

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 2025
FOR
WELWYN HATFIELD CITIZENS ADVICE BUREAU**

WELWYN HATFIELD CITIZENS ADVICE BUREAU

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FOR THE YEAR ENDED 31ST MARCH 2025**

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

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2025

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 2025 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.

Public Benefit

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:

- Foodbank outreach advice services
- Money advice to prevent homelessness
- Advice on disability benefits, including home visits 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

Contact details for all services can be found at <https://www.cawelhat.org.uk/services/>.

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 2025

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 2024/2025 our advice volunteers provided 5,340 hours of their time helping us to provide a full and comprehensive range of advice services to the people of Welwyn Hatfield.

The value of this donated time equates to £138,277 in value to our service. 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 by phone, email and face to face appointments through the office in Hatfield town centre and at the Gracemead food bank. 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 2024-2025

We supported 3,350 clients with 19,836 issues, resulting in financial gains of nearly £3 million in total. 48% of clients have a disability or long term health condition and often require longer term support from us. We support clients who have struggled to get the help they need from other services, ensuring we tailor our advice to their support needs wherever possible.

Benefits, debt and housing continue to be the top issues clients bring to us. Benefits enquiries made up 22% of all issues, with over a third of these relating to Personal Independence Payments. Often, the initial query comes with other layered issues including consumer, employment, education, health and community care, and immigration. Our team can work with these issues or refer clients onto specialist services in our network.

During 2024/2025, volunteers and paid staff worked both in the office and remotely.

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.

Charitable activities

We expanded our delivery channels by joining Herts Adviceline enabling Welwyn Hatfield residents access to a phone line during the day, in the evening and at weekends, with calls being answered by the Hertfordshire network of local Citizens Advice. We have continued to offer advice by email and in person.

WELWYN HATFIELD CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

Principal funding sources

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

Welwyn Hatfield Borough Council (WHBC) who continued to support the core operating capacity of the charity through a community grant, by funding in support of the Homelessness Prevention Project including special extra funding for this project. WHBC also funded Household Support Funds to provide assistance to needy families in the borough including the administration of the project.

Hertfordshire County Council (HCC) for funding advice services in British Sign Language for Deaf people, debt and benefits advice for people in crisis including special extra funding in this financial year, advice to clients to mitigate cost of living increases, and a Household Support Fund to provide assistance to needy families in the borough including the administration of the project.

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

Hatfield Foodbank (Together for Change) to fund the presence of a bureau representative at the Hatfield Foodbank to provide advice to foodbank clients.

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

Benefits casework provided by volunteers with specialist knowledge and experience.

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

**WELWYN HATFIELD CITIZENS ADVICE BUREAU
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

FINANCIAL REVIEW

Review of the Year

Income in the year was £525,763 (2024: £600,761). Of this £407,015 (2024: £483,574) related to project restricted activities. An operating deficit of £47,172 was realised in the year (2024: net deficit £9,470) made up of a deficit of £38,626 in unrestricted funds and a deficit of £8,546 in restricted funds.

At 31 March 2025 total net funds were £346,902 (2024: £394,074) of which £341,832 represented unrestricted funds (2024: £380,458) and £5,070 represented restricted funds (2024: £13,616). The restricted funds held are likely to be used in the current and future years for the projects for which the funds were received, or returned to the donors.

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 and no funding for services provided in 2024/2025 was in arrears at 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 16 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 2025 equates to £259,993. At the same date the actual General Reserves were £250,824 and were at a level which are fractionally below of the Trustees' higher target. It is appropriate to clarify that in calculating target General Reserves a deduction has been made from the Expenditure on Charitable Activities reported in the Statement of Financial Activities reported on page 10 for that element of the expenditure which represented disbursements to clients from Household Support funds provided by Welwyn Hatfield Borough Council, Hertfordshire County Council and Wellfield Trust. Additionally, the Trustees have designated specific funds totalling £91,008 to meet expected future spending as set out in Note 13 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 £287,965 has now reduced to £250,824 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.

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 2025

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, and by exploring the use of other delivery channels.

Citizens Advice Welwyn Hatfield continues to work closely with other Citizens Advice services in Hertfordshire through the CEOs and ASMs meetings and Herts Adviceline group.

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 2025 the company had 8 members (2024 - 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.

WELWYN HATFIELD CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2025

Structure, governance and management (Continued)

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.

Key Management

The trustees consider that the board of trustees and the senior management team (SMT) comprise the key management personnel of the charity. The chief executive's salary is reviewed and approved by the Trustee Board separately.

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 a Leadership Self Assessment Audit in February 2024 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 15.

WELWYN HATFIELD CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2025

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 D Whitehead (Chair)
J E Gray (Resigned 19.04.24)
M Songest
M Ibbetson
S J Thompson (Appointed 22.05.24)
R K Holmes
F E M Holmes

Company Secretary

N Bromyard

Chief Executive Officer

Sophie Linington

Independent Examiner

Neil C Harding BA FCA
Bradshaw Johnson
Croft Chambers
11 Bancroft
Hitchin
SG5 1JQ

Banks

Barclays Bank PLC, Leicester, LE87 2BB
Cafbank Limited, Kings Hill, West Malling, Kent, ME19 4TA
Nationwide Building Society, Kings Park Road, Moulton Park, Northampton, NN3 6NW
The Charity Bank Limited, Fosse House, 182 High Street, Tonbridge, TN9 1BE
Insignis Asset Management Ltd, St John's Innovation Centre, Cowley Road, Cambridge, CB4 0WS
(Insignis Asset Management provides a service whereby deposits can be placed with institutions which are covered by the Financial Services Scheme without a requirement to register with each institution individually.)

WELWYN HATFIELD CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2025

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.

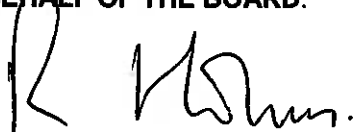
The Trustee Board oversee the information security of all personal information of our clients, staff, funders and strategic partners that is processed. Welwyn Hatfield Citizens Advice Bureau holds joint responsibility for client data that is held in our case management system, with the national Citizens 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

3 September 2025

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 2025.

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.

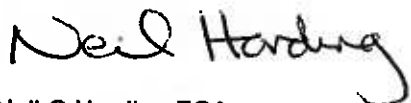
Independent examiner's statement

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.



Neil C Harding FCA
Institute of Chartered Accountants in England and Wales
Bradshaw Johnson
Chartered Accountants
Croft Chambers
11 Bancroft
Hitchin
SG5 1JQ

Date: 11-11-25

WELWYN HATFIELD CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES (Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31ST MARCH 2025

				2025	2024
		Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
	Notes	£	£	£	£
Income from					
Donations and legacies	3 (a)	3,927	-	3,927	4,019
Charitable Activities	3 (b)	95,000	407,015	502,015	582,986
Investment income	4	16,397	-	16,397	13,706
Other income		3,424	-	3,424	50
Total Income		118,748	407,015	525,763	600,761
Expenditure on:					
Charitable Activities	5	157,374	415,561	572,935	610,231
Total Expenditure		157,374	415,561	572,935	610,231
NET INCOME/(EXPENDITURE)	6	(38,626)	(8,546)	(47,172)	(9,470)
RECONCILIATION OF FUNDS					
TOTAL FUNDS BROUGHT FORWARD		380,458	13,616	394,074	403,544
Transfer Between Funds		-	-	-	-
TOTAL FUNDS CARRIED FORWARD		341,832	5,070	346,902	394,074

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 2024 comparative statement of financial activities is reported in note 2.

The notes on pages 13 to 22 form part of these financial statements

WELWYN HATFIELD CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL POSITION

Company No. 3358982

AT 31ST MARCH 2025

			2025	2024
	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds £
FIXED ASSETS				
Tangible Assets		-	-	-
CURRENT ASSETS				
Debtors	9	3,456	-	3,456
Cash at Bank and in Hand		360,778	58,948	419,726
		364,234	58,948	423,182
CREDITORS				
Amounts falling due within one year	10	(18,712)	(53,878)	(72,590)
NET CURRENT ASSETS		345,522	5,070	350,592
TOTAL ASSETS LESS CURRENT LIABILITIES		345,522	5,070	350,592
Provision for Liabilities	12	(3,690)	-	(3,690)
TOTAL NET ASSETS		341,832	5,070	346,902
FUNDS	13			
Unrestricted funds:				
Designated funds		91,008	-	91,008
General Fund		250,824	-	250,824
Restricted Funds		-	5,070	5,070
TOTAL FUNDS		341,832	5,070	346,902

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31st March 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31st March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Section 386 of the Companies Act 2006 and
- (b) 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 3 September 2025 and were signed on its behalf by:


J D Whitehead - Chair


R K Holmes -Treasurer

The notes on pages 13 to 22 form part of these financial statements

WELWYN HATFIELD CITIZENS ADVICE BUREAU

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2025

	2025 £	2024 £
Net cash provided by/(used in) Operating Activities (see below)	<u>(89,707)</u>	<u>32,651</u>
Cash Flows from Investing Activities		
Interest Income	16,397	13,706
Purchase of Tangible Fixed Assets	<u>-</u>	<u>-</u>
Net Cash provided by/(used in) Investing Activities	<u>16,397</u>	<u>13,706</u>
Change in cash and cash equivalents in the year	<u>(73,310)</u>	<u>46,357</u>
Cash and Cash Equivalent at the beginning of the year	493,036	446,679
Total Cash and Cash Equivalents at the end of the year	<u>419,726</u>	<u>493,036</u>

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

	2025 £	2024 £
Net income/(expenditure) for the year (as per the statement of financial activities)	(47,172)	(9,470)
Adjustments for:		
Depreciation charge	-	-
Interest income	(16,397)	(13,706)
Decrease (Increase) in Debtors	(404)	1,662
Increase (Decrease) in Creditors	(28,146)	55,623
Increase (Decrease) in Provision for Liabilities	2,412	(1,458)
Net cash provided by/(used in) Operating Activities	<u>(89,707)</u>	<u>32,651</u>

Analysis of cash and cash equivalents

In 2025 and 2024 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 2024 £	Cash Flows £	At 31 March 2025 £
Bank current account and cash in hand	9,943	351	10,294
Deposit accounts available on demand	302,261	(10,836)	291,425
Term Deposits (less than six months' notice)	<u>180,832</u>	<u>(62,825)</u>	<u>118,007</u>
Total cash and cash equivalents	<u>493,036</u>	<u>(73,310)</u>	<u>419,726</u>

The notes on pages 13 to 22 form part of these financial statements

WELWYN HATFIELD CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2025

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.

- a. 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.
- b. Bank Interest – Bank interest is included in the statement of financial activities on receipt.
- c. 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.
- d. 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.
- e. 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 2025

d. **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.

e. **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).

f. **Taxation**

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

g. **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.

h. **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.

i. **Leases**

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

j. **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 2025

2. COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES 2024

	Unrestricted Funds £	Restricted Funds £	Total Funds £
Income from			
Donations and legacies	4,019	-	4,019
Charitable Activities	99,412	483,574	582,986
Investment Income	13,706	-	13,706
Other Income	50	-	50
Total Income	117,187	483,574	600,761
Expenditure on:			
Charitable Activities	131,192	479,039	610,231
Total Expenditure	131,192	479,039	610,231
NET INCOME/(EXPENDITURE)	(14,005)	4,535	(9,470)
RECONCILIATION OF FUNDS			
TOTAL FUNDS BROUGHT FORWARD	394,417	9,127	403,544
Transfer Between Funds	46	(46)	-
TOTAL FUNDS CARRIED FORWARD	380,458	13,616	394,074

3 DONATIONS & GRANTS FOR CHARITABLE ACTIVITIES

3(a) Donations

	Unrestricted Funds £	Restricted Funds £	2025 Total £	2024 Total £
Salisbury Pool Charity	2,500	-	2,500	2,500
BreatheHR	994	-	994	-
Trustees, Employees and Volunteers	252	-	252	1,320
Welwyn Hatfield Lottery	64	-	64	55
Other donations under £500 including Anonymous	117	-	117	144
Total Donations	3,927	-	3,927	4,019

3 (b) Grants

	Unrestricted Funds £	Restricted Funds £	2025 Total £	2024 Total £
Welwyn Hatfield Borough Council	95,000	217,784	312,784	320,093
Hertfordshire County Council	-	92,646	92,646	144,454
Helping Herts	-	-	-	-
Herts Community Foundation	-	-	-	-
Wellfield Trust	-	-	-	-
Hatfield Foodbank	-	49,375	49,375	47,374
Big Lottery Fund	-	-	-	-
Paradigm Housing Group	-	47,210	47,210	52,652
Welwyn Parish Council	-	-	-	-
Citizens Advice	-	-	-	15,263
Department for Work and Pensions	-	-	-	3,150
Total Grants	95,000	407,015	502,015	582,986

WELWYN HATFIELD CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31ST MARCH 2025**

4. INVESTMENT INCOME

	<u>2025</u> £	<u>2024</u> £
Deposit Interest	<u>16,397</u>	<u>13,706</u>

5. EXPENDITURE

	Unrestricted Funds £	Restricted Funds £	2025 Total Funds £	2024 Total Funds £
Cost of Charitable Activities				
Direct costs				
Staff & volunteer costs	95,617	175,720	271,337	292,449
Premises costs	-	-	-	2,669
Administration & other costs	<u>3,339</u>	<u>53,789</u>	<u>57,128</u>	<u>10,902</u>
Total direct costs	98,956	229,509	328,465	306,020
Support costs	<u>58,418</u>	<u>186,052</u>	<u>244,470</u>	<u>304,211</u>
	<u>157,374</u>	<u>415,561</u>	<u>572,935</u>	<u>610,231</u>
	£	£	£	£
Total Expenditure				
Staff & volunteer costs	118,816	322,382	441,198	536,087
Premises costs	8,809	14,920	23,729	29,363
Administration & other costs	26,834	76,316	103,150	41,465
Governance costs	<u>2,915</u>	<u>1,943</u>	<u>4,858</u>	<u>3,316</u>
	<u>157,374</u>	<u>415,561</u>	<u>572,935</u>	<u>610,231</u>
	£	£	£	£
Support costs				
Staff & volunteer costs	23,199	146,662	169,861	243,638
Premises costs	8,809	14,920	23,729	26,694
Administration & other costs	25,125	22,527	47,652	30,562
Governance costs	<u>1,285</u>	<u>1,943</u>	<u>3,228</u>	<u>3,317</u>
	<u>58,418</u>	<u>186,052</u>	<u>244,470</u>	<u>304,211</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):

	2025	2024
	£	£
Depreciation - owned assets	<u>-</u>	<u>-</u>
	<u>-</u>	<u>-</u>
Independent Examiner's Fees	<u>1,320</u>	<u>1,302</u>

During the year the Independent Examiner was paid £nil (2023: £nil) in respect of accounting services provided.

WELWYN HATFIELD CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31ST MARCH 2025

7. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2025 nor for the year ended 31st March 2024.

Trustees' Expenses

Expenses of £18 were paid for DBS checks for Trustees during the year (2024 £54). An annual premium of £238 (2024: £238) was paid for Trustees' Indemnity Insurance.

8. STAFF COSTS

	<u>2025</u>	<u>2024</u>
	£	£
Wages and salaries	368,526	466,282
Social security costs	27,727	33,880
Pension contributions	16,047	23,418
Other Staff Costs	6,874	10,703
Pension Scheme Management Charge	1,854	1,800
Redundancy cost	16,455	-102
Increase (decrease) in Pension provision	<u>3,715</u>	<u>106</u>
	<u>441,198</u>	<u>536,087</u>

The key management personnel during the year comprised four employees and the total amount of employee benefits received by those key management personnel was £128,505 (2024 £121,201). There were no employees who received employee benefits in excess of £60,000 during 2025 or 2024. As shown above, redundancy costs of £16,455 were paid during the year and this cost was accounted for from the Designated fund established for this purpose.

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

	<u>2025</u>	<u>2024</u>
Charitable activities	10	15
Support services	<u>6</u>	<u>6</u>
	<u>16</u>	<u>21</u>
Full time equivalent	<u>14</u>	<u>17</u>

9. DEBTORS

	<u>2025</u>	<u>2024</u>
	£	£
Prepayments	3,456	3,052
	<u>3,456</u>	<u>3,052</u>

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR START

	<u>2025</u>	<u>2024</u>
	£	£
Taxation and National Insurance contributions	8,044	8,816
Pension contributions	2,915	2,829
Accruals	18,522	19,511
Deferred Income	43,109	69,580
	<u>72,590</u>	<u>100,736</u>

WELWYN HATFIELD CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS – CONTINUED
FOR THE YEAR ENDED 31 MARCH 2025**

11. DEFERRED INCOME

	2025	2024
	£	£
Balance at 1 April	69,580	8,000
Amount released to income in the year	(69,580)	(8,000)
Amount deferred in the year	<u>43,109</u>	<u>69,580</u>
	<u>43,109</u>	<u>69,580</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.

12. PROVISION FOR LIABILITIES

	Pensions Scheme Deficit Reduction Contributions	
	2025	2024
	£	£
Opening Provision	1,278	2,736
Payments During the Year	(1,303)	(1,564)
Extra provision during the year	25	-
Increase (Reduction) in Provision (note 16)	<u>3,690</u>	<u>106</u>
Closing Provision	<u>3,690</u>	<u>1,278</u>
Amounts expected to be incurred		
- within one year	1,230	1,278
- beyond one year	<u>2,460</u>	<u>-</u>
	<u>3,690</u>	<u>1,278</u>

As further explained at note 16, and in accordance with the Charities SORP (FRS 102), the provision of £3,690 at 31 March 2025 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 2025

13. FUNDS

	At 1.4.24 £	Income £	Expenditure £	Transfers between Funds £	At 31.3.25 £
Unrestricted Funds					
General Fund	287,965	118,748	157,374	1,485	250,824
Designated Funds: Pension Liability	15,000	-	-	(3,690)	11,310
Designated Funds: Dilapidations Fund	20,000	-	-	-	20,000
Designated Funds: Lease Termination	13,750	-	-	-	13,750
Designated Funds: Redundancy Costs	41,743	-	-	(22,795)	18,948
Designated Funds: Redecoration Fund	2,000	-	-	-	2,000
Designated Funds: IT Upgrade	-	-	-	25,000	25,000
	380,458	118,441	153,684	-	341,832
Restricted Funds					
Crisis Advocate	836	29,886	29,957	-	765
British Sign Language	5,470	46,679	51,576	-	573
Homelessness Prevention Project	2,679	165,793	167,860	-	612
Wellfield Trust	-	-	-	-	-
Paradigm Housing Project	516	47,210	47,489	-	237
Hatfield Foodbank (Together for Change)	-	49,375	49,375	-	-
Welwyn Hatfield Borough Council					
(WHBC) Household Support Fund (HSF)	-	33,123	33,123	-	-
WHBC Special HSF	-	8,869	8,869	-	-
WHBC HSF Administration	-	10,000	9,994	-	6
Hertfordshire County Council (HCC) –					
Cost of Living	115	6,350	6,350	-	115
HCC – Household Support Fund (HSF)	-	9,730	9,730	-	-
HCC – HSF Admin	-	-	-	-	-
Citizens Advice – Cost of Living	-	-	-	-	-
Fuel Donations (Hatfield Residents)	4,000	-	1,238	-	2,762
Fuel Donations (Other Residents)	-	-	-	-	-
	13,616	407,015	415,561	-	5,070
TOTAL FUNDS	394,074	525,456	569,245	-	346,902

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

Designated funds

The General Fund which is mainly funded by Welwyn Hatfield Borough Council is the fund through which the Bureau offers quality assured advice across the full range of advice subject areas.

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 and has determined that the amounts identified for Dilapidations, Lease Termination, Redecoration, and Redundancy, are appropriate. The funds set aside for the first two items are likely to be needed at the expiry of the lease in 2025, or on earlier determination, whilst the Redecoration fund will be used as appropriate in the intervening years. The Redundancy fund exists to provide for any redundancies which may occur due to unexpected funding shortfalls and will be used if that situation occurs.

WELWYN HATFIELD CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31ST MARCH 2025

13. FUNDS (Continued)

Purposes of restricted funds

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.

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 – Funded projects for fuel assistance and school uniforms for needy Hatfield families.

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

Hatfield Foodbank (Together for Change) – This fund finances the presence of a bureau representative at the Hatfield Foodbank to provide advice to foodbank clients.

Welwyn Hatfield Borough Council (WHBC) Household Support Fund - fund provided by Welwyn Hatfield Borough Council to provide emergency financial assistance during the course of advice. Funds were also provided to administer this fund.

Hertfordshire County Council – Cost of Living – A fund to facilitate advice to clients to mitigate cost of living increases.

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

14. OPERATING LEASE COMMITMENTS

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

	2025	2024
	£	£
Less than 1 year	6,875	13,750
Over 1 year	-	6,875
	<u>6,875</u>	<u>20,625</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 2025

15. 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 £7,159 (2024 £6,924). No funding for Charitable Activities was received from Citizens Advice during the year (2024 £15,000) and no miscellaneous income was received from the same source (2024 £262).

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, an organisation which has now been disbanded.

Neil Bromyard Business Services, a firm owned by the Company Secretary, was paid £275 (2024 Nil) for IT services supplied to the organisation.

16. 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 2023 showed a deficit of £16.1m. With the aim of eliminating this funding shortfall, participating employers have been asked to pay additional contributions for the term to 31 March 2028. The additional contribution required from the company for the year commencing 1 April 2024 was £1,303. Contributions from 1 April 2025 will be £1,230 per annum.

WELWYN HATFIELD CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31ST MARCH 2025

16. 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 £3,690 at 31 March 2025 (£1,278 at 31 March 2024), as detailed in Note 12 of the financial statements. The liability is based on the recovery of the scheme deficit of £16.1m based on a full actuarial valuation carried out at 30 September 2023.

The increase in the provision for the deficit recovery plan included in Note 12 of the financial statements arises from;

	2025 £	2024 £
Provision for Pensions Scheme Deficit Reduction Payments		
<i>Income and Expenditure Impact</i>		
Excess contributions paid	(25)	-
Interest expense	34	105
Re-measurements - impact of change in assumptions	22	1
Re-measurements - Amendments to the contribution schedule	3,659	-
	<u>3,690</u>	<u>106</u>

Although the interest expense, being the unwinding of the discount rate, may be recognised as a finance cost, the whole of the change 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 £21,616 (2024: £25,324), comprising the movement in the provision for Pensions Scheme Deficit Reduction Payments shown above, the contributions payable by the company on behalf of current employees amounting to £16,046 (2024: £23,418), plus an Admin charge of £1,854 (2024 £1800) which The Pension Trust make for the maintenance of the Series 1, 2 and 3 Schemes.

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 provisionally calculated by the Pensions Trust as £13,762 at 30 September 2024 (£13,029 at 30 September 2023), 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 2023 for all current and former Welwyn Hatfield Citizens Advice pension scheme members.