

**HERTSMERE CITIZENS ADVICE BUREAU**

**FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2024**

**Registered Charity Number: 1064996**

**Company Number:03438303**

**Limited by guarantee**

**TUESDAY**



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**HERTSMERE CITIZENS ADVICE BUREAU**  
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**FOR THE YEAR ENDED 31 MARCH 2024**

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## **HERTSMERE CITIZENS ADVICE BUREAU**

### **REPORT OF THE DIRECTORS AND TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024**

The Trustees (who are also Directors for the purpose of Company Law) have pleasure in presenting their annual report and the audited financial statements for the year ended 31 March 2024. The financial statements comply with the Charities Act 2011, the Companies Act 2006, The Charity's Memorandum & 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 2015).

#### **1. ADMINISTRATIVE DETAILS**

<b>Charity Name</b>	Hertsmere Citizens Advice Bureau (HCAB)
<b>Charity Registration No.</b>	1064996
<b>Company Registration No.</b>	3438303
<b>Registered Office</b>	Vanstone Suite The Community Centre 2 Allum Lane, Elstree, Borehamwood Hertfordshire WD6 3PJ
<b>Chief Executive</b>	Carolyn Buller
<b>Chair</b>	Arran Elkeles
<b>Company Secretary</b>	Lewis Osbourne
<b>Principal Addresses</b>	Vanstone Suite The Community Centre 2 Allum Lane, Elstree, Borehamwood Hertfordshire WD6 3PJ  8 Rudolph Road, Bushey Hertfordshire WD23 3DU  The Wyllotts Centre Darkes Lane, Potters Bar Hertfordshire EN6 2HN
<b>Bankers</b>	Lloyds Bank PLC Units 32 & 32A Atria Shopping Centre Watford Hertfordshire WD17 2UB
<b>Auditors</b>	Parker Cavendish 28 Church Road Stanmore Middx. HA7 4XR

**HERTSMERE CITIZENS ADVICE BUREAU**  
**REPORT OF THE DIRECTORS AND TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2024**

The following people were directors/trustees on the date of approval of the report:-

<b>Director/Trustee</b>	<b>Current Role</b>	<b>Status</b>	<b>Date First Elected or Appointed</b>
Arran Elkeles	Chair	Elected	09-Oct-2012
Janice Myerson	Vice Chair	Elected	28-Jan-2021
Malcolm Curzon	Chair - Finance Committee	Elected	07-Feb-2015
Deepa Doshi	Chair - Personnel & Operations Committee	Elected	23-Jan-2018
Christopher Wood		Elected	05-Apr-2011
Helen Warne		Elected	26-Jan-2017
Peter Tomlinson		Elected	28-Jan-2021
Alan Moss		Elected	05-Nov-2020
Alireza Ghaffari		Elected	25-Jan-2023
Asha Strong		Elected	04-Apr-2023
Richard Binns		Elected	17-Oct-2023
Richard Mortimer		Co-opted	04-Apr-2024
Binoy Mistry		Co-opted	10-Jul-2024

No members of the Trustee Board are in paid employment in the Hertsmere Citizens Advice Bureau and no members are volunteer advisors in the bureau.

The following people additionally served as directors/trustees during the year:-

<b>Director/Trustee</b>	<b>Status</b>	<b>Date Resigned</b>
John Boal	Resigned	19-Jun-2023
Lewis Osbourne	Resigned	11-Oct-2023
Hadley Simons	Resigned	18-Jul-2024

**HERTSMERE CITIZENS ADVICE BUREAU**  
**REPORT OF THE DIRECTORS AND TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**2. STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Governing Document**

The Hertsmere Citizens Advice Bureau (HCAB) is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to one pound (£1). At 31 March 2024 the company had 12 members. HCAB is governed by its Memorandum and Articles of Association dated 1 July 2014 (updated on 16 May 2024).

HCAB was originally incorporated as a company limited by guarantee in November 1997. The company commenced operations in 1997 at which date the assets and liabilities of the unincorporated Borehamwood and Elstree Citizens Advice Bureau were acquired and in 2000 the assets and liabilities of the unincorporated Bushey Citizens Advice Bureau and Potters Bar Citizens Advice Bureau were acquired and the company name changed to The Citizens Advice Bureau Service in Hertsmere before being changed to Hertsmere Citizens Advice Bureau on 1 July 2014.

**Recruitment, Appointment of Trustees**

Trustees are also Directors of the Company. The Company Secretary and the Chair oversee the election process for Board appointments. A separate selection process agreed by the Trustee Board is followed for the election of the Chair at the AGM. The Trustee Board seeks to ensure that it draws members with the required abilities from a wide section of those who live and work in Hertsmere and to appoint others who, due to their skills, may be able to contribute to its work. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

**Induction of Trustees**

Newly appointed Trustees to HCAB are enrolled on a comprehensive trustee induction training course.

**Training of Trustees**

Apart from the induction of newly appointed Trustees, other Trustees receive training as needs arise.

## **HERTSMERE CITIZENS ADVICE BUREAU**

### **REPORT OF THE DIRECTORS AND TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024**

#### **Organisational Structure**

HCAB is governed by its Trustee Board which is responsible for settling the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of HCAB and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet quarterly as a minimum and delegate the day to day management to the Chief Executive Officer and her team.

A register of directors' interests is maintained at the registered office, and is available to the public.

#### **Related Parties**

HCAB is a member of Citizens Advice, the operating name of the National Association of Citizens Advice offices, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of HCAB in order to fulfil its charitable objects and comply with the national requirements of Citizens Advice.

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The charity also co-operates and liaises with a number of other advisory services, local charities, housing associations 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.

In 2011 HCAB joined with the 9 other offices in the Hertfordshire area to form Hertfordshire Citizens Advice Service (HCAS). This is a consortium that sought to encourage collaborative working between offices on a county wide basis. HCAB has equal representation on this consortium along with the other 9 Hertfordshire CA offices.

By 2023, it became apparent that HCAS was no longer viable and its Board took the decision, in consultation with the Chairs and CEOs of the 10 members, that the company should be struck off. This process is expected to be completed by early Autumn.

## **HERTSMERE CITIZENS ADVICE BUREAU**

### **REPORT OF THE DIRECTORS AND TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024**

#### **Major Risks**

A risk management strategy and risk register have been established and implemented 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 HCAB is continually monitoring and reviewing the 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. HCAB is dependent upon a substantial grant from Hertsmere Borough Council to maintain its core Hertsmere-wide advice service. The Trustees have minimised the effects of the withdrawal of this funding by securing a 5 year agreement with Hertsmere Borough Council which runs until March 2028, (although these funds are not index linked), by raising funds from a variety of sources and by maintaining a prudent reserves policy. 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. The Charity is cognizant of the effects of inflation on the finances of the Charity. These procedures are periodically reviewed to ensure that they still meet the needs of the charity. In addition both the governance and case work of HCAB is subject to assessment and review by Citizens Advice National Office.

### **3. OBJECTIVES AND ACTIVITIES**

#### **Objectives**

The Charity's objectives are to promote any charitable purpose for the benefit of the community living and working in Hertsmere, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

## **HERTSMERE CITIZENS ADVICE BUREAU**

### **REPORT OF THE DIRECTORS AND TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024**

#### **Aims, Objectives, Strategies and Activities for the Year**

HCAB aims to provide free, independent, confidential and impartial advice to everyone living or working in Hertsmere, on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

HCAB aims to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives.

In addition to the continuing provision of high quality advisory services to the local community the primary objectives for the year were to continue to develop the means of service provision to include telephone and internet communication, and to extend the work of the specialist debt advisory service staffed by appropriately qualified personnel.

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

The principal activity of the HCAB remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. This is provided through three main service advice centres in Hertsmere: in Elstree & Borehamwood, Bushey and Potters Bar. In addition to general advice the following specialist advisory services were provided during the year:-

#### **Specialist Welfare Benefit and Debt Counselling**

Advisory services were provided through face-to-face consultations, telephone advice lines, by emails and various outreach services at community centres throughout Hertsmere. With funds received from the British Gas Energy Trust HCAB is providing detailed advice to clients struggling with energy costs.



## **HERTSMERE CITIZENS ADVICE BUREAU**

### **REPORT OF THE DIRECTORS AND TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024**

#### **Contribution of Volunteers**

HCAB receives help and support in the form of voluntary assistance in advising the public and administering the charity.

55 Volunteers, including the trustees, contributed some 17,472 hours of largely advisory work to the organisation during the year. We estimate the value of this help at approximately £297,024 in respect of the year 2023-24 (2023: £292,000).

#### **4. ACHIEVEMENTS AND PERFORMANCE**

##### **Charitable Activities**

The effects of the Cost-of-Living crisis continued to affect the lives of the people coming to see us through 2023-24. The number of people asking for our help remained high with an increase in the number of homeowners seeking advice. Around 40% of our clients presented with an issue related to debt and energy bills with 38% of those being in a negative budget situation. We gained additional funding from HCC and BGET to support caseworkers to resolve these issues for our clients. Housing and potential homelessness enquiries increased and we gained lottery funding to support people to prevent eviction and sustain their tenancies. The number of people seeking help with a crisis situation increased on the previous year and we gained funding for energy and supermarket vouchers to help resolve the immediate problem. We continued to deliver services in all areas of the borough via telephone, email and face to face. Our skilled and conscientious staff and volunteer team delivered advice which achieved the Advice Quality standard and was assessed by National Citizens Advice as being in the highest category for quality and consistency.

##### **Clients and enquires**

During 2023/24 we dealt with 17,501 client contacts (2023: 17,379) whilst the number of new cases were 4,605 (2023: 3,836).

## **HERTSMERE CITIZENS ADVICE BUREAU**

### **REPORT OF THE DIRECTORS AND TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024**

#### **Fundraising Activities**

Total income for the year was £759,747 an increase of £133,681 compared to the previous year. A number of new projects contributed to this additional income strengthening the Money and Debt Advice team, and providing further capability to help those in crisis. Contact with potential new clients was also generated by links to Foodbanks and greater accessibility through the website, telephone and email. No material expenditure was incurred in fundraising activities during the year.

#### **Investment Activities**

The charity does not currently hold investments other than interest bearing accounts and term cash deposits with its banker.

#### **Factors Affecting the Achievement of Objectives**

The charity is only too well aware of the financial pressures experienced by its major funders, and in view of this continues to seek additional sources of funding for its services while at the same time ensuring that these are provided in a cost effective and efficient manner.

## **5. FINANCIAL REVIEW**

#### **Financial Position**

Incoming Resources in the year were £759,747 (2023: £626,066) and of this sum, £458,289 (2023: £333,182) related to project activities.

A surplus of £68,528 was made in the year (2023: £42,476). At 31 March 2024 total reserves were £592,278 (2023: £523,750) of which £Nil represented Designated Funds (2023: £Nil) and £Nil represented Restricted Funds (2023: £Nil). The surplus was increased from £42,476 in 2022/23 to £68,528 in 2023/24 mainly due to additional project income in 2023/24.

## **HERTSMERE CITIZENS ADVICE BUREAU**

### **REPORT OF THE DIRECTORS AND TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024**

#### **Reserves Policy**

HCAB is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The charity maintains a projection of income and expenditure for three years ahead and endeavours to ensure that this continues to be derived from as wide a variety of sources as possible. However, HCAB is dependent upon a substantial grant from Hertsmere Borough Council to maintain its core Hertsmere-wide advice service. Any reduction in this grant could affect the Trustees' ability to maintain a Hertsmere-wide service and any material reduction could lead to the closure of HCAB in the Borough.

The Trustees have examined HCAB requirements for reserves in the light of the principal risks to the organisation. These risks centre around a major or total loss of core funding, and the consequent potential redundancies. The Trustees are also mindful of the desire to maintain the service in the event of a temporary hiatus in the receipt of grants.

The particular reserves are outlined in notes 9 and 10 .

#### **Principal Funding Sources**

The Directors extend their gratitude to Hertsmere Borough Council who continued to support the core operating capacity of the Charity. Additionally project specific funding was received from the Rolandson Foundation, the M foundation, Aldenham Parish Council, Hertsmere Foodbanks, Citizens Advice National, British Gas Energy Trust and Hertfordshire County Council.

Hertsmere Borough Council also provides the Bushey and Potters Bar office premises to the Charity on a rent free basis for which we are again very grateful.

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

#### **Funds in Deficit**

No funds were in deficit at the balance sheet date.

## **HERTSMERE CITIZENS ADVICE BUREAU**

### **REPORT OF THE DIRECTORS AND TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024**

#### **Investment Policy**

As required in its Memorandum, in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

#### **6. PUBLIC BENEFIT STATEMENT**

The Trustee Board is confident that they have complied with their duty under section 4 of the Charities Act 2011 to have due regard to the guidance on public benefit published by the Charities Commission in exercising their powers or duties.

#### **7. FUTURE PLANS**

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HCAB aims to continually improve access to its service, and intends to extend its service to even wider numbers of the community through increased partnership working, development of telephone advice and office based online advisory service facilities.

**HERTSMERE CITIZENS ADVICE BUREAU**  
**REPORT OF THE DIRECTORS AND TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**8. DIRECTORS RESPONSIBILITIES**

The trustees (who are also directors of Hertsmere Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

In preparing those financial statements, the directors 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 have been followed, subject to any material departures disclosed and explained in the financial statements, and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in operation.

The directors are also responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Hertsmere Citizens Advice Bureau and to enable them to ensure that the financial statements comply with the Companies Act 2006.

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

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and reporting by Charities and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

**HERTSMERE CITIZENS ADVICE BUREAU**  
**REPORT OF THE DIRECTORS AND TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**8. DIRECTORS RESPONSIBILITIES - CONTINUED**

So far as each director at the date of the approval of this report is aware:-

- there is no relevant audit information of which the company's auditors are unaware
- and the directors have taken all steps they ought to have to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Parker Cavendish were appointed as the company's auditors at the last Annual General Meeting and have expressed their willingness to continue in that capacity.

*Alan Moss*

Alan Moss - Trustee      Date: 10 July 2024

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## **HERTSMERE CITIZENS ADVICE BUREAU**

### **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF THE HERTSMERE CITIZENS ADVICE BUREAU**

#### **Opinion**

We have audited the financial statements of Hertsmere Citizens Advice Bureau (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its result, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

## **HERTSMERE CITIZENS ADVICE BUREAU**

### **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF THE HERTSMERE CITIZENS ADVICE BUREAU**

#### **Other Information**

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

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#### **~~Opinions on other matters prescribed by the Companies Act 2006~~**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

#### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

#### **Responsibilities of trustees**

As explained more fully in the Statement of Trustees Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.



## **HERTSMERE CITIZENS ADVICE BUREAU**

### **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF THE HERTSMERE CITIZENS ADVICE BUREAU**

#### **Responsibilities of trustees (cont)**

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

#### **Our responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- The engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with the directors and other management, and from our commercial knowledge and experience of the company's activities and our prior knowledge of the company's operations;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, Charities Act 2011, taxation legislation, data protection, anti-bribery, employment, and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management, inspecting relevant correspondence;
- identified laws and regulations were communicated within the audit team regularly and the team remain alert to instances of non-compliance throughout the audit;
- we assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:
  - making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
  - considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

## **HERTSMERE CITIZENS ADVICE BUREAU**

### **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF THE HERTSMERE CITIZENS ADVICE BUREAU**

#### **Our responsibilities for the audit of the financial statements (cont)**

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation claims; and
- reviewing correspondence with HMRC, and any other applicable correspondence.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulation are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Report of the Independent Auditors.

#### **Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

*Marco Gazza*

Marco Gazza (Senior Statutory Auditor)  
for and on behalf of Parker Cavendish  
Chartered Accountants  
Registered Auditor  
28 Church Road  
Stanmore  
Middlesex, HA7 4XR

Date: 27 September 2024

# HERTSMERE CITIZENS ADVICE BUREAU

## STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2024 INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT

	Note	Unrestricted Core Funds £	Unrestricted Project Funds £	Total Funds 2024 £	Total Funds 2023 £
<b>Incoming Resources</b>	1b				
Incoming Resources from Generated Funds	2				
Voluntary Income	2a	29,045	-	29,045	33,662
Investment Income	2b	15,413	-	15,413	2,122
Incoming Resources from Charitable Activities	3	257,000	458,289	715,289	590,282
<b>Total Incoming Resources</b>		<b>301,458</b>	<b>458,289</b>	<b>759,747</b>	<b>626,066</b>
<b>Resources Expended</b>					
Charitable Activities	4	222,794	458,289	681,083	575,671
Governance Costs	4	10,136	-	10,136	7,919
<b>Total Resources Expended</b>	4	<b>232,930</b>	<b>458,289</b>	<b>691,219</b>	<b>583,590</b>
<b>Net Movement in Funds</b>		<b>68,528</b>	<b>-</b>	<b>68,528</b>	<b>42,476</b>
Balances Brought Forward		523,750	-	523,750	481,274
<b>Balances Carried Forward</b>		<b>592,278</b>	<b>-</b>	<b>592,278</b>	<b>523,750</b>

The notes on pages 20 - 26 form part of these financial statements.

# HERTSMERE CITIZENS ADVICE BUREAU

## BALANCE SHEET AT 31 MARCH 2024

	Note	Core Funds £	Project Funds £	Total 2024 £	Total 2023 £
<b>Current Assets</b>					
Debtors	7	4,224	-	4,224	71
Bank & Cash Balances		783,438	-	783,438	595,334
		<u>787,662</u>	<u>-</u>	<u>787,662</u>	<u>595,405</u>
<b>Less Current Liabilities</b>					
Creditors falling due within one year	8	(195,384)	-	(195,384)	(71,655)
		<u>592,278</u>	<u>-</u>	<u>592,278</u>	<u>523,750</u>
<b>Net current assets</b>					
		<u>592,278</u>	<u>-</u>	<u>592,278</u>	<u>523,750</u>
<b>Net Assets</b>					
		<u>592,278</u>	<u>-</u>	<u>592,278</u>	<u>523,750</u>

### Funds of the Charity

<b>Unrestricted Funds</b>					
Accumulated Funds	9-12	592,278		592,278	523,750
Designated Funds		-		-	-
<b>Restricted Funds</b>					
	9-12	-		-	-
		<u>592,278</u>	<u>-</u>	<u>592,278</u>	<u>523,750</u>

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies, and with the Financial Reporting Standard 102.

These financial statements were approved by the Board of Trustees on 10 July 2024 and signed on their behalf by:-

*Arran Elkeles*

*Alan Moss*

Arran Elkeles - Chair

Alan Moss - Trustee

The notes on pages 20 - 26 form part of these financial statements.

# HERTSMERE CITIZENS ADVICE BUREAU

## STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2024

	Total 2024 £	Total 2023 £
<b>Cash flows from operating activities:</b>		
Net cash increase/(decrease) in operating activ	172,691	(41,904)
<b>Cash flows from investing activities</b>		
Investment income	15,413	2,122
<b>Net cash provided by investing activities</b>	15,413	2,122
Change in cash and cash equivalents in the year	188,104	(39,782)
Cash and cash equivalents at the beginning of the year	595,334	635,116
<b>Total cash and cash equivalents at the end of the yea</b>	<b>783,438</b>	<b>595,334</b>
<b>Reconciliation of net expenditure to net cash flow from operating activities</b>		
Net income for reporting period per SOFA	68,528	42,476
Adjustments for:		
Decrease/ (increase) in debtors	(4,153)	3,178
Increase / (decrease) in creditors	123,729	(85,436)
Investment income	(15,413)	(2,122)
<b>Net cash used in operating activities</b>	<b>172,691</b>	<b>(41,904)</b>
<b>Analysis of cash &amp; cash equivalents</b>		
Total cash and cash equivalents at the end of the year	783,438	595,334

## **HERTSMERE CITIZENS ADVICE BUREAU**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024**

#### **1 - Accounting policies**

##### **a - Basis of Preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - ("Charities SORP(FRS 102)"), and the Companies Act 2006.

Hertsmere Citizens Advice Bureau meets the public definition of a public benefit entity under FRS 102 . Assets and liabilities are recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

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##### **b - Incoming Resources**

###### **(i) - Grants Receivable**

Grants made to finance the activities of the bureau are credited to the income and expenditure account in the period to which they relate.

###### **(ii) - Bank Interest**

Bank interest is included in the income and expenditure account on receipt.

###### **(iii) - Other Income**

Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included as they are 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 advising 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 directors' report.

## **HERTSMERE CITIZENS ADVICE BUREAU**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024**

#### **1 - Accounting policies (cont.)**

##### **(v) - Deferred Income**

Grants received in advance of the period in which the funder requires the expenditure to be applied is reflected in deferred income within the balance sheet.

##### **c - Resources Expended**

All material expenditure is accounted for on an accruals basis. All expenditure directly related to the provision of advice services is included within charitable activities expenditure.

##### **d - Restricted Funds**

Income received for restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated including any relevant management fees. At the end of that project or at a relevant stage within that project, any surplus or deficit on that project is transferred to general funds, unless specifically forbidden by the grant provider.

##### **e - 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 and are not treated as restricted in any way.

##### **f - Pensions**

The charity operates a defined contribution pension plan for its employees which complies with the Government's auto-enrolment legislation. The scheme operated from 1st January 2017, which was the organisation's staging date. All pension payments are charged to the income and expenditure account in the period in which they are incurred.

##### **g - Leases**

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

# HERTSMERE CITIZENS ADVICE BUREAU

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

### I - Capital Expenditure

Expenditure on Office Fixtures and Fittings including Computer Hardware and Software is shown as fully expended in the year in which the expenditure is incurred.

### 2 - Incoming Resources from Generated Funds

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
<b>a - Voluntary Income</b>				
Premises provided by HBC at no cost	28,500	-	28,500	28,500
Donations	545	-	545	5,162
	<u>29,045</u>	<u>-</u>	<u>29,045</u>	<u>33,662</u>

### **b - Investment Income**

Bank Interest Received	<u>15,413</u>	<u>-</u>	<u>15,413</u>	<u>2,122</u>
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### 3 - Incoming Resources from Charitable Activities

Core Funds £	Project Funds £	Total 2024 £	Total 2023 £
<u>257,000</u>	<u>458,289</u>	<u>715,289</u>	<u>590,282</u>

### 4 - Total Resources Expended

	2024 £	2023 £
General Advisory Services	681,083	575,671
Governance Costs	<u>10,136</u>	<u>7,919</u>
	<u>691,219</u>	<u>583,590</u>



# HERTSMERE CITIZENS ADVICE BUREAU

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

### 4 - Total Resources Expended (cont.)

#### Classification of Resources Expended

	2024 £	2023 £
Staff Costs - see note 6	523,763	462,524
Premises	66,195	60,247
Communications	6,152	12,966
Stationery, Printing & Postage	4,560	4,306
Information Systems & Books	47,018	21,118
Travel	4,129	930
Recruitment & Training	3,349	2,407
Insurance	4,001	3,649
Professional cost	10,136	7,919
Sundries	21,916	7,524
	<u>691,219</u>	<u>583,590</u>

### 5 - Net Movement in Funds for the Year

	2024 £	2023 £
This is stated after charging:-		
Auditors Remuneration	4,740	4,080
	<u>4,740</u>	<u>4,080</u>

### 6 - Information regarding Directors and Employees

	2024 £	2023 £
Wages & Salaries	467,025	402,028
Social Security Costs	34,395	36,078
Pension Costs	15,865	16,272
Other labour costs	6,478	8,146
	<u>523,763</u>	<u>462,524</u>

The average number of employees, analysed by function was:-

	2024	2023
Charitable purposes	19	16
Management & administration of charity	2	2
	<u>21</u>	<u>18</u>

## HERTSMERE CITIZENS ADVICE BUREAU

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

#### 6 - Information regarding Directors and Employees (cont.)

No employee received remuneration of more than £51,000 (excluding NI & Pension)

No trustees received any remuneration from the company for any purpose (2023: Nil) and no trustees have benefits accruing under pension schemes (2023: Nil).

The charity has purchased indemnity insurance for its trustees.

#### 7 - Debtors

	2024 £	2023 £
Grants & Other Amounts Due	4,224	71
Total	<u>4,224</u>	<u>71</u>

#### 8 - Creditors - falling due within 1 year

	2024 £	2023 £
Creditors & Accrued Expenses	38,413	15,780
Deferred Income	156,971	55,875
Total	<u>195,384</u>	<u>71,655</u>

#### 9 - Analysis of Net Assets between Funds

	General Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Current Assets	787,662	-	-	787,662
Current Liabilities	(195,384)	-	-	(195,384)
Net Assets	<u>592,278</u>	<u>-</u>	<u>-</u>	<u>592,278</u>

## HERTSMERE CITIZENS ADVICE BUREAU

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

#### **10 - Movement in Funds**

	At 1 April 2023 £	Income £	Expenditure £	31 March 2024 £
<b>Project Funds</b>				
British Gas Energy Trust		122,042	(122,042)	-
Hert Project	-	76,076	(76,076)	-
HCC - Crisis Intervention	-	69,197	(69,197)	-
CAN - Cost of Living	-	53,107	(53,107)	-
M Foundaion	-	50,000	(50,000)	-
Other	-	39,860	(39,860)	-
Trussell Trust	-	31,887	(31,887)	-
HBC - Homelessness	-	16,120	(16,120)	-
<b>Total Project Funds</b>	<b>-</b>	<b>458,289</b>	<b>(458,289)</b>	<b>-</b>
<b>General Funds</b>				
Non designated funds	523,750	301,458	(232,930)	592,278
<b>Total General Funds</b>	<b>523,750</b>	<b>301,458</b>	<b>(232,930)</b>	<b>592,278</b>
<b>Total Funds</b>	<b>523,750</b>	<b>759,747</b>	<b>(691,219)</b>	<b>592,278</b>
<b>Restricted Funds</b>	There are no restricted funds (2023: Nil)			

#### **11 - Purposes of Project Funds**

Money & Debt advice	Provided by Citizen Advice National, Hertsmere Borough Council, Hertfordshire County Council and Trussell Trust to fund debt advice with related money and benefit advice. Murphy Foundation funds a caseworker to provide in depth casework for clients with complex issues.
Radlett Outreach	Provided by Aldenham Parish Council to finance an outreach advice facility in Radlett.
Homelessness/Crisis Interv	Provided by Hertsmere Borough Council/ Hertfordshire County Council to fund advice to clients to avoid them being evicted from housing
British Gas Energy Trust	Provided by them to fund debt advice to individual clients to help them reduce their energy costs

#### **12 - Designated Reserves**

At 31 March 2024 there are no designated reserves, all reserves being generally available.

## **HERTSMERE CITIZENS ADVICE BUREAU**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024**

#### **13 - Financial Commitments**

##### **Capital Commitments**

At the balance sheet date there were no capital commitments (2023: Nil).

##### **Operating Lease Commitments**

At the balance sheet date the company had no annual commitments under non-cancellable operating leases.

#### **14 - Related party transactions**

There were no related party transactions in the year or in the previous year.

#### **15 - Pension Costs**

HCAB currently operates 1 pension scheme for its employees.

~~An auto enrolment pension scheme for employees is operated on a defined~~  
contribution basis. The scheme is open to all employees . The company matches the gross contributions of the employees up to a maximum of 6% of employee earnings. The assets of the scheme are held separately from those of the company in an independently administered fund. The fund administrators are The Peoples Pension and the scheme complies with the Government's Auto-enrolment legislation.

The total pension costs shown in the accounts for the year represents the ongoing contributions payable by the company to the auto-enrolment scheme of £15,866 (2023: £16,685). There were contributions of £1,991 (2023: £2,807) payable at the year end.