with company law, as the company's Trustees, we certify that:

So far as we are aware, there is no relevant information of which the company's independent examiner is unaware; and as the trustees of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant information and to establish that the charity's independent examiner is aware of that information.

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

ON BEHALF OF THE BOARD:



R K Holmes – Treasurer

24 November 2021

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF WELWYN HATFIELD CITIZENS ADVICE BUREAU

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

Responsibilities and basis of report

As the charity's 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 charity'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 in 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:

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 (Charities SORP (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.



Brian Johnson B.Com FCA
trading as Stonycroft Business Support
Fellow of the Institute of Chartered Accountants in England and Wales
9 Shrublands Road
Berkhamsted, HP4 3HY

Date: 24/11/2021

WELWYN HATFIELD CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31ST MARCH 2021

				2021	2020
		Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
	Note	£	£	£	£
Income from					
Donations and legacies	3 (a)	6,229	3,650	9,879	5,967
Charitable Activities	3 (b)	116,900	557,660	674,560	463,828
Investment income	4	2,136	-	2,136	3,083
Other income		358	-	358	1,277
Total Income		<u>125,623</u>	<u>561,310</u>	<u>686,933</u>	<u>474,155</u>
Expenditure on:					
Charitable Activities	5	53,738	532,025	585,763	461,665
Total Expenditure		<u>53,738</u>	<u>532,025</u>	<u>585,763</u>	<u>461,665</u>
NET INCOME/(EXPENDITURE)	6	<u>71,885</u>	<u>29,285</u>	<u>101,170</u>	<u>12,490</u>
NET MOVEMENT IN FUNDS		<u>71,885</u>	<u>29,285</u>	<u>101,170</u>	<u>12,490</u>
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>290,576</u>	<u>8,514</u>	<u>299,090</u>	<u>286,600</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>362,461</u></u>	<u><u>37,799</u></u>	<u><u>400,260</u></u>	<u><u>299,090</u></u>

All of the above results are derived from continuing activities.
There were no other recognised gains or losses other than those stated above.
The detailed 2020 comparative statement of financial activities is reported in note 2.

The notes on pages 13 to 23 form part of these financial statements

WELWYN HATFIELD CITIZENS ADVICE BUREAU

**BALANCE SHEET
AT 31ST MARCH 2021**

Company No. 3358982

			2021	2020
	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds £
FIXED ASSETS				
Tangible Assets	9	-	-	-
CURRENT ASSETS				
Debtors	10	3,271	22,380	25,651
Cash at Bank and in Hand		407,333	74,576	481,909
		<u>410,604</u>	<u>96,956</u>	<u>507,560</u>
CREDITORS				
Amounts falling due within one year	11	(26,235)	(59,157)	(85,392)
		<u></u>	<u></u>	<u></u>
NET CURRENT ASSETS		<u>384,369</u>	<u>37,799</u>	<u>422,168</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		384,369	37,799	422,168
Provision for Liabilities	13	(21,908)	-	(21,908)
		<u></u>	<u></u>	<u></u>
TOTAL NET ASSETS		<u>362,461</u>	<u>37,799</u>	<u>400,260</u>
FUNDS	14			
Unrestricted funds:				
Designated funds		70,867	-	70,867
General Fund		291,594	-	291,594
Restricted Funds		-	37,799	37,799
		<u></u>	<u></u>	<u></u>
TOTAL FUNDS		<u>362,461</u>	<u>37,799</u>	<u>400,260</u>

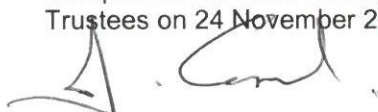
The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31st March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31st March 2021 in accordance with Section 476 of the Companies Act 2006.

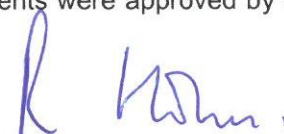
The trustees acknowledge their responsibilities for

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

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies. The financial statements were approved by the Board of Trustees on 24 November 2021 and were signed on its behalf by:



Jeff Coupland - Chairman



R K Holmes - Treasurer

The notes on pages 13 to 23 form part of these financial statements

WELWYN HATFIELD CITIZENS ADVICE BUREAU

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2021

	2021 £	2020 £
Net cash provided by/(used in) Operating Activities (see below)	<u>103,686</u>	<u>(60,564)</u>
Cash Flows from Investing Activities		
Interest Income	2,136	3,083
Purchase of Tangible Fixed Assets	-	-
Net Cash provided by/(used in) Investing Activities	<u>2,136</u>	<u>3,083</u>
Change in cash and cash equivalents in the year	<u>105,822</u>	<u>(57,481)</u>
Cash and Cash Equivalent at the beginning of the year	376,087	433,568
Total Cash and Cash Equivalents at the end of the year	<u>481,909</u>	<u>376,087</u>

Reconciliation of net income/expenditure to net cash flow from operating activities

	2021 £	2020 £
Net income/(expenditure) for the year (as per the statement of financial activities)	101,170	12,490
Adjustments for:		
Depreciation charge	-	-
Interest income	(2,136)	(3,083)
Decrease (Increase) in Debtors	(10,723)	(12,107)
Increase (Decrease) in Creditors	19,425	(52,333)
Increase (Decrease) in Provision for Liabilities	(4,050)	(5,531)
Net cash provided by/(used in) Operating Activities	<u>103,686</u>	<u>(60,564)</u>

Analysis of cash and cash equivalents

In 2021 and 2020 cash and cash equivalents comprise short term bank deposits with a maturity date of six months or less at the balance sheet date, bank current accounts and cash in hand.

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
Bank current account and cash in hand	16,295	16,098	32,393
Deposit accounts available on demand	236,662	18,432	255,094
Term Deposits (less than six months' notice)	<u>123,130</u>	<u>71,292</u>	<u>194,422</u>
Total cash and cash equivalents	<u>376,087</u>	<u>105,822</u>	<u>481,909</u>

The notes on pages 13 to 23 form part of these financial statements

WELWYN HATFIELD CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

1. ACCOUNTING POLICIES

The principal accounting policies adopted, in the preparation of the financial statements are as follows:

a) Basis of Preparation

The financial statements have been prepared in accordance with the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) – (Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The charitable company 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 or note.

b) Preparation of the Accounts on a Going Concern Basis

The accounts are prepared on a going concern basis after consideration by the trustees that there are no material uncertainties about the charity's ability to continue as a going concern.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

- i) Grants Receivable – Grants received to finance the activities of the organisation are credited to the statement of financial activities (income and expenditure account) in the period when the activities commence.
- ii) Bank Interest – Bank interest is included in the statement of financial activities on receipt.
- iii) Other Income – Sales of services are included in the statement of financial activities in the period to which they relate. Other income, including donations, gifts, and covenants, are included when received.
- iv) Gifts and Intangible Income – In addition to the above, the Charity also receives help and support in the form of voluntary assistance in helping the public. This help and support is not included in the financial statements. However, its value to the Charity has been estimated and is disclosed in the Trustee's report.
- v) Deferred Income – Grants, or the relevant portion of grants, received in advance of the period in which the funder specifies the grant related services are to be delivered are reported as deferred income in the balance sheet.

d) Expenditure

- a. All expenditure is accounted for on an accruals basis. All expenditure directly related to the provision of advice services is included within the relevant project fund in expenditure on charitable activities.
- b. Expenditure on raising funds comprises costs incurred to raise funds, principally donations, for charitable purposes. Costs incurred in negotiating contracts or grants that require the charity to provide specific charitable services are included within the relevant project fund in expenditure on charitable activities.
- c. Governance Costs - Governance costs include those incurred in the governance of the Charity and its assets and are primarily associated with meeting the constitutional and statutory requirements of the Charity.

WELWYN HATFIELD CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

e) Allocation of Support and Governance costs

Support and governance costs are incurred to further the work of the charity but are not incurred directly for raising funds or carrying out charitable activities. These costs, which are analysed in the notes to the Financial Statements, are allocated between the cost of raising funds and expenditure on charitable activities on a basis consistent with the use of resources, e.g. staff costs by the time spent and other costs by their usage.

f) Tangible Fixed Assets

Fixed assets are included at cost. Items are capitalised if their cost or, if gifted their donated value, is over £5,000. Depreciation is charged on a straight line basis on the costs of the assets over their estimated useful lives as follows:

Fixtures, fittings and equipment - 5 years
Computers - 5 years

Where grants are received to fund specific fixed assets the cost of the asset is fully expended in the period the grant is credited to the statement of financial activities (income and expenditure account).

g) Taxation

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

h) Fund Accounting

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

Restricted funds - Income received for restricted purposes is included in separately identified restricted funds against which appropriate expenditure is allocated.

Designated funds - Designated funds are allocated out of unrestricted funds by the trustees for specific purposes. The use of such funds is at the trustees' discretion.

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

i) Pension costs and other post-retirement benefits

The company participates in a multi-employer scheme, comprising several "Series" which are either defined benefit or defined contribution schemes. For the defined contribution arrangements the company's only liability is the monthly contribution calculated as a proportion of the employee's qualifying earnings during the period of employment. The cost of such contributions is recognised as a staff cost and charged directly or allocated to expenditure on charitable activities in line with the policies described in notes 1(d) and 1(e) above. For the defined benefit schemes, because of the multi-employer nature of the scheme it is not possible for the company to obtain sufficient information for it to account for the defined benefit "Series" as defined benefit schemes. Such series are therefore accounted for as defined contribution schemes. Additionally there is a deficit recovery plan in place for the defined benefit "Series" to which the company contributes. A provision recognising the present value of future contributions under the plan is recognised in the Balance Sheet and any increase or decrease is reported as a support cost.

j) Leases

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases.

k) Irrecoverable VAT

The organisation is unable to recover VAT.

WELWYN HATFIELD CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31ST MARCH 2021**

2. COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES 2020

	Unrestricted Funds £	Restricted Funds £	Total Funds £
Income from			
Donations and legacies	3,270	2,697	5,967
Charitable Activities	121,342	342,486	463,828
Investment Income	3,083	-	3,083
Other Income	1,277	-	1,277
Total Income	128,972	345,183	474,155
Expenditure on:			
Charitable Activities	109,673	351,992	461,665
Total Expenditure	109,673	351,992	461,665
NET INCOME/(EXPENDITURE)	19,299	(6,809)	12,490
NET MOVEMENT IN FUNDS	19,299	(6,809)	12,490
RECONCILIATION OF FUNDS			
Total funds brought forward	271,277	15,323	286,600
TOTAL FUNDS CARRIED FORWARD	290,576	8,514	299,090

WELWYN HATFIELD CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31ST MARCH 2021

3 DONATIONS & GRANTS FOR CHARITABLE ACTIVITIES

3(a) Donations	Unrestricted Funds	Restricted Funds	2021 Total	2020 Total
	£	£	£	£
Salisbury Pool Charity	1,750	-	1,750	1,500
Trustees, Employees and Volunteers	-	-	-	1,659
Hertfordshire Community Foundation	-	-	-	1,000
Rotary Club of Hatfield	300	-	300	500
Wellfield Trust	1,200	500	1,700	500
Other donations £500 and under and anonymous	2,979	3,150	6,129	808
Total Donations	6,229	3,650	9,879	5,967

	Unrestricted Funds	Restricted Funds	2021 Total	2020 Total
	£	£	£	£
3 (b) Grants				
Welwyn Hatfield Borough Council	101,965	178,688	280,653	270,100
Hertfordshire County Council	10,000	104,202	114,202	77,039
Hertfordshire Community Foundation	4,935	14,996	19,931	-
Wellfield Trust	-	5,000	5,000	5,500
B3 Living	-	-	-	5,000
Big Lottery Fund	-	58,370	58,370	9,654
Paradigm Housing Group	-	39,015	39,015	38,649
Citizens Advice	-	150,114	150,114	50,596
Department for Work and Pensions	-	7,275	7,275	-
Welwyn Garden Housing Association	-	-	-	3,000
North Mymms Parish Council	-	-	-	500
New Zion Christian Fellowship	-	-	-	2,000
Welwyn Parish Council	-	-	-	1,790
Total Grants	116,900	557,660	674,560	463,828

Of the Hertfordshire County Council grants, £111,702 was received through Hertfordshire Citizens Advice Service (2020: £68,989) and £nil (2020: £8,050) through Three Rivers Citizens Advice

4. INVESTMENT INCOME

	2021	2020
	£	£
Deposit account interest	2,136	3,083

WELWYN HATFIELD CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31ST MARCH 2021

5. EXPENDITURE

	Unrestricted Funds £	Restricted Funds £	2021 Total Funds £	2020 Total Funds £
Cost of Charitable Activities				
Direct costs				
Staff & volunteer costs	33,927	350,478	384,405	268,171
Premises costs	923	-	923	10,822
Administration & other costs	9,334	19,873	29,207	14,060
Total direct costs	44,184	370,351	414,535	293,053
Support costs	9,554	161,674	171,228	168,612
	<u>53,738</u>	<u>532,025</u>	<u>585,763</u>	<u>461,665</u>
	£	£	£	£
Total Expenditure				
Staff & volunteer costs	35,915	474,958	510,873	387,663
Premises costs	4,419	18,859	23,278	35,103
Administration & other costs	13,218	36,340	49,558	36,698
Governance costs	186	1,868	2,054	2,201
	<u>53,738</u>	<u>532,025</u>	<u>585,763</u>	<u>461,665</u>
	£	£	£	£
Support costs				
Staff & volunteer costs	1,988	124,480	126,468	119,492
Premises costs	3,496	18,859	22,355	24,280
Administration & other costs	3,884	16,467	20,351	22,639
Governance costs	186	1,868	2,054	2,201
	<u>9,554</u>	<u>161,674</u>	<u>171,228</u>	<u>168,612</u>

Specific costs incurred for projects are assigned directly to those projects whilst support costs, being expenditure not directly attributable to an individual project, are identified separately and allocated to projects on the basis of an assessment of the use of resources for the individual projects.

6. NET INCOME AND EXPENDITURE FOR THE YEAR

This is stated after charging/(crediting):

	2021	2020
	£	£
Depreciation - owned assets	<u>-</u>	<u>-</u>
Independent Examiner's Fees	<u>600</u>	<u>600</u>

During the year the Independent Examiner was paid £nil (2020: £nil) in respect of accounting services provided.

WELWYN HATFIELD CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31ST MARCH 2021

7. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2021 nor for the year ended 31st March 2020.

Trustees' Expenses

No expenses were paid on behalf of Trustees during the year (2020 nil). An annual premium of £208 (2020: £233) was paid for Trustees' Indemnity Insurance.

8. STAFF COSTS

	<u>2021</u>	<u>2020</u>
	£	£
Wages and salaries	445,847	335,042
Social security costs	30,208	22,973
Pension contributions	23,537	15,395
Increase (decrease) in Pension provision	<u>1,332</u>	<u>(305)</u>
	<u>500,924</u>	<u>373,105</u>

The key management personnel comprise four employees and the total amount of employee benefits received by those key management personnel is £131,206.87 (2020 £113,407.40). There were no employees who received employee benefits in excess of £60,000 during 2021 or 2020.

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

	<u>2021</u>	<u>2020</u>
	18	14
Charitable activities	5	5
Support services	<u>23</u>	<u>19</u>

9. TANGIBLE FIXED ASSETS

	Full time equivalent	<u>2021</u>	<u>2020</u>
		17	12
	Fixtures and fittings £	Electronic equipment £	Total £
COST			
At 1st April 2020	984	2,660	3,644
Disposals during the year	<u>(984)</u>	<u>(2,660)</u>	<u>(3,644)</u>
At 31 March 2021	<u>Nil</u>	<u>Nil</u>	<u>Nil</u>
DEPRECIATION			
At 1st April 2020	984	2,660	3,644
Depreciation on Assets Disposed	<u>(984)</u>	<u>(2,660)</u>	<u>(3,644)</u>
At 31 March 2021	<u>Nil</u>	<u>Nil</u>	<u>Nil</u>
NET BOOK VALUE			
At 31 March 2021	<u>Nil</u>	<u>Nil</u>	<u>Nil</u>
At 31 March 2020	<u>Nil</u>	<u>Nil</u>	<u>Nil</u>

WELWYN HATFIELD CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31ST MARCH 2021

10. DEBTORS

	2021 £	2020 £
Prepayments	2,518	2,751
Accrued Income	22,380	8,475
Other debtors	753	3,702
	<u>25,651</u>	<u>14,928</u>

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade creditors	-	277
Taxation and National Insurance contributions	9,535	7,068
Pension contributions	4,900	3,933
Accruals	27,592	18,557
Deferred Income	<u>43,365</u>	<u>36,132</u>
	<u>85,392</u>	<u>65,967</u>

12. DEFERRED INCOME

	2021 £	2020 £
Balance at 1 April	36,132	85,281
Amount released to income in the year	(36,132)	(59,149)
Amount deferred in the year	<u>43,365</u>	<u>10,000</u>
	<u>43,365</u>	<u>36,132</u>

Deferred Income – Grants, or the relevant portion of grants, received in advance of the period in which the funder specifies the grant related services are to be delivered are reported as deferred income in the balance sheet.

13. PROVISION FOR LIABILITIES

	Pensions Scheme Deficit Reduction Contributions	
	2021 £	2020 £
Opening Provision	25,958	31,489
Payments During the Year	(5,382)	(5,226)
Increase (Reduction) in Provision (note 17)	1,332	(305)
Closing Provision	<u>21,908</u>	<u>25,958</u>
Amounts expected to be incurred		
- within one year	5,544	5,382
- beyond one year	16,364	20,576
	<u>21,908</u>	<u>25,958</u>

As further explained at note 17, and in accordance with the Charities SORP (FRS 102), the provision of £21,908 at 31 March 2021 shown above represents the present value of contributions payable by the Welwyn Hatfield Citizens Advice Bureau that result from the terms of the deficit recovery plan in respect of the Welwyn Hatfield Citizens Advice Bureau's membership of the Pensions Trust's Growth Plan.

WELWYN HATFIELD CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31ST MARCH 2021

14. FUNDS

	At 1.4.20 £	Income £	Expenditure £	Transfers between Funds £	At 31.3.21 £
Unrestricted Funds					
General Fund	226,862	125,623	53,738	(7,153)	291,594
Designated Funds: Dilapidations Fund	20,000	-	-	-	20,000
Designated Funds: Lease Termination	13,750	-	-	-	13,750
Designated Funds: Redundancy Costs	27,964	-	-	7,153	35,117
Designated Funds: Redecoration Fund	2,000	-	-	-	2,000
	<u>290,576</u>	<u>125,623</u>	<u>53,738</u>	<u>-</u>	<u>362,461</u>
Restricted Funds					
Covid Recovery Fund	-	25,000	-	-	25,000
Crisis Advocate	-	31,941	26,283	-	5,658
British Sign Language	179	45,676	45,855	-	-
Herts County Council Welfare Voucher Scheme	-	17,500	17,500	-	-
Herts County Council DEFRA	-	10,000	10,000	-	-
Homelessness Prevention Project	5,602	153,688	156,458	-	2,832
Wellfield Trust	647	5,000	4,415	-	1,232
Paradigm Housing Project (2020/21)	-	39,015	39,015	-	-
MAPS Debt Advice	-	20,947	20,673	-	274
Housing First	-	3,150	3,150	-	-
Herts Community Foundation Welfare Benefit Appeals	-	9,996	9,996	-	-
Herts Community Foundation Home Visits	-	5,000	5,000	-	-
Help to Claim - Phone	-	26,180	26,180	-	-
National Lottery Attend Anywhere	-	58,370	58,370	-	-
Trussell Trust	-	69,041	68,907	-	134
BEIS Innovations	-	16,667	16,584	-	83
BEIS Information Technology	-	13,110	13,110	-	-
BEIS Single Q	-	4,169	4,169	-	-
Energy Advice	-	6,360	6,360	-	-
Fuel Donations	1,430	500	-	-	1,930
Administration Projects	656	-	-	-	656
	<u>8,514</u>	<u>561,310</u>	<u>532,025</u>	<u>-</u>	<u>37,799</u>
TOTAL FUNDS	<u>299,090</u>	<u>686,933</u>	<u>585,763</u>	<u>-</u>	<u>400,260</u>

Restricted Fund balances represent grants which are not subject to time related conditions of delivery and which commenced before the end of the financial year but which were not planned to be completed until the following year.

Designated funds

The Trustee Board reviews and approves annually the nature and level of funds to be set aside from the General Fund for specific designated purposes.

Purposes of restricted funds

Covid Recovery Fund – A fund provided by WHBC to assist with the maintenance of the service in the aftermath of Covid 19

Crisis Advocate – Advice for people in financial hardship in need of emergency support. Funded by Hertfordshire County Council (HCC).

British Sign Language – Advice on any subject delivered to Deaf people using British Sign Language. Funded by HCC.

Covid-19 Winter Grants Scheme / Covid Local Support Grant – Funding via HCC to provide supermarket vouchers to clients affected by the pandemic

WELWYN HATFIELD CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31ST MARCH 2021

14. FUNDS (Continued)

Homelessness Prevention Project – Advice for people who are at risk of homelessness due to rent or mortgage arrears. Funded by Welwyn Hatfield Borough Council.

Wellfield Trust - Advice for vulnerable people who live in Hatfield. Funded by the Wellfield Trust.

Paradigm Housing Project – A money advice project for tenants of Paradigm Housing. Funded by the Paradigm Foundation.

Money Advice and Pensions Service (MAPS) funded debt advice project in partnership with Citizens Advice

Hertfordshire Community Foundation for funding to help people struggling with benefit applications and appeals both by telephone and at home, and with fuel bills, and to assist people affected by the pandemic.

Help to Claim - Phone – Project to assist claimants for Universal Credit by Phone. Funded by DWP, via Citizens Advice.

National Lottery Covid-19 Fund – funding to assist people with benefits and housing advice and to pay for PPI and other Covid related adjustments.

Trussell Trust for a telephone service to assist people to obtain food vouchers and with budget advice to prevent such situations in future.

The Department of Business, Energy and Industrial Strategy (BEIS) funding for technology and equipment to help deliver advice remotely and funding to enable the service to increase capacity to respond to the immediate demand for advice arising from Covid-19. BEIS also provided funding to enable us to become part of the National Advice Line Service (Single Q) in a group with other local offices from various parts of the country. Additional funds have been deferred for use in 2021/2.

Energy Advice funded by Citizens Advice for funding sessions focussed on delivering tailored energy advice to clients.

Fuel Donations – Direct financial assistance to people struggling with fuel bills. A fund to assist people who are experiencing fuel poverty, Funded by Hertfordshire Community Foundation, Wellfield Trust, members of the public and by Citizens Advice volunteers and employees.

Administration– A grant to cover the cost of upgrading information sources and IT.

15. OPERATING LEASE COMMITMENTS

Total future minimum lease payments under operating leases are as follows:

	2021	2020
	£	£
Less than 1 year	13,750	13,750
Over 1 year	-	-
	<u>13,750</u>	<u>13,750</u>

The premises occupied by the Organisation are leased from Welwyn Hatfield Borough Council under a lease commencing from 29 September 2020 for five years, which can be terminated by 12 months' notice by either side. The rent for the premises amounts to £13,750 per annum and is deducted before the Community Grant is received from the Council. The rental agreement terms are such that the Bureau and Welwyn Hatfield Borough Council both have responsibility for maintaining the building and providing precaution against fire.

WELWYN HATFIELD CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31ST MARCH 2021

16. RELATED PARTY DISCLOSURES

There were transactions between Citizens Advice Welwyn Hatfield and Citizens Advice in relation to IT support, insurance and information services, and conference fees, amounting to £6,495 (2020 £7,540). Funding for Charitable Activities was received from Citizens Advice during the year amounting to £150,114 (Note 3) (2020 £50,596) and miscellaneous income from the same source amounted to £nil (2020 £188).

As described in note 3, Welwyn Hatfield Citizens Advice Bureau received some of the funding which originated from Hertfordshire County Council through Hertfordshire Citizens Advice Service, a charitable company the members of which are the ten Citizens Advice Organisations in Hertfordshire including Citizens Advice Welwyn Hatfield.

Davina Given, a Trustee, is a partner in a legal firm which has provided legal advice to the organisation from time to time on a pro bono basis. Neil Bromyard Business Services, a firm owned by the Company Secretary, was paid £1,000 (2020 £5,058) for IT services supplied to the organisation.

17. PENSION COSTS

The company participates in The Pension Trust's Growth Plan, a multi-employer scheme, comprising several "Series" which have been established over time, each offering a different type of pension benefit.

Series 1, 2 and 3 of the Growth Plan are defined benefit schemes and Series 4 is a money purchase arrangement (a defined contribution scheme). All the assets of all the schemes are held separately from those of the company and the fund administrators are The Pensions Trust.

The pension scheme for current employees is operated on a defined contribution basis. All employees who have completed three months service and have not opted out of the scheme are enrolled in Series 4 of the Pensions Trust's Growth Plan scheme, a money purchase plan, under auto enrolment arrangements. The company contributes 5% of pensionable earnings and the employees contribute at a minimum rate of 3%.

The company previously enrolled employees in Series 1, 2 and 3 of the Pension Trust's Growth Plan which were defined benefit schemes. This arrangement was withdrawn for existing members in the early 2000s since when no new members have been enrolled. No current employees are members of this scheme.

The assets of the Series 1, 2 and 3 schemes are held separately from those of the company in an independently administered fund which is co-mingled for investment purposes. Due to the multi-employer nature of the Plan, the charity is not able to obtain sufficient information to enable it to account for the schemes as defined benefit schemes.

Accordingly the accounting charge for the year under the SORP and FRS 102 represents only the employer contributions payable plus the movement in a provision, described below, established to recognise the company's liability to contribute to a deficit reduction plan for the scheme.

The Series 1, 2 and 3 Schemes are classified as a "last man standing arrangement". Therefore, the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit.

The results of a full actuarial valuation of the Growth Plan scheme, carried out at 30 September 2017 showed a deficit of £131.5m. With the aim of eliminating this funding shortfall, participating employers have been asked to pay additional contributions to the scheme over a period of 5 years and 10 months from April 2020. The additional contribution required from the company for the year commencing 1 April 2020 was £5,382. Contributions from 1 April 2021 will be £5,544 per annum.

WELWYN HATFIELD CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31ST MARCH 2021

17. PENSION COSTS (CONTINUED)

In line with the requirements of the SORP and FRS 102, the present value of future contributions payable under the deficit recovery plan are recognised as a liability, which amounted to £21,908 at 31 March 2021 (£25,958 at 31 March 2020), as detailed in Note 13 of the financial statements. The liability is based on the recovery of the deficit established by the September 2017 valuation but results of a more recent full actuarial valuation of the Growth Plan scheme carried out at 30 September 2020 has shown the deficit has reduced to £33.3m. We have been informed that deficit contributions will reduce from 1 April 2022, and the necessary revisions to the charity's liability will be recognised in the financial statements for the year to 31 March 2022.

The decrease in the provision for the deficit recovery plan included in Note 13 of the financial statements arises from;

	2021 £	2020 £
Provision for Pensions Scheme Deficit Reduction Payments		
<i>Income and Expenditure Impact</i>		
Interest expense	583	399
Re-measurements - impact of change in assumptions	749	(704)
Re-measurements - Amendments to the contribution schedule	-	-
	<u>1,332</u>	<u>(305)</u>

Although the interest expense, being the unwinding of the discount rate, may be recognised as a finance cost, the whole of the net reduction in the provision has been credited against Staff Costs in the financial statements (see note 8). The total pension cost shown in the accounts for the year amounts to £24,869 (2020: £15,090), comprising the movement in the provision for Pensions Scheme Deficit Reduction Payments shown above and the contributions payable by the company on behalf of current employees amounting to £23,537 (2020: £15,395).

There is a contingent liability in the event that the company were to withdraw its membership of the Growth Plan Series 1, 2, and 3. When an employer withdraws from a multi-employer defined benefit pension scheme where there is a deficit, the employer must pay its share of the deficit, calculated on a statutory basis known as the buy-out valuation basis. The contingent withdrawal liability for the company in respect of its members, deferred pensioners and pension recipients of Series 1, 2 and 3 has been calculated by the Pensions Trust as £48,853 at 30 September 2020 (£51,804 at 30 September 2019), the latest date for which information is available. This figure is calculated on the solvency, or 'buy-out', basis and is based on the Scheme Actuary's estimate of the pricing basis used to secure pension liabilities in full, in one transaction, with an insurance company, including any orphan liabilities, as at 30 September 2020 for all current and former Welwyn Hatfield Citizens Advice pension scheme members.

