

STEVENAGE CITIZENS ADVICE BUREAU

England & Wales · Charity number 1077414

Details

Other names	STEVENAGE CITIZENS ADVICE BUREAU
Status	Registered
Legal form	Charitable company
Company number	03836106
Registered	1999-09-15
Register	View on the Charity Commission register

Contact

Address	Citizens Advice Bureau 6th Floor Daneshill House Danestrete Stevenage SG1 1HN
Phone	01438344238
Email	admin@castevenage.org.uk
Website	stevenagecab.org.uk

Activities

Objects: The Charity is established for the promotion of any charitable purposes for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress, in particular, but without limitation, for the benefit of the community in the Borough of Stevenage and surrounding areas.

Activities: Provides advice and information to the general public in Stevenage, Herts. The service is free, confidential and impartial and available to all.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** General Charitable Purposes
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** IN PRACTICE NATIONALLY
- Hertfordshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,294,237	£2,245,171	£648,806	37
2024-03-31	£1,757,431	£1,615,727	£612,740	32
2023-03-31	£886,928	£856,898	£471,036	30
2022-03-31	£766,005	£734,434	£441,006	28
2021-03-31	£834,543	£743,523	£409,435	28

Trustees

Name	Role	Appointed
Tim Wade	Chair	2017-10-25
James Hurley		2022-08-22
Kevin Grix		2018-11-27
Mathew Lawson		2023-11-16
Olufemi Oladiran		2024-03-07
Paul Extance		2023-12-07
Sarah Neilson		2023-11-16
Tracey Valentine		2023-11-16

Accounts

Company registration number: 03836106

Charity number: 1077414

**TRUSTEES' REPORT AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2025**

**STEVENAGE CITIZENS
ADVICE BUREAU**
(A company limited by
guarantee)

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STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

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STEVENAGE CITIZENS ADVICE BUREAU

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REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2025

Trustees	Antony Egunjobi Tim Wade Malcolm Parry (resigned 12 December 2024) Kevin Grix Jamie Lyons (resigned 31 March 2025) James Hurley Mathew Lawson Tracey Valentine Sarah Neilson Andrew Cheung (resigned 14 February 2025) Paul Extance Olufemi Oladiran
Company registered number	03836106
Charity registered number	1077414
Principal and Registered office	Sixth Floor Daneshill House Danestrete Stevenage Hertfordshire SG1 1HN
Chief executive officer	C Blizzard-Welch
Independent auditors	Menzies LLP Chartered Accountants Statutory Auditor Magna House 18-32 London Road Staines-Upon-Thames TW18 4BP

STEVENAGE CITIZENS ADVICE BUREAU

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TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2025

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity was formed as a company limited by guarantee on 3rd September 1999 (Company Number: 03836106). The full name of the charity is Stevenage Citizens Advice Bureau and was registered with the Charity Commission on 15th September 1999 (charity Number: 1077414).

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006. Citizens Advice Stevenage is governed by its Articles of Association which replaced its previous Memorandum and Articles of Association and were passed by the company in general meeting by special resolution on 9th March 2018.

Article 3.1 of the Articles of Association reads: "The Charity is established for the promotion of any charitable purposes for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress, in particular, but without limitation, for the benefit of the community in the Borough of Stevenage and surrounding areas."

Recruitment and appointment of trustees

The charity is governed through a trustee board. Trustees who have held office during the year are listed on page 3. The Articles of Association provide for a minimum of four and a maximum of twelve elected trustees, with not more than 3 additional Trustees, who are co-opted at any time.

The trustees meet 4 times per year with additional quarterly meetings for the sub-committees listed below. The board is supported by a network of sub-committees, covering Finance and Policy, Staffing and Premises and Development. The Chief Executive attends all of these. The sub committees report to the full Board meetings. The Chief Executive Officer also attends the main Board meetings but does not have voting rights.

As stated in the Articles of Association, one third of the elected trustees for the time being or if their number is not three or a multiple of three, then the number nearest one third shall retire from office. A retiring elected trustee shall be eligible for re-election by the members. An elected trustee may not continue to serve after nine years in office unless the Board resolves in exceptional circumstances that the relevant elected trustee may serve for an additional term of up to three years.

Nominees appointed by Stevenage Borough Council are subject to the appointment processes of the Borough Council.

The trustees who have served during the year can be seen on the previous page. None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

The organisation is co-ordinated from its office in Stevenage.

Trustee induction and training

New trustees are briefed on their legal obligations under charity and company law, the content of the Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. The comprehensive induction to Citizens Advice Stevenage includes visits to the organisation, appropriate reading material, training courses and meeting key employees and other trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role. This is all enshrined in a written induction process.

Organisation Structure

Citizens Advice Stevenage is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, 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 Board of Directors in order to fulfil its charitable objects and comply with the national membership requirements.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Citizens Advice Stevenage 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 the Bureau and for ensuring that the charity satisfies its legal and contractual obligations. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public. At present the Board has 9 members with voting rights and 1 non-voting member who is nominated by Stevenage Borough Council, shown on page 1 as Representative Trustee.

The Chief Executive of the organisation has been appointed by the trustees to manage the day-to-day operations of the charity. In addition, there is an experienced team of paid staff and volunteers who are key to the service offered by the charity. Decisions are made by the trustee board in line with the Business Strategy and are reviewed at least annually.

The Senior Management Team meet to review progress against targets and the Charity's financial position and to discuss issues referred to them by the trustee board. Reports and recommendations are then taken to the full board for approval, and their implementation is organised by the Chief Executive and the staff team. There are regular staff, volunteer meetings and senior management team meetings which ensure that progress is being made against targets. There is an Annual General Meeting, which involves the staff team, trustee board, members, and other stakeholders.

Pay and Remuneration of Key Management Personnel

The trustees consider that the board of trustees and the senior management team (SMT) comprise the key management personnel of the charity. The charity's senior management team are all paid in accordance with comparable rates used in the voluntary sector. Any increases to these rates are approved by the trustee board. The chief executive's salary is reviewed and approved by the trustee board separately but in line with the policy set out above.

Complaints

We received 10 formal complaints and 7 informal complaints during the year. All complaints are carefully investigated by the Advice Quality and Operations Manager and a full response sent to the individual clients. The Board also review complaints annually or sooner if required.

Key risks and Uncertainties

The trustees, having had consideration to and mindful of the risk factors for the charity, identify the following Threats and changes in our operating landscape and conditions could stop us from achieving our mission?

- A. Staffing challenges
- B. Funders' financial stability/ health
- C. Volunteering Challenges
- D. Economic downturn/factors
- E. Revisions to our National Membership
- F. Key partner strategic changes

Trustees' plans and strategies for managing these risks:

- A. Succession Planning: Develop a robust succession plans to ensure that key roles can be filled promptly in the event of unexpected departures. Talent Retention: Implement strategies to improve staff satisfaction and retention. This could include a salary progression framework and professional development opportunities.
- B. Diversify Funding Sources: Reduce reliance on major funders by diversifying our funding sources. Financial Due Diligence: Conduct thorough due diligence on potential funders to assess their financial stability. Regularly review and evaluate the financial health of existing funders.
- C. Engagement Programs: Develop comprehensive volunteer engagement programs that recognise and reward volunteers for their contributions. Recruitment Strategies: Implement a recruitment strategy to attract a diverse pool of volunteers. Leverage online platforms, community outreach, and partnerships with educational institutions. Match opportunity to volunteers motivation and likely length of service.
- D. Financial Resilience Planning: Develop contingency plans and financial resilience strategies to navigate economic downturns. This could involve creating a financial reserve, adjusting budgets, and identifying cost-control measures.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Diversify Revenue Streams: Explore alternative revenue streams that are less susceptible to economic fluctuations. This might include fee-for-service programs, social enterprise initiatives, or income-generating activities.

- E. Engagement with consultations and coproduction: Ensure we remain engaged with the Local Service Offer engagement opportunities and conduct planning exercises to anticipate potential challenges the withdrawal of existing elements of the local service offer. Develop contingency plans that outline steps to be taken in case of different scenarios, including key service offers being withdrawn.
- F. Diversify Partnerships: Similar to funding sources, diversify our partnerships to reduce dependence or isolation. Develop relationships with multiple partners and sectors that share our mission. Continuous Communication: Maintain open and transparent communication with key partners. Regularly check in to understand their strategic plans and anticipate any changes that might impact our collaboration.

Factors that are likely to affect the financial performance or position in 2025/26 and further years:

Local offices traditionally depend on a mix of funding sources and the trend is for more commissioned services rather than grants that are more flexible. This mix of funding can be positive, minimising the risk to financial stability. However, receiving short-term pots of money from multiple funders brings an increase in demand for resources, both in maintaining relationships and reporting requirements, as well as the continual need to seek new funding.

With an increasingly competitive funding environment, we have ensured we are providing a compelling high value offer to funders.

Maintaining relationships with existing funders has been key to securing continuation and additional funding for the services we provide for our community. We have also been looking for new opportunities to provide the information and advice people need for new and emerging advice needs identified through analysing advice trends, horizon scanning and partnership working.

- Last years focus was to move to the new structure which took resource away from securing new funding. This means the CEO and Head of Impact and Development need to take a proactive approach to prioritise fundraising this year.
- We continue to face issues with the high demand for our service from clients and the specialised nature of our work means that recruitment and training can take time which requires senior staff to focus upon the day to day demands of the service rather than development. With regards to volunteers the role of adviser at Citizens Advice Stevenage is increasingly aligned to that of a magistrate, which makes our ability to attract new volunteers harder, and a requirement to find the resource to put more paid staff at the front line.
- There are many economic hits facing the nation which is anticipated to drive up demand significantly. The political environment remains uncertain, the impact of key national developments is still very much an 'unknown quantity' but has the potential to impact on our position. This year we are preparing for the cuts to disability benefits. We are clear that these cuts will force many disabled people into further poverty and hardship, and in turn increase demand on our service.
- A possible increased competition in an ever changing voluntary sector marketplace - we know that the voluntary sector is becoming a much more competitive sector, particularly as funding becomes ever harder to access; as a result we are seeing organisations diversifying their service offer and moving further towards our 'core market'.

OBJECTIVES AND ACTIVITIES

Objectives

The charity's purposes, as set out in the objects contained in the Company's Articles of Association, are to promote any charitable purpose for the benefit of the whole community of Stevenage and surrounding areas ("the area of benefit") by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

The charity's objects are defined as above. Our aims are focused on:

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

- To provide the advice people need for the problems they face, and
- To improve the policies and practices that affect people's lives

Our service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination. We also conduct Research and Campaigns to help gather evidence to influence policy change and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

This translates into the main charitable activity of providing advice by telephone and face to face, to the general public.

Ensuring our work delivers our aims

We have a locally developed business strategy, which we use to ensure we deliver on our aims and objectives. This strategy is reviewed quarterly to measure our achievements and outcomes. Together with the success of individual key projects and the benefits that have been born from them. In carrying out the review, we are ensuring that our aims, objectives and activities are in line with our stated purpose. Our main objectives for the year have been developing our staffing structure so that it really meets the needs of the clients we are trying to support.

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

Our main activities and who we try to help are described below. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The board of trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

ACHIEVEMENTS AND PERFORMANCE

Advice and Information Services

The principal activity of Citizens Advice Stevenage remained the provision of free, confidential, independent and impartial advice and information for members of the public. This is provided through telephone and digital channels and face-to-face services at the main offices located at Daneshill House.

The main areas of charitable activity are:

- the provision of general advice and information services
- the provision of specialist advice and casework services, and
- guidance on the new pension regulations.

Throughout the year we have continued to offer Advice and Information in the following ways:

- **Adviceline** – participation is continuing as part of a group of other local Citizens Advice to provide our telephone service. The line is covered on a rota basis between the hours of 9.00am and 5.00pm from Monday to Friday and continue to deliver Out of Hours Adviceline, extending our opening hours to 9 pm in the evening and between 10 am and 4 pm on a Saturday. Outside of these times there is an automated advice service 24 hours a day.
- **Face to face services** for those unable to use digital channels. We altered our delivery model reduced our services to digital first as a result of the pandemic. An initial assessment takes via telephone or email and subject to criteria being met clients are then seen in person. Urgent issues are responded to and clients are not turned away.
- **Full advice** –general and specialist advice through our team of trained advisers and paid staff.
- **Information and Self Help.**

In addition to generalist advice, the following specialist advisory services were provided:

CORE: The core service funded by a contract with Stevenage Borough Council to provide advice to local people to improve financial inclusion.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

- Caseworkers for debt / tenancy sustainment for tenants of Stevenage Borough Council
- Homelessness prevention and court desk representation funded by Stevenage Borough Council
- Crisis Intervention services funded by Hertfordshire County Council
- Welfare Benefit Appeals services funded by Hertfordshire County Council
- HertsHelp Adviceline funded by Hertfordshire County Council
- Pension Wise funded by the Department for Work and Pensions
- Help to claim funded by Citizens Advice National.
- Specialist family advice funded by the Follett Trust (Ended 2024/25)
- Specialist debt advice funded by Henry Smith Foundation
- Specialist employment advice service (our only paid for service) which provide specialist employment advice at affordable rates
- Out of Hours Adviceline funded by Hertfordshire County Council
- Improving Outcomes Through Legal Support funded by Access to Justice
- Immigration Advice funded by Hertfordshire County Council

Look back over 2024/25 and who used and benefited from our services?

This year, Citizens Advice Stevenage has continued to go through significant growth and transformation.

This year saw our Chairman Tim Wade step back into his role of Vice Chair, with Sarah Neilson taking over as Chair. We also said goodbye to Malcolm Parry, Andrew Cheung and Jamie Lyons, who we thank for their support during their time with us.

Year One Review of the 2024–27 Business Strategy: *Fit for the Future*

In the first year of our 2024–27 strategy, our focus was on strengthening the organisational foundations to support long-term sustainability, improved service delivery, and operational efficiency.

Year One Priorities and Progress

People, Skills & Culture

We initiated structural and cultural improvements to enhance staff experience and leadership capacity. This included:

- Partnering with HR and change management consultants to review staffing structures, pay benchmarking, and internal communications.
- Introducing new job descriptions, launching staff feedback forums, and appointing a new Staff Representative.
- Implementing the first phase of a new operating model, with further work ongoing into Year Two due to resource constraints.

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FOR THE YEAR ENDED 31 MARCH 2025

Tools & Technology

Our ambition to improve advice delivery through technology progressed with:

- Commissioning an ICT strategy and running a successful procurement to modernise our infrastructure.
- Beginning trials of AI-based meeting tools to improve internal efficiency.

Process & Structure

We aimed to fully integrate the HertsHelp project and develop a clear cost model to inform strategic decision-making:

- Embedded HertsHelp into core operations and improved referral pathways with partners.
- Delivered a Financial Management Charter and commenced development of a Delegation and Decision-Making Framework.
- Initiated a governance review and participated in the Better Boards programme, with outcomes including proposed new board committees and improved trustee-SLT collaboration.

Key Challenges

Progress in several areas was impacted by staffing capacity, competing service delivery demands, and limitations in digital infrastructure. Addressing these issues will be a focus in Year Two, alongside completing the structural transformation and scaling improvements in technology and financial management.

Our Service 2024/25

- In the year of 2024/25 we were successful in assisting 23,347 people with over 55 thousand issues. Undertaking 79,765 client contacts. 8 in 10 people said their problem was solved following our advice, and 9 out of 10 people said we helped them find a way forward. The most prevalent advice areas remain:
 - **Benefits and Universal Credit**, reflecting continued challenges around income adequacy, conditionality, and managed migration.
 - **Debt**, with council tax, rent arrears, and fuel debts leading, underscoring the cost-of-living pressures facing many households.
 - **Housing and Charitable Support/Food Banks** also remain significant
- We have seen **increased presentations around housing, debt, and benefits**, with spikes in key months that align with national policy shifts and local financial pressures.
- The data shows that **Universal Credit** continues to dominate welfare-related issues, particularly around initial claims, personal independence payments, and benefit entitlement.

Client Demographics

Our client profile reflects the diversity and vulnerability in our community:

- **59% of clients are female**, with a strong presence across all working-age groups.
- **47% of clients** identify as either disabled or having a long-term health condition.
- **21% of clients** are from Black, Asian, Mixed, or other minority ethnic backgrounds.

Outcomes and Impact

- We secured over **£4.8 million in positive financial outcomes**, including £827,000 in debts written off and nearly £620,000 in income gains. This reflects the measurable difference our service makes in preventing crisis and promoting financial stability.
- Every year people come to us for help solving their problems. This means we're an important part of the community, with a credible understanding of local needs. We use this to tailor our services and help improve local policies and practices.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

- This year we worked to secure improvements for Universal Credit claimants, helping ensure people don't miss out on Council Tax Reduction.
- But what means the most is what our clients have to say: *"yes, I can honestly say at the time of reaching out to citizens advice, I was at my lowest, my wife was in intensive care, I had been made redundant, I was in debt, British gas would not liaise with me, I felt suicidal, but after gathering courage to speak to citizens advice, slowly and surely my life changed, I will be forever grateful to the people that did, and still are helping me cope"*

Delivery Channels

Client contact continues to shift across multiple channels:

- Over 25,000 contacts were made via Adviceline, our most used channel.
- In-person appointments remain essential for complex cases and client reassurance.

Contribution of Volunteers and Paid Staff

The charity's success could not have been achieved without the hard work and dedication of volunteers and staff. The trustee board and senior management team recognise the tremendous contribution made by the charity's volunteers in advising the public and administering the service without which the service could not operate. Throughout 2024/25 the service employed an average over the year of 44 paid workers (36.88 FTE), and a total of 82 volunteers (including trustees) together delivering our core service and projects.

Volunteers represent the indispensable core of the service for without them, there would not be a Citizens Advice service. The volunteers contribute, on average, **597.5 hours per week. This may be expressed as an annualised value of 2024/25 £442,744.** However, their value is inadequately expressed in monetary terms. Indeed, volunteers bring many skills to the service and very often the experience gained helps individuals return to full employment. During 2024/25, 13 volunteers left to take up paid employment.

Citizens Advice Stevenage are working hard to review our approach to attracting and keeping volunteers, through our partnership with Hertfordshire University and the Job Centre Plus. It is our intention to consistently monitor our approach to training, to provide an accessible and welcoming place to volunteer.

Factors Affecting the Achievement of Objectives

Maintaining sufficient funding to continue delivering the service remains a continual challenge. We are making sure that we invest in fundraising and continue to diversify our approach to ensure we are delivering the most cost effective service we possibly can. This isn't about simply cutting costs, it is about delivering a service that genuinely meets clients' needs to make us as cost effective as possible.

The complexity of the issues that clients are facing, and the additional challenges that clients are experiencing, places additional demands on the service. The support networks that were previously in place for people are changing and we are asked to offer support that falls outside the remit of direct advice. Where people are vulnerable, it is essential that we offer support in a person-centred way and whilst necessary this can be resource intensive.

FINANCIAL REVIEW

The availability of funding in the charity sector remains difficult in a period of austerity. The charity is focused on providing added value to its funders from a base of sound financial management and ensuring that our services remain relevant to the strategic objectives of stakeholders at local and national level.

The charity is working hard to deliver a cost-effective service that genuinely meets the needs of our clients. It remains a challenging prospect to meet the ever-increasing demand with significantly reduced funding resources.

In the reporting period, the charity had a surplus of £36,066 (2023/24: £141,704) from a total income of £2,281,237 (2023/24: £1,757,431) and expenditure of £2,245,171 (2023/24: £1,615,727). The increase in income and expenditure is mainly due to the full year impact of projects which started part way through 2023/24. In addition, the charity has stepped in to act as principal contract holder on behalf of other Hertfordshire Citizens Advice offices for the Crisis Intervention

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

service funded by Hertfordshire County Council. This funding is recorded as matching income and partner payment cost in the accounts.

At the year end the charity's total funds stand at £648,806 (2023/24: £612,740) of which £608,982 is unrestricted and £39,824 is restricted.

Financial position

The Board decided in 2023 to allocate £15,000 of these unrestricted funds for possible redundancy costs as funding streams end and are not renewed and has set aside a further £126,299 in a redevelopment fund to support efforts towards finding new project funding. These funds remain in place in the current year as the environment remains challenging.

In addition, £20,440 remains set aside to vital asset replacements.

Cash balances have moved from £1,161,641 at the end of the 2023/24 financial year to £1,312,996 at the end of 2024/25. This is due to funding for 2025/26 received in advance, resulting in an increase in deferred income on the balance sheet.

Principal funding sources

The Directors extend their thanks to Stevenage Borough Council which has continued its funding to enable us to provide our core service. The Council also provides funding for other services such as a Court Desk debt worker, and a full-time equivalent caseworker through the Stevenage Housing department to help clients in rent arrears or in need of other advice and assistance. We also extend thanks to Hertfordshire County Council and National Citizens Advice for the facilitation of funded projects in Stevenage.

Investment powers, policy and performance

As required in Article 4.1 of its Articles of Association, the charity has the power, which may be used only to promote the Objectives, to make social investments in pursuance of the Objectives by any means as permitted by the Charities (Protection and Social Investment) Act 2016; and to invest any money in any investments, securities or properties; and to accumulate and set aside funds for special purposes or as reserves in accordance with a reserves policy; and to accumulate expendable endowment.

Reserves policy

Citizens Advice Stevenage is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. Citizens Advice Stevenage will maintain a projection of income for at least 3 years ahead and will ensure that this continues to be derived from as wide a variety of sources as possible. They will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, the Trustees have determined that 'free' reserves should be maintained at a minimum of 3.5 months of operating costs.

The level of reserves held meets the reserves policy requirement. At 31st March 2025 total reserves were £ 648,806 (£612,740 in 2023/24), of which £ 608,982 represented general unrestricted funds.

Going Concern

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Strategic Vision for 2025/26 and Beyond

Citizens Advice Stevenage has always been a progressive and ambitious service and over the past few years we have grown and changed significantly as an organisation. Our primary purpose remains providing resilient and accessible advice services to Stevenage residents. While we have successfully secured new funding and recommissioning rounds, many

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FOR THE YEAR ENDED 31 MARCH 2025

funding streams have remained flat in cash terms, resulting in real-term cuts. Despite setting a deficit budget last year, we managed to turn it around through one-off funding awards and staff turnover. This year, we are likely to set another deficit budget, requiring careful consideration of our options to address these challenges.

In March 2024 board formally signed off our Business Strategy 2024-27: Fit for the Future. This is was the start of an excellent new phase for Citizens Advice Stevenage. Using internal and external context (e.g. risk, client data, evolving strategy) we engaged a range of stakeholders from the autumn of 2023, to make sure our strategic decision making was reflective of the team's views and the reality our service faces, to make sure that our plan is relevant to the things we must do rather than blue sky, nice to have, aspirations.

This strategy aims to ensure that Citizens Advice Stevenage is optimally positioned to:

- Fulfil all its commitments, continuing to support the growing numbers of people coming to us. Where possible we will be seeking to operate an integrated delivery model which efficiently leads to more impactful outcomes for clients.
- Create an environment conducive to a positive work and volunteer experience, supporting our team to be best placed to achieve the best outcomes for our clients.
- Be responsive to the evolving needs of clients, the society in which they live and the sector within which we operate and remain prepared for the forthcoming challenges and opportunities.

As we move into 2025/26, we remain committed to delivering responsive, high-quality advice services that meet the evolving needs of our residents. Over the 2024/25, we have laid the groundwork to ensure our service is fit for the future — building the right structure, investing in staff and volunteers, and enhancing how we use insight and data to shape service delivery.

People, Skills & Culture

We will focus on embedding the new operating model, implementing our Post-Restructure Culture Recovery Plan, and launching a clear progression framework. A full pay review will be presented following Henley's recommendations. We aim to expand training—particularly leadership development—and strengthen engagement through improved feedback and collaboration. Trustee and senior leadership collaboration will also be enhanced.

Tools & Technology

We will complete the onboarding of a new IT provider and begin implementation of the ICT strategy, ensuring our systems are modern, secure, and fit for purpose.

Process & Structure

Key priorities include finalising the Governance Manual and Delegation Framework, improving financial planning, and introducing trustee committees for stronger oversight. We will also enhance advice delivery through streamlined processes, automation, and adviser training, and continue to build cross-office collaboration for long-term sustainability.

Auditors

Under section 487(2) of the Companies Act 2006, Menzies LLP will be deemed to have been reappointed as auditors 28 days after these financial statements were sent to members or 28 days after the latest date prescribed for filing the accounts with the registrar, whichever is earlier.

The Trustees (who are also the directors of Stevenage 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).

Company law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the Trustees are required to

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charity SORP;
- Make judgements and estimates that are reasonable and prudent;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping proper accounting records, which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware; and
- The Trustees have taken all steps that they ought to have taken to make them aware of any relevant audit information and to establish that the auditors are aware of that information.

Approved by order of the members of the board of Trustees and signed on their behalf by:

Signed by:

Sarah Neilson

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Sarah Neilson

Chair of the Board

Date: 16-Sep-2025

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

MENZIES
BRIGHTER THINKING

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STEVENAGE CITIZENS ADVICE BUREAU

Opinion

We have audited the financial statements of Stevenage Citizens Advice Bureau (the 'charity') for the year ended 31 March 2025 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, 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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

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 2025 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; 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 United Kingdom, including the Financial Reporting Council'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 the 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.

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' report thereon. The Trustees are responsible for the other information contained within the Annual report. 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. 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 course of 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.

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STEVENAGE CITIZENS ADVICE BUREAU (CONTINUED)

Opinion 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 Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our 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 Trustees' report.

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; 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; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' report and from the requirement to prepare a Strategic report.

Responsibilities of trustees

As explained more fully in the Trustees' responsibilities statement, 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.

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.

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STEVENAGE CITIZENS ADVICE BUREAU (CONTINUED)

Auditors' 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 an Auditors' report 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 charitable company is subject to laws and regulations that directly affect the financial statements including financial reporting legislation. We determined that the following laws and regulations were most significant including FRS 102, Charities SORP, Companies Act 2006, Charities Act 2011 and compliance with the National Citizens Advice Bureau policies. We assessed the extent of compliance with these laws and regulations as part of our procedures on the related financial statement items.

- We understood how the charitable company is complying with those legal and regulatory frameworks by, making inquiries to management, those responsible for legal and compliance procedures and the company secretary. We corroborated our inquiries through our review of board minutes.
- The engagement partner assessed whether the engagement team collectively had the appropriate competence and capabilities to identify or recognize non-compliance with laws and regulations. The assessment did not identify any issues in this area.
- We assessed the susceptibility of the charitable company's financial statements to material misstatement, including how fraud might occur. We considered the opportunities and incentives that may exist within the organisation for fraud and identified the greatest potential for fraud in the following areas; management override of controls to manipulate results, or to cause the charitable company to enter into transactions not in its best interests.

Audit procedures performed by the engagement team included:

- Identifying and assessing the design effectiveness of controls management has in place to prevent and detect fraud;
- Understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process;
- Challenging assumptions and judgments made by management in its significant accounting estimates; and
- Identifying and testing journal entries, in particular any journal entries posted with unusual account combinations.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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. This description forms part of our Auditors' report.

STEVENAGE CITIZENS ADVICE BUREAU (A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STEVENAGE CITIZENS ADVICE BUREAU (CONTINUED)

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 its members, as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:

Janice Matthews

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Janice Matthews FCA (Senior statutory auditor)

for and on behalf of

Menzies LLP

Chartered Accountants

Statutory Auditor

Magna House

18-32 London Road

Staines-Upon-Thames

TW18 4BP

Date: 16-Sep-2025

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2025

	Note	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Income from:					
Donations and legacies	3	-	95,753	95,753	106,386
Charitable activities	4	1,961,981	200,101	2,162,082	1,639,523
Investments	5	-	23,402	23,402	11,522
Total income		1,961,981	319,256	2,281,237	1,757,431
Expenditure on:					
Charitable activities	6	1,965,389	279,782	2,245,171	1,615,727
Total expenditure		1,965,389	279,782	2,245,171	1,615,727
Net (expenditure)/income		(3,408)	39,474	36,066	141,704
Transfers between funds	14	(23,192)	23,192	-	-
Net movement in funds		(26,600)	62,666	36,066	141,704
Reconciliation of funds:					
Total funds brought forward		66,424	546,316	612,740	471,036
Net movement in funds		(26,600)	62,666	36,066	141,704
Total funds carried forward		39,824	608,982	648,806	612,740

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

The notes on pages 19 to 32 form part of these financial statements.

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

REGISTERED NUMBER: 03836106

BALANCE SHEET AS AT 31 MARCH 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	11	-	-
Current assets			
Debtors	12	202,476	141,655
Cash at bank and in hand		1,312,996	1,161,641
		<u>1,515,472</u>	<u>1,303,296</u>
Current liabilities			
Creditors: amounts falling due within one year	13	(866,666)	(690,556)
Net current assets		<u>648,806</u>	<u>612,740</u>
Total assets less current liabilities		<u>648,806</u>	<u>612,740</u>
Total net assets		<u>648,806</u>	<u>612,740</u>
Charity funds			
Restricted funds	14	39,824	66,424
Unrestricted funds	14	608,982	546,316
Total funds		<u>648,806</u>	<u>612,740</u>

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

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Signed by:

Sarah Neilson

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Sarah Neilson

Chair of the Board

Date: 16-Sep-2025

The notes on pages 19 to 32 form part of these financial statements.

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2025

	Note	2025 £	2024 £
Cash flows from operating activities			
Net cash used in operating activities		127,955	581,162
Cash flows from investing activities			
Dividends, interests and rents from investments		23,401	11,522
Net cash provided by investing activities		23,401	11,522
Cash flows from financing activities			
Net cash provided by financing activities		-	-
Change in cash and cash equivalents in the year		151,356	592,684
Cash and cash equivalents at the beginning of the year		1,161,641	568,957
Cash and cash equivalents at the end of the year		1,312,997	1,161,641

The notes on pages 19 to 32 form part of these financial statements

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

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

1. General information

Stevenage Citizens Advice Bureau is a company limited by guarantee and registered charity, both registered in England and Wales. The charity and company registration numbers, along with the registered office address, can be found within the reference and administrative details on page 1.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - 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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Stevenage Citizens Advice Bureau 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.

2.2 Going concern

The Trustees believe that the charity has sufficient resources to continue its operations from at least twelve months from the date of approval of these financial statements. The accounts are accordingly prepared on the Going Concern basis.

2.3 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Gifts in kind donated are included at valuation on receipt. Donated professional services and facilities are recognised on the basis of the value of the gift to the Charity which is the amount it would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

STEVENAGE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

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

2. Accounting policies (continued)

2.4 Expenditure (continued)

All expenditure is inclusive of irrecoverable VAT.

2.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.6 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.7 Pensions

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

2.8 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. Income from donations and legacies

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Donations	95,753	95,753	106,386
Total 2024	106,386	106,386	

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

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

4. Income from charitable activities

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Grants	1,961,981	200,101	2,162,082	1,639,523
<i>Total 2024</i>	<i>1,357,617</i>	<i>281,906</i>	<i>1,639,523</i>	

5. Investment income

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Deposit account interest	23,402	23,402	11,522
<i>Total 2024</i>	<i>11,522</i>	<i>11,522</i>	

6. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total 2025 £	Total 2024 £
Direct charitable expenditure	1,965,389	279,782	2,245,171	1,615,727
<i>Total 2024</i>	<i>1,305,038</i>	<i>310,689</i>	<i>1,615,727</i>	

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

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

7. Analysis of expenditure by activities

	Activities undertaken directly 2025 £	Support costs 2025 £	Total funds 2025 £	Total funds 2024 £
Direct charitable expenditure	1,895,840	349,331	2,245,171	1,615,727
<i>Total 2024</i>	<i>1,326,676</i>	<i>289,051</i>	<i>1,615,727</i>	

Analysis of direct costs

	Activities 2025 £	Total funds 2025 £	Total funds 2024 £
Staff costs	1,045,146	1,045,146	779,556
Staff and Volunteer costs	13,037	13,037	8,866
Office costs	22,910	22,910	61,918
Premises	90,000	90,000	89,999
Other costs	3,830	3,830	11,358
Partner Payment	713,754	713,754	362,309
Governance costs	7,163	7,163	12,670
	1,895,840	1,895,840	1,326,676
<i>Total 2024</i>	<i>1,326,676</i>	<i>1,326,676</i>	

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

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

7. Analysis of expenditure by activities (continued)

Analysis of support costs

	Total funds 2025 £	Total funds 2024 £
Staff costs	174,698	187,818
Staff and Volunteer costs	31,265	14,550
Office costs	105,440	67,588
Premises	307	2,085
Other costs	682	2,393
Governance costs	36,939	14,617
Total 2025	349,331	289,051

Support costs are allocated to each activity according to the number of Full Time Equivalent Number of Staff working on each activity.

8. Auditors' remuneration

The auditors' remuneration amounts to an auditor fee of £10,500 (2024 - £8,750), and Preparation of statutory financial statements of £2,100 (2024 - £1,750).

9. Staff costs

	2025 £	2024 £
Wages and salaries	1,081,209	856,191
Social security costs	91,538	68,858
Contribution to defined contribution pension schemes	47,097	42,325
	1,219,844	967,374

The average number of persons employed by the Charity during the year was as follows:

	2025 No.	2024 No.
Advice and Information	34	35
Administration and support	9	7
	43	42

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

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

9. Staff costs (continued)

The average headcount expressed as full-time equivalents was:

	2025 No.	2024 No.
Advice and Information	29	25
Administration and support	8	7
	<u>37</u>	<u>32</u>

No employee received remuneration amounting to more than £60,000 in either year.

Total key management personnel remuneration (including benefits) was £218,962 (2024: £158,742).

10. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2024 - £NIL).

During the year ended 31 March 2025, expenses totalling £174 were reimbursed or paid directly to 1 Trustee (2024 - £NIL to Trustee), for travel and parking costs for meetings.

11. Tangible fixed assets

	Fixtures and fittings £
Cost or valuation	
At 1 April 2024	19,409
At 31 March 2025	<u>19,409</u>
Depreciation	
At 1 April 2024	19,409
At 31 March 2025	<u>19,409</u>
Net book value	
At 31 March 2025	<u>-</u>
At 31 March 2024	<u>-</u>

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

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

12. Debtors

	2025 £	2024 £
Due within one year		
Trade debtors	139,443	118,156
Other debtors	5,749	-
Prepayments and accrued income	57,284	23,499
	202,476	141,655

13. Creditors: Amounts falling due within one year

	2025 £	2024 £
Trade creditors	87,286	72,501
Other taxation and social security	20,633	17,661
Other creditors	201,073	195,702
Accruals and deferred income	557,674	404,692
	866,666	690,556

Included within accruals and deferred income is:

	2025 £	2024 £
Deferred income		
Deferred income at 1 April 2024	394,192	128,285
Resources deferred during the year	483,797	394,192
Amounts released from previous periods	(394,192)	(128,285)
Deferred income at 31 March 2025	483,797	394,192

Deferred income relates to Grant income given for use in future periods.

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

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

14. Statement of funds

Statement of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2025 £
Unrestricted funds					
Designated funds					
Asset Replacement Fund	20,440	-	-	-	20,440
Digital and Redevelopment Fund	126,299	-	-	-	126,299
Redundancy Fund	15,000	-	-	-	15,000
	161,739	-	-	-	161,739
General funds					
General Fund	384,577	319,256	(279,782)	23,192	447,243
Total Unrestricted funds	546,316	319,256	(279,782)	23,192	608,982

Designated funds:

Asset Replacement fund - A reserve to ensure that there is sufficient money to replace equipment when it becomes obsolete or beyond economic repair.

Digital and Redevelopment fund - to fund additional resources associated with finding new funding or redesigning our operating model/ investment in new ways of working/ efficiencies etc. Ultimately this fund is important in ensuring that even in tight financial times, we can still invest where necessary in developing the service to the benefit of our clients.

Redundancy fund - A reserve to cover the possible costs of staff redundancies, in the event that project contracts are not renewed.

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

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

14. Statement of funds (continued)

Restricted funds

Henry Smith	-	57,737	(57,737)	-	-
COL Advisor	13,252	-	-	(13,252)	-
HCAS Project Management	23,192	-	-	(23,192)	-
HCAS Welfare Benefits	7,323	362,446	(361,301)	6,998	15,466
BLC Law Student	6,998	-	-	(6,998)	-
HCAS Crisis	15,429	32,673	(36,996)	13,252	24,358
SBC Housing Debt Advice	-	31,306	(31,306)	-	-
SBC Court Desk	230	26,010	(26,240)	-	-
CA PensionWise	-	113,936	(113,936)	-	-
CA HTC	-	219,586	(219,586)	-	-
Follet Family	-	17,201	(17,201)	-	-
Immigration Support	-	22,228	(22,228)	-	-
Out of Hours Advice	-	46,445	(46,445)	-	-
HertsHelp	-	960,662	(960,662)	-	-
A2JLS	-	71,751	(71,751)	-	-
	66,424	1,961,981	(1,965,389)	(23,192)	39,824
Total of funds	612,740	2,281,237	(2,245,171)	-	648,806

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

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

14. Statement of funds (continued)

Court Desk - Court desk representation for clients due to attend a possession hearing and homelessness prevention advice.

Pension Wise - Delivery of face-to-face pension guidance sessions to empower customers in their pension choices.

Henry Smith - Specialist advice and advocacy for clients with both priority and non-priority debts funded by Henry Smith Foundation.

COL Advisor - Cost of Living Adviser funded by Hertfordshire County Council to support with the cost of living crisis and provide generalist advice.

HCAS Welfare Benefits - Our Welfare Benefit Appeals project aims to support, advocate, and represent clients at benefit tribunals, when their benefits have been turned down. The appeals caseload is intensive and requires in depth understanding of welfare benefit rules and regulations.

HCAS Crisis - One to one specialist advice to people in crisis situations, or at times of exceptional hardship.

SBC Housing Debt Advice - Working with clients who have local authority rent arrears, putting them back on track with their finances and working to reduce their rent arrears. Negotiating affordable repayment plans to empower residents to take back control of their financial situation.

CA HTC - A telephone and web chat service for those looking for support to make a claim for Universal Credit funded by Citizens Advice National.

Follet Family - Specialist support on family and relationship matters, such as divorce, separation, children and residence issues. Including practical advice for victims of domestic abuse.

HertsHelp - A 7 day a week Adviceline connecting Hertfordshire residents to the right services for their needs funded by Hertfordshire County Council. Our HertsHelp team listen, research, refer and signpost people to community organisations that work together to provide information and advice on community services in Hertfordshire.

A2JLS - working to sustain and improve access to early social welfare and family legal advice, to enable users to resolve these problems as early as possible and avoid the need for court or tribunal proceedings where possible. funded by Access to Justice.

BLC Law Student partnered with the Money Advice Unit and University of Hertfordshire Law Clinic to enhance capacity and provide students with a unique opportunity to gain vital knowledge and experience in this field, under the supervision of our specialist caseworker.

Out of Hours Advice - Out of Hours Adviceline so residents can speak to a fully trained adviser at a time that suits them without needing to take time out of their working day or interrupting their caring responsibilities in order to get the help they need, funded by Hertfordshire County Council.

HCAS Project Management - Project management and impact analysis of the Crisis Intervention, Hertfordshire Welfare Benefits and BSL services.

HCAS BDM - Working on behalf of Citizens Advice in Hertfordshire to provide business development to develop services to benefit our collective clients.

MaPS - Debt advice project funded by the Money and Pensions Service.

VCFSE Alliance - Hosting the secretariat to support the day-to-day operations of Herts and West Essex VCFSE Alliance. The overall aims of Hertfordshire and West Essex VCFSE Alliance are to achieve tangible outcomes for the sector and communities through presenting a unified voice within a newly created Integrated Care System.

Herts Comm No1 - Adviser Capacity to provide generalist advice.

STEVENAGE CITIZENS ADVICE BUREAU

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

14. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2023 £	Income £	Expenditure £	Balance at 31 March 2024 £
Unrestricted funds				
Asset Replacement Fund	20,440	-	-	20,440
Digital and Redevelopment Fund	126,299	-	-	126,299
Redundancy Fund	15,000	-	-	15,000
	<u>161,739</u>	<u>-</u>	<u>-</u>	<u>161,739</u>
General funds				
General Fund	295,452	399,814	(310,689)	384,577
Total Unrestricted funds	<u>457,191</u>	<u>399,814</u>	<u>(310,689)</u>	<u>546,316</u>
Restricted funds				
Court Desk	230	24,790	(24,790)	230
Pension Wise	3,008	118,309	(121,317)	-
Henry Smith	1,832	45,809	(47,641)	-
Money and Pensions Service	3,679	-	(3,679)	-
COL Advisor	764	38,100	(25,612)	13,252
VCFSE Alliance	4,259	42,522	(46,781)	-
Herts Comm No 1	73	-	(73)	-
HCAS Project Management	-	46,686	(23,494)	23,192
HCAS Welfare Benefits	-	39,480	(32,157)	7,323
BLC Law Student	-	15,127	(8,129)	6,998
HCAS Crisis	-	50,111	(34,682)	15,429
SBC Housing Debt Advice	-	35,974	(35,974)	-
CA HTC	-	173,908	(173,908)	-
Follet Family	-	24,329	(24,329)	-
Partner Payments	-	24,715	(24,715)	-
Out of Hours Advice	-	31,278	(31,278)	-
HertsHelp	-	619,763	(619,763)	-
A2JLS	-	26,716	(26,716)	-

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

14. Statement of funds (continued)

Statement of funds - prior year (continued)

	Balance at 1 April 2023 £	Income £	Expenditure £	Balance at 31 March 2024 £
	13,845	1,357,617	(1,305,038)	66,424
Total of funds	471,036	1,757,431	(1,615,727)	612,740

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

15. Summary of funds

Summary of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2025 £
Designated funds	161,739	-	-	-	161,739
General funds	384,577	319,256	(279,782)	23,192	447,243
Restricted funds	66,424	1,961,981	(1,965,389)	(23,192)	39,824
	<u>612,740</u>	<u>2,281,237</u>	<u>(2,245,171)</u>	<u>-</u>	<u>648,806</u>

Summary of funds - prior year

	Balance at 1 April 2023 £	Income £	Expenditure £	Balance at 31 March 2024 £
Designated funds	161,739	-	-	161,739
General funds	295,452	399,814	(310,689)	384,577
Restricted funds	13,845	1,357,617	(1,305,038)	66,424
	<u>471,036</u>	<u>1,757,431</u>	<u>(1,615,727)</u>	<u>612,740</u>

16. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £
Current assets	39,824	1,475,649	1,515,473
Creditors due within one year	-	(866,666)	(866,666)
Total	<u>39,824</u>	<u>608,983</u>	<u>648,807</u>

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

16. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	<i>Restricted funds 2024 £</i>	<i>Unrestricted funds 2024 £</i>	<i>Total funds 2024 £</i>
Current assets	66,424	1,236,872	1,303,296
Creditors due within one year	-	(690,556)	(690,556)
Total	66,424	546,316	612,740

17. Related party transactions

The Charity has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Charity at 31 March 2025.

Accounts

Company registration number: 03836106
Charity number: 1077414

TRUSTEES' REPORT AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2024

STEVENAGE CITIZENS
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STEVENAGE CITIZENS ADVICE BUREAU

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REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS

FOR THE YEAR ENDED 31 MARCH 2024

Trustees	Antony Egunjobi Tim Wade Malcolm Parry Kevin Grix Jamie Lyons James Hurley Mathew Lawson (appointed 16 November 2023) Tracey Valentine (appointed 16 November 2023) Sarah Neilson (appointed 16 November 2023) Andrew Cheung (appointed 7 December 2023) Paul Extance (appointed 7 December 2023) Olufemi Oladiran (appointed 7 March 2024) Alaine Edwards (resigned 16 November 2023) Richard Westergreen-Thorne (resigned 16 November 2023)
Company registered number	03836106
Charity registered number	1077414
Principal and Registered office	Sixth Floor Daneshill House Danestrete Stevenage Hertfordshire SG1 1HN
Chief executive officer	C Blizzard-Welch
Independent auditors	Menzies LLP Chartered Accountants Statutory Auditor Magna House 18-32 London Road Staines-Upon-Thames TW18 4BP

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TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2024

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2024. The Trustees have adopted the provisions of 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).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity was formed as a company limited by guarantee on 3rd September 1999 (Company Number: 03836106). The full name of the charity is Stevenage Citizens Advice Bureau and was registered with the Charity Commission on 15th September 1999 (charity Number: 1077414).

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006. Citizens Advice Stevenage is governed by its Articles of Association which replaced its previous Memorandum and Articles of Association and were passed by the company in general meeting by special resolution on 9th March 2018.

Article 3.1 of the Articles of Association reads: "The Charity is established for the promotion of any charitable purposes for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress, in particular, but without limitation, for the benefit of the community in the Borough of Stevenage and surrounding areas."

Recruitment and appointment of trustees

The charity is governed through a trustee board. Trustees who have held office during the year are listed on page 3. The Articles of Association provide for a minimum of four and a maximum of twelve elected trustees, with not more than 3 additional Trustees, who are co-opted at any time.

The trustees meet 4 times per year with additional quarterly meetings for the sub-committees listed below. The board is supported by a network of sub-committees, covering Finance and Policy, Staffing and Premises and Development. The Chief Executive attends all of these. The sub committees report to the full Board meetings. The Chief Executive Officer also attends the main Board meetings but does not have voting rights.

As stated in the Articles of Association, one third of the elected trustees for the time being or if their number is not three or a multiple of three, then the number nearest one third shall retire from office. A retiring elected trustee shall be eligible for re-election by the members. An elected trustee may not continue to serve after nine years in office unless the Board resolves in exceptional circumstances that the relevant elected trustee may serve for an additional term of up to three years.

Nominees appointed by Stevenage Borough Council are subject to the appointment processes of the Borough Council.

The trustees who have served during the year can be seen on the previous page. None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

The trustees have indemnity insurance.

The organisation is co-ordinated from its office in Stevenage.

Trustee induction and training

New trustees are briefed on their legal obligations under charity and company law, the content of the Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. The comprehensive induction to Citizens Advice Stevenage includes visits to the organisation, appropriate reading material, training courses and meeting key employees and other trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role. This is all enshrined in a written induction process.

STEVENAGE CITIZENS ADVICE BUREAU

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Organisation Structure

Citizens Advice Stevenage is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, 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 Board of Directors in order to fulfil its charitable objects and comply with the national membership requirements.

Citizens Advice Stevenage 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 the Bureau and for ensuring that the charity satisfies its legal and contractual obligations. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public. At present the Board has 12 members with voting rights and 1 non-voting member who is nominated by Stevenage Borough Council, shown on page 1 as Representative Trustee.

The Chief Executive of the organisation has been appointed by the trustees to manage the day-to-day operations of the charity. In addition, there is an experienced team of paid staff and volunteers who are key to the service offered by the charity. Decisions are made by the trustee board in line with the Business Strategy and are reviewed at least annually.

The Senior Management Team meet to review progress against targets and the Charity's financial position and to discuss issues referred to them by the trustee board. Reports and recommendations are then taken to the full board for approval, and their implementation is organised by the Chief Executive and the staff team. There are regular staff, volunteer meetings and senior management team meetings which ensure that progress is being made against targets. There is an Annual General Meeting, which involves the staff team, trustee board, members, and other stakeholders.

Pay and Remuneration of Key Management Personnel

The trustees consider that the board of trustees and the senior management team (SMT) comprise the key management personnel of the charity. The charity's senior management team are all paid in accordance with a published scale of grades used in the voluntary sector. Any increases to these published grades are approved by the trustee board. The chief executive's salary is reviewed and approved by the trustee board separately but in line with the policy set out above.

Complaints

We received 3 formal complaints and 7 informal complaints during the year. All complaints are carefully investigated by the Advice Quality and Operations Manager and a full response sent to the individual clients. The Board also review complaints annually or sooner if required.

Key risks and Uncertainties

The trustees, having had consideration to and mindful of the risk factors for the charity, identify the following Threats and changes in our operating landscape and conditions could stop us from achieving our mission?

- A. Staffing challenges
- B. Funders' financial stability/ health
- C. Volunteering Challenges
- D. Economic downturn/factors
- E. Failure of National/Loss of Membership
- F. Key partner strategic changes

Trustees' plans and strategies for managing these risks:

- A. Succession Planning: Develop a robust succession plans to ensure that key roles can be filled promptly in the event of unexpected departures. Talent Retention: Implement strategies to improve staff satisfaction and retention. This could include a salary progression framework and professional development opportunities.
- B. Diversify Funding Sources: Reduce reliance on major funders by diversifying our funding sources. Financial Due Diligence: Conduct thorough due diligence on potential funders to assess their financial stability. Regularly review and evaluate the financial health of existing funders.
- C. Engagement Programs: Develop comprehensive volunteer engagement programs that recognise and reward

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

volunteers for their contributions. Recruitment Strategies: Implement a recruitment strategy to attract a diverse pool of volunteers. Leverage online platforms, community outreach, and partnerships with educational institutions. Match opportunity to volunteers motivation and likely length of service.

- D. Financial Resilience Planning: Develop contingency plans and financial resilience strategies to navigate economic downturns. This could involve creating a financial reserve, adjusting budgets, and identifying cost-control measures. Diversify Revenue Streams: Explore alternative revenue streams that are less susceptible to economic fluctuations. This might include fee-for-service programs, social enterprise initiatives, or income-generating activities.
- E. Scenario Planning: Conduct scenario planning exercises to anticipate potential challenges associated with National Citizens Advice financial instability or membership withdrawal. Develop contingency plans that outline steps to be taken in case of different scenarios, including National going into liquidation.
- F. Diversify Partnerships: Similar to funding sources, diversify our partnerships to reduce dependence or isolation. Develop relationships with multiple partners and sectors that share our mission. Continuous Communication: Maintain open and transparent communication with key partners. Regularly check in to understand their strategic plans and anticipate any changes that might impact our collaboration.

Factors that are likely to affect the financial performance or position in 2024/25 and further years:

Local offices traditionally depend on a mix of funding sources and the trend is for more commissioned services rather than grants that are more flexible. This mix of funding can be positive, minimising the risk to financial stability. However, receiving short-term pots of money from multiple funders brings an increase in demand for resources, both in maintaining relationships and reporting requirements, as well as the continual need to seek new funding.

With an increasingly competitive funding environment, we have ensured we are providing a compelling high value offer to funders.

Maintaining relationships with existing funders has been key to securing continuation and additional funding for the services we provide for our community. We have also been looking for new opportunities to provide the information and advice people need for new and emerging advice needs identified through analysing advice trends, horizon scanning and partnership working.

- We have faced a number of challenges this past year to deliver our development targets. In particular, the growing demand for our service from clients and a number of staff changes and maternity leaves which have, at times, meant that staff have needed to focus upon the day to day demands of the service
- There are many economic hits facing the nation which is anticipated to drive up demand significantly.
- The political environment remains uncertain, the impact of key national developments is still very much an 'unknown quantity' but has the potential to impact on our position.
- A possible increased competition in an ever changing voluntary sector marketplace - we know that the voluntary sector is becoming a much more competitive sector, particularly as funding becomes ever harder to access; as a result we are seeing organisations diversifying their service offer and moving further towards our 'core market'.
- The role of adviser at Citizens Advice Stevenage has become far more remote based which impacts on the ability to attract and maintain volunteers.
- The rise of the micro volunteer has made the commitment of Citizens Advice less attractive to new volunteers, the commitment is increasingly aligned to that of a magistrate.

OBJECTIVES AND ACTIVITIES

Objectives

The charity's purposes, as set out in the objects contained in the Company's Articles of Association, are to promote any charitable purpose for the benefit of the whole community of Stevenage and surrounding areas ("the area of benefit") by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

The charity's objects are defined as above. Our aims are focused on:

- To provide the advice people need for the problems they face, and
- To improve the policies and practices that affect people's lives

Our service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination. We also conduct Research and Campaigns to help gather evidence to influence policy change and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

This translates into the main charitable activity of providing advice by telephone and face to face to the general public.

Ensuring our work delivers our aims

We have a locally developed business strategy, which we use to ensure we deliver on our aims and objectives. This strategy is reviewed quarterly to measure our achievements and outcomes. Together with the success of individual key projects and the benefits that have been born from them. In carrying out the review, we are ensuring that our aims, objectives and activities are in line with our stated purpose. Our main objectives for the year have been developing our service so that it really meets the needs of the clients we are trying to support.

Review of the 2022/25 Strategic Business Development Plan

Our Strategic Business Plan and Strategy 2022-25 was short and clear and consisted of 3 governing themes with 5, 12-month goals set for each theme. We have completed a review of the 2022 – 25 Strategic Business Development Plan which can be viewed in full as an appended document. **Key achievements include:** A reviewed and relaunch of our volunteer recruitment and training framework. A new supervision and appraisal policy and framework which empowers all team members to set and measure quarterly goals. Roll out of Attend Anywhere to deliver video advice appointments. Increased capacity to attend outreach and community events to raise awareness of cost of living relates issues and the help and support available.

Context for 2024/25 Planning

This business plan is set in the context of some very significant challenges. The service is already helping a historically high number of people, hitting levels that we have not seen since before the pandemic, and we are also seeing clients with more complex and urgent problems.

The reasons for this high demand are well known - the cost-of-living crisis is driving record numbers of people to us about issues such as emergency payments, Personal Independence Payment, pre-payment meters and benefit eligibility. At the same time, demand for debt advice is rising, having been historically low since the pandemic. Inflation may have peaked but costs are still rising fast - we do not expect demand to fall this year without significant policy intervention.

This high demand is one factor leading to worsening client access and experience scores - the last years scores were the lowest since we began recording in 2018. The proportion of our clients who said they would recommend the service to a friend has fallen from 90% to 81% since 2019. The cost-of-living crisis also hits us as an organisation. Wages are rising across the economy making it harder for us to recruit new team members. We have fewer volunteer advisors than pre pandemic and are needing to meet the generalist demands with paid staff.

We have done well in recent years at winning recommissioning rounds and bringing in new funding. However, many of our funding streams have remained flat in cash terms, meaning a now very significant real terms cut, and the new funding is short term and reactive. We set a deficit budget last year and worked hard to turn this around, however the change in position was very much in year predominantly through one off in year funding awards and staff turnover. Like many charities we are currently looking to set another deficit budget this year, and work will be undertaken to understand our options and take action to address these challenges.

Our primary purpose is to provide a resilient and accessible advice service for the residents of Stevenage. In light of the growing demand on our services we have recognised the need to put in place additional long-term funding sources that are compatible with our objectives and delivery model. In this context the successful acquisition of the HertsHelp project connecting residents to the right services for their needs, enhancing holistic multi-agency support for all residents; alongside

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Age UK Hertfordshire, allows us to achieve a greater scale and wider remit that benefits our and neighbouring clients.

We are committed to undertake wider activities which increase our sustainability and enhance our advice provision, that give benefits to Stevenage and wider neighbouring / countywide communities. Where possible we will seek to operate an integrated delivery model which efficiently supports all our projects and best serves the people we help.

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

Our main activities and who we try to help are described below. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The board of trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

ACHIEVEMENTS AND PERFORMANCE

Advice and Information Services

The principal activity of Citizens Advice Stevenage remained the provision of free, confidential, independent and impartial advice and information for members of the public. This is provided through telephone and digital channels and face-to-face services at the main offices located at Daneshill House.

The main areas of charitable activity are:

- the provision of general advice and information services
- the provision of specialist advice and casework services, and
- guidance on the new pension regulations.

Throughout the year we have continued to offer Advice and Information in the following ways

- Adviceline – participation is continuing as part of a group of other local Citizens Advice to provide our telephone service. The line is covered on a rota basis between the hours of 9.00am and 5.00pm from Monday to Friday and continue to deliver Out of Hours Adviceline, extending our opening hours to 9 pm in the evening and between 10 am and 4 pm on a Saturday. Outside of these times there is an automated advice service 24 hours a day.
- Face to face services for those unable to use digital channels. We altered our delivery model reduced our services to digital first as a result of the pandemic. An initial assessment takes via telephone or email and subject to criteria being met clients are then seen in person. Urgent issues are responded to and clients are not turned away.
- Full advice –general and specialist advice through our team of trained advisers and paid staff.
- Information and Self Help.

In addition to generalist advice, the following specialist advisory services were provided:

- I. The core service funded by a contract with Stevenage Borough Council to provide advice to local people to improve financial inclusion.
- II. Caseworkers for debt / tenancy sustainment for tenants of Stevenage Borough Council
- III. Homelessness prevention and court desk representation funded by Stevenage Borough Council
- IV. Crisis Intervention services funded by Hertfordshire County Council
- V. Welfare Benefit Appeals services funded by Hertfordshire County Council
- VI. Pension Wise funded by the Department for Work and Pensions
- VII. Help to claim funded by Citizens Advice National.
- VIII. Specialist family advice funded by the Follett Trust
- IX. Specialist debt advice funded by Henry Smith Foundation
- X. Specialist employment advice service (our only paid for service) which provide specialist employment advice at affordable rates
- XI. Cost of Living Adviser funded by Hertfordshire County Council
- XII. Out of Hours Adviceline funded by Hertfordshire County Council
- XIII. HertsHelp Adviceline funded by Hertfordshire County Council
- XIV. Improving Outcomes Through Legal Support funded by Access to Justice

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Look back over 2023/24.

This year, Citizens Advice Stevenage has continued to embody these values through significant growth and transformation. Despite the continued challenges in the aftermath of the pandemic and ongoing cost of living crisis, we remained resilient.

This year saw our Chairman Richard Westergreen Thorne retire after 9 years on the board, with Vice Chair Tim Wade taking over as Chair. We also said goodbye to Elaine Edwards, who served on our board for seven years. We welcomed new board members Matthew Lawson, Tracey Valentine, Sarah Neilson, Paul Extance, Andrew Cheung, and Olufemi Oladiran, bringing fresh energy and skills to drive our strategic ambitions forward.

The service is helping a historically high number of people, hitting levels that we have not seen since before the pandemic, and we are also seeing clients with more complex and urgent problems.

The reasons for this high demand are well known - the cost-of-living crisis driving record numbers of people to us about issues such as emergency payments, Personal Independence Payment, pre-payment meters and benefit eligibility. At the same time, demand for debt advice is rising, having been historically low since the pandemic. Inflation may have peaked but costs are still rising fast - we do not expect demand to fall this year without significant policy intervention.

This high demand is one factor leading to worsening client access and experience scores - the last years scores were the lowest since we began recording in 2018. The proportion of our clients who said they would recommend the service to a friend has fallen from 90% to 81% since 2019. The cost-of-living crisis also hits us as an organisation. Wages are rising across the economy making it harder for us to recruit new team members. We have fewer volunteer advisors than pre pandemic and are needing to meet the generalist demands with paid staff.

That said we have much to be proud of as we look back over 2023/24.

- Last year, we assisted 14,525 people with 60,726 issues. 8 in 10 people said their problem was solved following advice, and 3 in 4 stated they couldn't have resolved their problem without our help. 9 out of 10 people said we helped them find a way forward.
- We saved £3,334,426 for government and public services.
- We completed our Year 3 Leadership Self-assessment, demonstrating compliance with all required standards, renewing our accreditation for the Advice Quality Standard and the Money and Pensions Service Debt Advice Quality Framework. We are exceptionally proud to have been awarded Advice Quality Standard recognition for Advice with Casework in Welfare Benefits, Debt, Family law and Housing.
- We partnered with PayPoint to help them develop and implement Open Banking in the debt advice process, significantly reducing the time spent gathering and reviewing financial information from three weeks to just minutes.
- The successful acquisition of the HertsHelp project connecting residents to the right services for their needs, enhancing holistic multi-agency support for all residents; alongside Age UK Hertfordshire, allowing us to achieve a greater scale and wider remit that benefits our and neighbouring clients.
- We launched the OpenUp program for all staff and volunteers, focusing on mental health and wellbeing support for all our staff and volunteers.
- But what means the most is what our clients have to say: "thanks for all of your help. I was at the end of my tether and couldn't see a way forward"

Contribution of Volunteers and Paid Staff

The charity's success could not have been achieved without the hard work and dedication of volunteers and staff. The trustee board and senior management team recognise the tremendous contribution made by the charity's volunteers in advising the public and administering the service without which the service could not operate. Throughout 2023/24 the service employed 43 paid workers (37.45 FTE), and 77 volunteers (including trustees) together delivering some 18 projects, including the core service.

Volunteers represent the indispensable core of the service for without them, there would not be a Citizens Advice service. The volunteers contribute, on average, **343 hours per week. This may be expressed as an annualised value of 2022/23 £391,173**). However, their value is inadequately expressed in monetary terms. Indeed, volunteers bring many skills to the service and very often the experience gained helps individuals return to full employment. During 2022/23, 7 volunteers left to take up external work.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Citizens Advice Stevenage are working hard to review our approach to attracting and keeping volunteers, through our partnership with Hertfordshire University and the Job Centre Plus. It is our intention to consistently monitor our approach to training, to provide an accessible and welcoming place to volunteer.

Who used and benefited from our services?

During the reporting year 14,525 clients benefited from the services of Citizens Advice Stevenage. We support people with any issue that they may face; however our most common enquiry areas are debt, housing, welfare benefits and tax credits and Universal Credit and financial services and capability. Clients continue to present with multiple problems and last year we advised on 60,726 issues. Every year people come to us for help solving their problems. This means we're an important part of the community, with a credible understanding of local needs. We use this to tailor our services and help improve local policies and practices. At least £3,334,426 is saved by government and public services last year.

Factors Affecting the Achievement of Objectives

Maintaining sufficient funding to continue delivering the service remains a continual challenge. We are making sure that we invest in fundraising and continue to diversify our approach to ensure we are delivering the most cost effective service we possibly can. This isn't about simply cutting costs, it is about delivering a service that genuinely meets clients' needs to make us as cost effective as possible.

The complexity of the issues that clients are facing, and the additional challenges that clients are experiencing, places additional demands on the service. The support networks that were previously in place for people are changing and we are asked to offer support that falls outside the remit of direct advice. Where people are vulnerable, it is essential that we offer support in a person-centred way and whilst necessary this can be resource intensive.

FINANCIAL REVIEW

The availability of funding in the charity sector remains difficult in a period of austerity. The charity is focused on providing added value to its funders from a base of sound financial management and ensuring that our services remain relevant to the strategic objectives of stakeholders at local and national level.

The charity is working hard to deliver a cost-effective service that genuinely meets the needs of our clients. It remains a challenging prospect to meet the ever-increasing demand with significantly reduced funding resources.

In the reporting period, the charity had a surplus of £141,704 (2022/23: £30,030) from a total income of £1,757,431 (2022/23: £886,930) and expenditure of £1,615,727 (2022/23: £856,899).

At the year end the charity's total funds stand at £612,740 (2022/23: £471,036) of which £546,316 is unrestricted and £78,424 is restricted.

Financial position

The Board decided in 2023 to allocate £15,000 of these unrestricted funds for possible redundancy costs as funding streams end and are not renewed and has set aside a further £126,299 in a redevelopment fund to support efforts towards finding new project funding. These funds remain in place in the current year as the environment remains challenging.

In addition, £20,000 remains set aside to vital asset replacements.

Cash balances have moved from £568,897 at the end of the 2022/23 financial year to £1,161,641 at the end of 2023/24.

Principal funding sources

The Directors extend their thanks to Stevenage Borough Council which has continued its funding to enable us to provide our core service. The Council also provides funding for other services such as a Court Desk debt worker, and a full-time equivalent caseworker through the Stevenage Housing department to help clients in rent arrears or in need of other advice and assistance. We also extend thanks to Hertfordshire County Council and National Citizens Advice for the facilitation of funded projects in Stevenage.

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Investment powers, policy and performance

As required in Article 4.1 of its Articles of Association, the charity has the power, which may be used only to promote the Objectives, to make social investments in pursuance of the Objectives by any means as permitted by the Charities (Protection and Social Investment) Act 2016; and to invest any money in any investments, securities or properties; and to accumulate and set aside funds for special purposes or as reserves in accordance with a reserves policy; and to accumulate expendable endowment.

Reserves policy

Citizens Advice Stevenage is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The Bureau will maintain a projection of income for at least 3 years ahead and will ensure that this continues to be derived from as wide a variety of sources as possible. They will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, the Trustees have determined that 'free' reserves should be maintained at a minimum of 3.5 months of operating costs, £505,158.

The level of reserves held meets the reserves policy requirement. At 31st March 2024 total funds were £612,740 (£471,036 in 2022/23), of which £546,316 represented general unrestricted funds, which constitute the reserves of the charity.

Going Concern

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

FUTURE DEVELOPMENTS

Developing a sustainable service that meets the needs of our clients remains a priority of the trustee board for 2024/25. The charity will build on the work completed in the previous financial year to develop diversified funding streams to increase our sustainability and enable us to build a diverse service that is responsive to client needs.

The charity will continue to work to ensure that it delivers a cost-effective service, meaning that we are not only offering value for money to our existing funders but that we have a viable offer, whilst never compromising on the high quality service that our clients expect and deserve.

During the year 2024/25, we will continue to improve our internal monitoring mechanisms ensuring that we have a clear understanding of each element of the service, the benefits of which are many - we can ensure that we are achieving as much as we can possibly achieve to continue to deliver an excellent service to our clients and our funders, and we can also understand our business offer and can market our service accordingly.

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Strategic Vision for 2024/25 and Beyond

Citizens Advice Stevenage has always been a progressive and ambitious service and over the past few years we have grown and changed significantly as an organisation. Our primary purpose remains providing resilient and accessible advice services to Stevenage residents. While we have successfully secured new funding and recommissioning rounds, many funding streams have remained flat in cash terms, resulting in real-term cuts. Despite setting a deficit budget last year, we managed to turn it around through one-off funding awards and staff turnover. This year, we are likely to set another deficit budget, requiring careful consideration of our options to address these challenges.

In March board formally signed off our Business Strategy 2024-27: Fit for the Future. This is the start of an excellent new phase for Citizens Advice Stevenage. Using internal and external context (e.g. risk, client data, evolving strategy) we engaged a range of stakeholders from the autumn of 2023, to make sure our strategic decision making was reflective of the team's views and the reality our service faces, to make sure that our plan is relevant to the things we must do rather than blue sky, nice to have, aspirations.

This strategy aims to ensure that Citizens Advice Stevenage is optimally positioned to:

- Fulfil all its commitments, continuing to support the growing numbers of people coming to us. Where possible we will be seeking to operate an integrated delivery model which efficiently leads to more impactful outcomes for clients.
- Create an environment conducive to a positive work and volunteer experience, supporting our team to be best placed to achieve the best outcomes for our clients.
- Be responsive to the evolving needs of clients, the society in which they live and the sector within which we operate and remain prepared for the forthcoming challenges and opportunities.

2024/25 will be all about taking stock and making sure we have strong foundations for the future and the capabilities to achieve our mission.

STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also the directors of Stevenage 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).

Company law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the Trustees are required to

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charity SORP;
- Make judgements and estimates that are reasonable and prudent;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping proper accounting records, which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

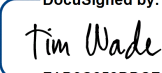
In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware; and
- The Trustees have taken all steps that they ought to have taken to make them aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

Under section 487(2) of the Companies Act 2006, Menzies LLP will be deemed to have been reappointed as auditors 28 days after these financial statements were sent to members or 28 days after the latest date prescribed for filing the accounts with the registrar, whichever is earlier.

Approved by order of the members of the board of Trustees and signed on their behalf by:

DocuSigned by:

.....FAB6C653DBC4D0.....
Tim Wade
Chairman of the Board
Date: 12-Dec-2024

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

MENZIES
BRIGHTER THINKING

INDEPEDENT AUDITORS' REPORT TO THE MEMBERS OF STEVENAGE CITIZENS ADVICE BUREAU

Opinion

We have audited the financial statements of Stevenage Citizens Advice Bureau (the 'charity') for the year ended 31 March 2024 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, 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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

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 income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; 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 United Kingdom, including the Financial Reporting Council'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 the 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.

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' report thereon. The Trustees are responsible for the other information contained within the Annual report. 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. 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 course of 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.

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STEVENAGE CITIZENS ADVICE BUREAU (CONTINUED)

Opinion 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 Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our 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 Trustees' report.

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; 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; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' report and from the requirement to prepare a Strategic report.

Responsibilities of trustees

As explained more fully in the Trustees' responsibilities statement, 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.

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.

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STEVENAGE CITIZENS ADVICE BUREAU (CONTINUED)

Auditors' 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 an Auditors' report 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 charitable company is subject to laws and regulations that directly affect the financial statements including financial reporting legislation. We determined that the following laws and regulations were most significant including FRS 102, Charities SORP, Companies Act 2006, Charities Act 2011 and compliance with the National Citizens Advice Bureau policies. We assessed the extent of compliance with these laws and regulations as part of our procedures on the related financial statement items.

- We understood how the charitable company is complying with those legal and regulatory frameworks by, making inquiries to management, those responsible for legal and compliance procedures and the company secretary. We corroborated our inquiries through our review of board minutes.
- The engagement partner assessed whether the engagement team collectively had the appropriate competence and capabilities to identify or recognize non-compliance with laws and regulations. The assessment did not identify any issues in this area.
- We assessed the susceptibility of the charitable company's financial statements to material misstatement, including how fraud might occur. We considered the opportunities and incentives that may exist within the organisation for fraud and identified the greatest potential for fraud in the following areas; management override of controls to manipulate results, or to cause the charitable company to enter into transactions not in its best interests.

Audit procedures performed by the engagement team included:

- Identifying and assessing the design effectiveness of controls management has in place to prevent and detect fraud;
- Understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process;
- Challenging assumptions and judgments made by management in its significant accounting estimates; and
- Identifying and testing journal entries, in particular any journal entries posted with unusual account combinations.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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. This description forms part of our Auditors' report.

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STEVENAGE CITIZENS ADVICE BUREAU (CONTINUED)

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 its members, as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:

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Janice Matthews FCA (Senior statutory auditor)

for and on behalf of

Menzies LLP

Chartered Accountants

Statutory Auditor

Magna House

18-32 London Road

Staines-Upon-Thames

TW18 4BP

Date: 12-Dec-2024

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

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

	Note	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Income from:					
Donations and legacies	3	-	106,386	106,386	14,163
Charitable activities	4	1,357,617	281,906	1,639,523	869,036
Investments	5	-	11,522	11,522	3,731
Total income		1,357,617	399,814	1,757,431	886,930
Expenditure on:					
Charitable activities	6	1,305,038	310,689	1,615,727	856,899
Total expenditure		1,305,038	310,689	1,615,727	856,899
Net movement in funds		52,579	89,125	141,704	30,031
Reconciliation of funds:					
Total funds brought forward		13,845	457,191	471,036	441,005
Net movement in funds		52,579	89,125	141,704	30,031
Total funds carried forward		66,424	546,316	612,740	471,036

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

The notes on pages 19 to 32 form part of these financial statements.

STEVENAGE CITIZENS ADVICE BUREAU
(A company limited by guarantee)
REGISTERED NUMBER: 03836106

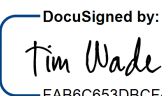
BALANCE SHEET
AS AT 31 MARCH 2024

	Note	2024 £	2023 £
Fixed assets			
		-	-
Current assets			
Debtors	12	141,655	80,955
Cash at bank and in hand		1,161,641	568,957
		1,303,296	649,912
Creditors: amounts falling due within one year	13	(690,556)	(178,876)
Net current assets		612,740	471,036
Total assets less current liabilities		612,740	471,036
Net assets excluding pension asset		612,740	471,036
Total net assets		612,740	471,036
Charity funds			
Restricted funds	14	66,424	13,845
Unrestricted funds	14	546,316	457,191
Total funds		612,740	471,036

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

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

DocuSigned by:

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.....
Tim Wade

Date: 12-Dec-2024

The notes on pages 19 to 32 form part of these financial statements.

STEVENAGE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net cash used in operating activities	17	581,162	71,450
Cash flows from investing activities			
Dividends, interests and rents from investments		11,522	3,730
Net cash provided by investing activities		11,522	3,730
Cash flows from financing activities			
Net cash provided by financing activities		-	-
Change in cash and cash equivalents in the year		592,684	75,180
Cash and cash equivalents at the beginning of the year		568,957	493,777
Cash and cash equivalents at the end of the year	18	1,161,641	568,957

The notes on pages 19 to 32 form part of these financial statements

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

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

1. General information

Stevenage Citizens Advice Bureau is a company limited by guarantee and registered charity, both registered in England and Wales. The charity and company registration numbers, along with the registered office address, can be found within the reference and administrative details on page 1.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - 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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Stevenage Citizens Advice Bureau 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.

2.2 Going concern

The Trustees believe that the charity has sufficient resources to continue its operations from at least twelve months from the date of approval of these financial statements. The accounts are accordingly prepared on the Going Concern basis.

2.3 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Gifts in kind donated are included at valuation on receipt. Donated professional services and facilities are recognised on the basis of the value of the gift to the Charity which is the amount it would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

2. Accounting policies (continued)

2.4 Expenditure (continued)

All expenditure is inclusive of irrecoverable VAT.

2.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.6 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.7 Pensions

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

2.8 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. Income from donations and legacies

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Donations	106,386	106,386	14,163
Total 2023	14,163	14,163	

STEVENAGE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

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

4. Income from charitable activities

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Grants	1,357,617	281,906	1,639,523	869,036
Total 2023	-	869,036	869,036	

5. Investment income

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Deposit account interest	11,522	11,522	3,731
Total 2023	3,731	3,731	

6. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total 2024 £	Total 2023 £
Direct charitable expenditure	1,305,038	310,689	1,615,727	856,899
Total 2023	-	856,899	856,899	

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

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

7. Analysis of expenditure by activities

	Activities undertaken directly 2024 £	Support costs 2024 £	Total funds 2024 £	Total funds 2023 £
Direct charitable expenditure	1,326,676	289,051	1,615,727	856,899
<i>Total 2023</i>	<i>562,806</i>	<i>294,093</i>	<i>856,899</i>	

Analysis of direct costs

	Activities 2024 £	Total funds 2024 £	Total funds 2023 £
Staff costs	779,556	779,556	488,885
Staff and Volunteer costs	8,866	8,866	11,253
Office costs	61,918	61,918	34,686
Premises	89,999	89,999	270
Other costs	11,358	11,358	11,207
Partner Payment	362,309	362,309	15,965
Governance costs	12,670	12,670	540
	1,326,676	1,326,676	562,806
<i>Total 2023</i>	<i>562,806</i>	<i>562,806</i>	

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

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

7. Analysis of expenditure by activities (continued)

Analysis of support costs

	Total funds 2024 £	Total funds 2023 £
Staff costs	187,818	189,594
Staff and Volunteer costs	14,550	10,135
Office costs	67,588	87,161
Premises	2,085	819
Other costs	2,393	1,230
Governance costs	14,617	5,154
Total 2024	289,051	294,093

Support costs are allocated to each activity according to the number of Full Time Equivalent Number of Staff working on each activity.

8. Auditors' remuneration

The auditors' remuneration amounts to an auditor fee of £10,500 (2023 - £2,540), and Preparation of statutory financial statements of £2,100 (2023 - £1,000).

9. Staff costs

	2024 £	2023 £
Wages and salaries	856,191	598,526
Social security costs	68,858	52,198
Contribution to defined contribution pension schemes	42,325	27,755
	967,374	678,479

The average number of persons employed by the Charity during the year was as follows:

	2024 No.	2023 No.
Advice and Information	25	22
Administration and support	7	8
	32	30

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

9. Staff costs (continued)

No employee received remuneration amounting to more than £60,000 in either year.

Total key management personnel remuneration (including benefits) was £158,742 (2023: £56,362).

10. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2023 - £NIL).

During the year ended 31 March 2024, no Trustee expenses have been incurred (2023 - £NIL).

11. Tangible fixed assets

	Fixtures and fittings £
Cost or valuation	
At 1 April 2023	162,654
Disposals	(143,245)
At 31 March 2024	19,409
Depreciation	
At 1 April 2023	162,654
On disposals	(143,245)
At 31 March 2024	19,409
Net book value	
At 31 March 2024	-
At 31 March 2023	-

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

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

12. Debtors

	2024 £	2023 £
Due within one year		
Trade debtors	118,156	61,524
Prepayments and accrued income	23,499	19,431
	<u>141,655</u>	<u>80,955</u>

13. Creditors: Amounts falling due within one year

	2024 £	2023 £
Trade creditors	72,501	25,976
Other taxation and social security	17,661	15,831
Other creditors	414,063	5,244
Accruals and deferred income	186,331	131,825
	<u>690,556</u>	<u>178,876</u>

	2024 £	2023 £
Deferred income at 1 April 2023	128,285	39,731
Resources deferred during the year	141,704	128,285
Amounts released from previous periods	(128,285)	(39,731)
	<u>141,704</u>	<u>128,285</u>

Deferred income relates to Grant income given for use in future periods.

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

14. Statement of funds

Statement of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Balance at 31 March 2024 £
Unrestricted funds				
Designated funds				
Asset Replacement Fund	20,440	-	-	20,440
Digital and Redevelopment Fund	126,299	-	-	126,299
Redundancy Fund	15,000	-	-	15,000
	161,739	-	-	161,739
General funds				
General Fund	295,452	399,814	(310,689)	384,577
Total Unrestricted funds	457,191	399,814	(310,689)	546,316

Designated funds:

Asset Replacement fund - A reserve to ensure that there is sufficient money to replace equipment when it becomes obsolete or beyond economic repair.

Digital and Redevelopment fund - to fund additional resources associated with finding new funding or redesigning our operating model/ investment in new ways of working/ efficiencies etc. Ultimately this fund is important in ensuring that even in tight financial times, we can still invest where necessary in developing the service to the benefit of our clients. .

Redundancy fund - A reserve to cover the possible costs of staff redundancies, in the event that project contracts are not renewed.

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

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

14. Statement of funds (continued)

Restricted funds

Court Desk	230	24,790	(24,790)	230
Pension Wise	3,008	118,309	(121,317)	-
Henry Smith	1,832	45,809	(47,641)	-
Money and Pensions Service	3,679	-	(3,679)	-
COL Advisor	764	38,100	(25,612)	13,252
VCFSE Alliance	4,259	42,522	(46,781)	-
Herts Comm No 1	73	-	(73)	-
HCAS Project Management	-	46,686	(23,494)	23,192
HCAS Welfare Benefits	-	39,480	(32,157)	7,323
BLC Law Student	-	15,127	(8,129)	6,998
HCAS Crisis	-	50,111	(34,682)	15,429
SBC Housing Debt Advice	-	35,974	(35,974)	-
CA HTC	-	173,908	(173,908)	-
Follet Family	-	24,329	(24,329)	-
HCAS BDM	-	24,715	(24,715)	-
Out of Hours Advice	-	31,278	(31,278)	-
HertsHelp	-	619,763	(619,763)	-
A2JLS	-	26,716	(26,716)	-
	13,845	1,357,617	(1,305,038)	66,424
Total of funds	471,036	1,757,431	(1,615,727)	612,740

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

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

14. Statement of funds (continued)

Court Desk - Court desk representation for clients due to attend a possession hearing and homelessness prevention advice.

Pension Wise - Delivery of face-to-face pension guidance sessions to empower customers in their pension choices.

Henry Smith - Specialist advice and advocacy for clients with both priority and non-priority debts funded by Henry Smith Foundation.

COL Advisor - Cost of Living Adviser funded by Hertfordshire County Council to support with the cost of living crisis and provide generalist advice.

HCAS Welfare Benefits - Our Welfare Benefit Appeals project aims to support, advocate, and represent clients at benefit tribunals, when their benefits have been turned down. The appeals caseload is intensive and requires in depth understanding of welfare benefit rules and regulations.

HCAS Crisis - One to one specialist advice to people in crisis situations, or at times of exceptional hardship.

SBC Housing Debt Advice - Working with clients who have local authority rent arrears, putting them back on track with their finances and working to reduce their rent arrears. Negotiating affordable repayment plans to empower residents to take back control of their financial situation.

CA HTC - A telephone and web chat service for those looking for support to make a claim for Universal Credit funded by Citizens Advice National.

Follet Family - Specialist support on family and relationship matters, such as divorce, separation, children and residence issues. Including practical advice for victims of domestic abuse.

HertsHelp – A 7 day a week Adviceline connecting Hertfordshire residents to the right services for their needs funded by Hertfordshire County Council. Our HertsHelp team listen, research, refer and signpost people to community organisations that work together to provide information and advice on community services in Hertfordshire.

A2JLS - working to sustain and improve access to early social welfare and family legal advice, to enable users to resolve these problems as early as possible and avoid the need for court or tribunal proceedings where possible. funded by Access to Justice.

BLC Law Student partnered with the Money Advice Unit and University of Hertfordshire Law Clinic to enhance capacity and provide students with a unique opportunity to gain vital knowledge and experience in this field, under the supervision of our specialist caseworker.

Out of Hours Advice - Out of Hours Adviceline so residents can speak to a fully trained adviser at a time that suits them without needing to take time out of their working day or interrupting their caring responsibilities in order to get the help they need, funded by Hertfordshire County Council.

HCAS Project Management – Project management and impact analysis of the Crisis Intervention, Hertfordshire Welfare Benefits and BSL services .

HCAS BDM – Working on behalf of Citizens Advice in Hertfordshire to provide business development to develop services to benefit our collective clients.

MaPS - Debt advice project funded by the Money and Pensions Service.

VCFSE Alliance – Hosting the secretariat to support the day-to-day operations of Herts and West Essex VCFSE Alliance. The overall aims of Hertfordshire and West Essex VCFSE Alliance are to achieve tangible outcomes for the sector and communities through presenting a unified voice within a newly created Integrated Care System.

Herts Comm No1 – Adviser Capacity to provide generalist advice.

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

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

14. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2022 £	Income £	Expenditure £	Balance at 31 March 2023 £
Unrestricted funds				
Asset Replacement Fund	20,440	-	-	20,440
Redundancy fund	15,000	-	-	15,000
Digital and Redevelopment Fund	126,299	-	-	126,299
General Funds	255,607	244,783	(204,938)	295,452
	<u>417,346</u>	<u>244,783</u>	<u>(204,938)</u>	<u>457,191</u>
Restricted funds				
Court Desk	-	25,500	(25,270)	230
Pension Wise	10,306	113,100	(120,398)	3,008
Henry Smith	-	30,000	(28,168)	1,832
Money and Pensions Service	3,679	-	-	3,679
COL Advisor	-	15,875	(15,111)	764
VCFSE Alliance	-	22,983	(18,724)	4,259
Herts Comm No 1	-	5,000	(4,927)	73
BLC Law Student	-	14,873	(14,873)	-
SBC Housing Debt Advice	-	30,092	(30,092)	-
Family Advisor	9,675	20,762	(30,437)	-
Out of Hours Advice	-	13,546	(13,546)	-
Herts Crsis Intervention	-	163,270	(163,270)	-
Help To Claim	-	174,144	(174,144)	-
Awards For All	-	13,000	(13,000)	-
	<u>23,660</u>	<u>642,145</u>	<u>(651,960)</u>	<u>13,845</u>
Total of funds	<u>441,006</u>	<u>886,928</u>	<u>(856,898)</u>	<u>471,036</u>

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

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

15. Summary of funds

Summary of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Balance at 31 March 2024 £
Designated funds	161,739	-	-	161,739
General funds	295,452	399,814	(310,689)	384,577
Restricted funds	13,845	1,357,617	(1,305,038)	66,424
	471,036	1,757,431	(1,615,727)	612,740

Summary of funds - prior year

	Balance at 1 April 2022 £	Income £	Expenditure £	Balance at 31 March 2023 £
General funds	417,346	244,783	(204,938)	457,191
Restricted funds	23,660	642,145	(651,960)	13,845
	441,006	886,928	(856,898)	471,036

16. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £
Current assets	66,424	1,236,872	1,303,296
Creditors due within one year	-	(690,556)	(690,556)
Total	66,424	546,316	612,740

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

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

16. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior period

	<i>Restricted funds 2023 £</i>	<i>Unrestricted funds 2023 £</i>	<i>Total funds 2023 £</i>
Current assets	13,845	636,067	649,912
Creditors due within one year	-	(178,876)	(178,876)
Total	13,845	457,191	471,036

17. Reconciliation of net movement in funds to net cash flow from operating activities

	2024 £	2023 £
Net income for the period (as per Statement of Financial Activities)	141,704	30,031
Adjustments for:		
Depreciation charges	-	2,772
Dividends, interests and rents from investments	(11,522)	(3,730)
Increase in debtors	(60,700)	(72,034)
Increase in creditors	511,680	114,411
Net cash provided by operating activities	581,162	71,450

18. Analysis of cash and cash equivalents

	2024 £	2023 £
Cash in hand	1,161,641	568,957
Total cash and cash equivalents	1,161,641	568,957

STEVENAGE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

19. **Analysis of changes in net debt**

	At 1 April 2023	Cash flows	At 31 March 2024
	£	£	£
Cash at bank and in hand	568,957	592,684	1,161,641
	<u>568,957</u>	<u>592,684</u>	<u>1,161,641</u>

20. **Related party transactions**

The Charity has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Charity at 31 March 2024.

Accounts

REGISTERED COMPANY NUMBER: 03836106 (England and Wales)
REGISTERED CHARITY NUMBER: 1077414

REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2023
FOR
STEVENAGE CITIZENS ADVICE BUREAU
(A COMPANY LIMITED BY GUARANTEE)

Menzies LLP
Chartered Accountants and Statutory Auditors
Richmond House
Walkern Road
Stevenage
Hertfordshire
SG1 3QP

STEVENAGE CITIZENS ADVICE BUREAU
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FOR THE YEAR ENDED 31ST MARCH 2023

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STEVENAGE CITIZENS ADVICE BUREAU

**REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31ST MARCH 2023**

TRUSTEES	R J Westergreen-Thorne (Chair) A Edwards A O Egunjobi M Parry T Wade (Vice Chair) K G Grix M Downing (Representative Trustee) J Hurley (appointed 22/8/22) J Lyons (appointed 22/8/22)
REGISTERED OFFICE	Sixth Floor Daneshill House Danestrete Stevenage Hertfordshire SG1 1HN
REGISTERED COMPANY NUMBER	03836106 (England and Wales)
REGISTERED CHARITY NUMBER	1077414
AUDITORS	Menzies LLP Chartered Accountants and Statutory Auditors Richmond House Walkern Road Stevenage Hertfordshire SG1 3QP
CHIEF EXECUTIVE OFFICER	C Blizzard-Welch

STEVENAGE CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2023

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2023. The trustees have adopted the provisions of 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).

OBJECTIVES AND ACTIVITIES

Objectives

The charity's purposes, as set out in the objects contained in the Company's Articles of Association, are to promote any charitable purpose for the benefit of the whole community of Stevenage and surrounding areas ("the area of benefit") by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

The charity's objects are defined as above. Our aims are focused on:

- 1) To provide the advice people need for the problems they face, and
- 2) To improve the policies and practices that affect people's lives

Our service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination. We also conduct Research and Campaigns to help gather evidence to influence policy change and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

This translates into the main charitable activity of providing advice by telephone and face to face to the general public.

Ensuring our work delivers our aims

We have a locally developed business strategy, which we use to ensure we deliver on our aims and objectives. This strategy is reviewed quarterly to measure our achievements and outcomes. Together with the success of individual key projects and the benefits that have been born from them. In carrying out the review, we are ensuring that our aims, objectives and activities are in line with our stated purpose.

Our main objectives for the year have been developing our service so that it really meets the needs of the clients we are trying to support. Key activities have included:

Our new objectives for 2022 to 2025 are focused on our risk areas and critical business functions.

- **Profile:** Making sure residents and partners are really clear on who we are and what we do We will do this by raising our media profile, engaging with the community and building lasting relationships with new partners.
- **People:** Nurturing and developing a robust and skilled team. Aiming to recruit additional advice and back office volunteer support and empower team members to set and achieve goals in line with our Strategic Business and Development Plan.
- **Provision:** Providing the advice people need when they need it, underpinned by a sustainable funding model. Ensuring that our advice service is accessible and increasing capacity across our service.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2023

OBJECTIVES AND ACTIVITIES

Public benefit

The trustees have complied with the duty in section 4 of the Charities Act 2011 and have regard to the public benefit guidance as issued by the Charity Commission as shown in the objectives above.

We have referred to the guidance on public benefit when reviewing our aims and objectives and in planning our future activities in particular, the Trustees consider how planned activities will contribute to the aims and objectives that they have set.

This public benefit statement forms the basis for all judgements regarding operational reports to the Board meetings, in order to be reassured that the facilities and services currently managed by the charity continue to meet these criteria. At these meetings, the treasurer also presents the financial position including taking account of any restricted funds and the Charity's status as a going concern.

How Our Activities Deliver Public Benefit

Our main activities and who we try to help are described below. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The board of trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

During the reporting year 7,308 clients benefited from the services of Citizens Advice Stevenage. We support people with any issue that they may face; however our most common enquiry areas are debt, housing, welfare benefits and tax credits and Universal Credit and financial services and capability. Clients continue to present with multiple problems and on average clients are presenting with 5 issues each.

Contribution of Volunteers and Paid Staff

The charity's success could not have been achieved without the hard work and dedication of volunteers and staff. The trustee board and senior management team recognise the tremendous contribution made by the charity's volunteers in advising the public and administering the service without which the service could not operate. Throughout 2022/23 the service employed 30 paid workers (23.5 FTE), and 79 volunteers (including trustees) together delivering some 18 projects, including the core service.

Volunteers represent the indispensable core of the service for without them, there would not be a Citizens Advice service. The volunteers contribute, on average, 150 hours per week. This may be expressed as an annualised value of 2022/23 £279,859. However, their value is inadequately expressed in monetary terms. Indeed, volunteers bring many skills to the service and very often the experience gained helps individuals return to full employment. During 2022/23, 7 volunteers left to take up external work.

Citizens Advice Stevenage are working hard to review our approach to attracting and keeping volunteers, through our partnership with Hertfordshire University and the Job Centre Plus. It is our intention to consistently monitor our approach to training, to provide an accessible and welcoming place to volunteer.

STEVENAGE CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2023

ACHIEVEMENT AND PERFORMANCE

Advice and Information Services

The principal activity of Citizens Advice Stevenage remained the provision of free, confidential, independent and impartial advice and information for members of the public. This is provided through telephone and digital channels and face-to-face services at the main offices located at Daneshill House.

The main areas of charitable activity are:

- the provision of general advice and information services
- the provision of specialist advice and casework services, and
- guidance on the new pension regulations.

Throughout the year we have continued to offer Advice and Information in the following ways:

- Adviceline - participation is continuing as part of a group of other local Citizens Advice to provide our telephone service. The line is covered on a rota basis between the hours of 9.00am and 5.00pm from Monday to Friday. We also launched our Out of Hours Adviceline, extending our opening hours to 9 pm in the evening and between 10 am and 4 pm on a Saturday. Outside of these times there is an automated advice service 24 hours a day.
- Face to face services for those unable to use digital channels. We altered our delivery model reduced our services to digital first as a result of the pandemic. An initial assessment takes via telephone or email and subject to criteria being met clients are then seen in person. Urgent issues are responded to and clients are not turned away.
- Full advice -general and specialist advice through our team of trained advisers and paid staff.
- Information and Self Help.

In addition to generalist advice, the following specialist advisory services were provided:

- I. The core service funded by a contract with Stevenage Borough Council to provide advice to local people to improve financial inclusion.
- II. Caseworkers for debt / tenancy sustainment for tenants of Stevenage Borough Council
- III. Homelessness prevention and court desk representation funded by Stevenage Borough Council
- IV. Crisis Intervention services funded by Hertfordshire County Council
- V. Welfare Benefit Appeals services funded by Hertfordshire County Council
- VI. Pension Wise funded by the Department for Work and Pensions
- VII. Help to claim funded by Citizens Advice National.
- VIII. Specialist family advice funded by the Follett Trust
- IX. Specialist debt advice funded by Henry Smith Foundation
- X. Specialist employment advice service (our only paid for service) which provide specialist employment advice at affordable rates
- XI. Cost of Living Adviser funded by Hertfordshire County Council
- XII. Out of Hours Adviceline funded by Hertfordshire County Council

STEVENAGE CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2023

ACHIEVEMENT AND PERFORMANCE

Factors Affecting the Achievement of Objective

Maintaining sufficient funding to continue delivering the service remains a continual challenge. We are making sure that we invest in fundraising and continue to diversify our approach to ensure we are delivering the most cost effective service we possibly can. This isn't about simply cutting costs, it is about delivering a service that genuinely meets clients' needs to make us as cost effective as possible.

The complexity of the issues that clients are facing, and the additional challenges that clients are experiencing, places additional demands on the service. The support networks that were previously in place for people are changing and we are asked to offer support that falls outside the remit of direct advice. Where people are vulnerable, it is essential that we offer support in a person-centred way and whilst necessary this can be resource intensive.

FINANCIAL REVIEW

Financial position

The availability of funding in the charity sector remains difficult in a period of austerity. The charity is focused on providing added value to its funders from a base of sound financial management and ensuring that our services remain relevant to the strategic objectives of stakeholders at local and national level.

The charity is working hard to deliver a cost-effective service that genuinely meets the needs of our clients. It remains a challenging prospect to meet the ever-increasing demand with significantly reduced funding resources.

In the reporting period, the charity had a surplus of £149,240 (2021/22: £31,571) from a total income of £1,006,138 (2021/22: £766,005) and expenditure of £856,898 (2021/22: £734,435).

At the year end the charity's total funds stand at £590,246 (2021/22: £441,005) of which £474,348 is unrestricted and £115,898 is restricted.

Financial position

The Board decided in 2023 to allocate £15,000 of these unrestricted funds for possible redundancy costs as funding streams end and are not renewed and has set aside a further £124,000 in a redevelopment fund to support efforts towards finding new project funding. These funds remain in place in the current year as the environment remains challenging.

In addition £20,000 remains set aside to vital asset replacements.

Cash balances have moved from £493,778 at the end of the 2021/22 financial year to £568,897 at the end of 2022/23.

Principal funding sources

The Directors extend their thanks to Stevenage Borough Council which has continued its funding to enable us to provide our core service. The Council also provides funding for other services such as a Court Desk debt worker, and a full-time equivalent caseworker through the Stevenage Housing department to help clients in rent arrears or in need of other advice and assistance. We also extend thanks to National Citizens Advice for the facilitation of funded projects in Stevenage.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2023

FINANCIAL REVIEW

Investment powers, policy and performance

As required in Article 4.1 of its Articles of Association, the charity has the power, which may be used only to promote the Objectives, to make social investments in pursuance of the Objectives by any means as permitted by the Charities (Protection and Social Investment) Act 2016; and to invest any money in any investments, securities or properties; and to accumulate and set aside funds for special purposes or as reserves in accordance with a reserves policy; and to accumulate expendable endowment.

Reserves policy

Citizens Advice Stevenage is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The Bureau will maintain a projection of income for at least 3 years ahead and will ensure that this continues to be derived from as wide a variety of sources as possible. They will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, the Trustees have determined that 'free' reserves should be maintained at a minimum of 3.5 months of operating costs.

The level of reserves held meets the reserves policy requirement. At 31st March 2023 total reserves were £309,063 (£318,415 in 2021/22), of which £285,402 represented general unrestricted funds.

Going Concern

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

FUTURE DEVELOPMENTS

Developing a sustainable service that meets the needs of our clients remains a priority of the trustee board for 2023/24. The charity will build on the work completed in the previous financial year to develop diversified funding streams to increase our sustainability and enable us to build a diverse service that is responsive to client needs.

The charity will continue to work to ensure that it delivers a cost-effective service, meaning that we are not only offering value for money to our existing funders but that we have a viable offer, whilst never compromising on the high quality service that our clients expect and deserve.

During the year 2023/24, we will improve our internal monitoring mechanisms ensuring that we have a clear understanding of each element of the service, the benefits of which are many - we can ensure that we are achieving as much as we can possibly achieve to continue to deliver an excellent service to our clients and our funders, and we can also understand our business offer and can market our service accordingly.

STEVENAGE CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity was formed as a company limited by guarantee on 3rd September 1999 (Company Number: 03836106). The full name of the charity is Stevenage Citizens Advice Bureau and was registered with the Charity Commission on 15th September 1999 (charity Number: 1077414).

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006. Citizens Advice Stevenage is governed by its Articles of Association which replaced its previous Memorandum and Articles of Association and were passed by the company in general meeting by special resolution on 9th March 2018.

Article 3.1 of the Articles of Association reads: "The Charity is established for the promotion of any charitable purposes for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress, in particular, but without limitation, for the benefit of the community in the Borough of Stevenage and surrounding areas."

Recruitment and appointment of new trustees

The charity is governed through a trustee board. Trustees who have held office during the year are listed on page 3. The Articles of Association provide for a minimum of four and a maximum of twelve elected trustees, with not more than 3 additional Trustees, who are co-opted at any time.

The trustees meet 4 times per year with additional quarterly meetings for the sub-committees listed below. The board is supported by a network of sub-committees, covering Finance and Policy, Staffing and Premises and Development. The Chief Executive attends all of these. The sub committees report to the full Board meetings. The Chief Executive Officer also attends the main Board meetings but does not have voting rights.

As stated in the Articles of Association, one third of the elected trustees for the time being or if their number is not three or a multiple of three, then the number nearest one third shall retire from office. A retiring elected trustee shall be eligible for re-election by the members. An elected trustee may not continue to serve after nine years in office unless the Board resolves in exceptional circumstances that the relevant elected trustee may serve for an additional term of up to three years.

Nominees appointed by Stevenage Borough Council are subject to the appointment processes of the Borough Council.

The trustees who have served during the year can be seen on the previous page. None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

The organisation is co-ordinated from its office in Stevenage.

STEVENAGE CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

Citizens Advice Stevenage is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, 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 Board of Directors in order to fulfil its charitable objects and comply with the national membership requirements.

Citizens Advice Stevenage 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 the Bureau and for ensuring that the charity satisfies its legal and contractual obligations. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public. At present the Board has 8 members with voting rights and 1 non-voting member who is nominated by Stevenage Borough Council.

The Chief Executive of the organisation has been appointed by the trustees to manage the day-to-day operations of the charity. In addition, there is an experienced team of paid staff and volunteers who are key to the service offered by the charity. Decisions are made by the trustee board in line with the Business Strategy and are reviewed at least annually.

The Senior Management Team meet to review progress against targets and the Charity's financial position and to discuss issues referred to them by the trustee board. Reports and recommendations are then taken to the full board for approval, and their implementation is organised by the Chief Executive and the staff team. There are regular staff, volunteer meetings and senior management team meetings which ensure that progress is being made against targets. There is an Annual General Meeting, which involves the staff team, trustee board, members, and other stakeholders.

Trustee induction and training

New trustees are briefed on their legal obligations under charity and company law, the content of the Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. The comprehensive induction to Citizens Advice Stevenage includes visits to the organisation, appropriate reading material, training courses and meeting key employees and other trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role. This is all enshrined in a written induction process.

Pay and Remuneration of Key Management Personnel

The trustees consider that the board of trustees and the senior management team (SMT) comprise the key management personnel of the charity. The charity's senior management team are all paid in accordance with a published scale of grades used in the voluntary sector. Any increases to these published grades are approved by the trustee board. The chief executive's salary is reviewed and approved by the trustee board separately but in line with the policy set out above.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Related parties

The charity 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.

Complaints

We received 1 formal complaints and 4 informal complaints during the year. All complaints are carefully investigated by the Advice Quality and Operations Manager and a full response sent to the individual clients. The Board also review complaints annually or sooner if required.

Key risks and Uncertainties

The trustees, having had consideration to and mindful of the risk factors for the charity, identify the following:

A. Securing funding remains a serious challenge to maintain but is necessary to meet the demands of our service and maintain a high quality service. The increase in short term funding and difficulty securing long term funding agreements it's a risk for us in terms of our sustainability and ultimately our long term survival. The Trustees are taking this risk very seriously and are responding accordingly.

B. The funding climate is not getting any easier, nor do we expect it to improve any time soon - coupled with this, demand for our service is increasing meaning that we risk being unable to carry on meeting our clients' needs and experience reputational risk as a result.

C. In order that we can continue to deliver it is essential that we grow our volunteer base. We, along with many other Local Citizens Advice, are finding it harder to attract suitable volunteers.

D. Staff

Trustees' plans and strategies for managing these risks:

A. The development committee drive the implementation of the fundraising strategy developed to broaden our approach to income generation; resourced by our Deputy CEO we are working towards building our unrestricted income to allow us to create a cushion should we face further reductions in our funding levels.

B. The board have committee to funding frontline staff during funding gaps to ensure the demand is met, whilst alternate funding is secured.

C. We have made volunteer recruitment and retention a key stream of our business strategy and have enlisted the support of Underpin Marketing to support with the advertisement of new volunteer roles. We have a dedicated Volunteer Development Supervisor who is responsible for a regular inflow and retention of volunteers. The SLT monitor the volunteer position weekly and highlights risk levels to the board.

STEVENAGE CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Factors that are likely to affect the financial performance or position in 2023/24 and further years:

- We have faced a number of challenges this past year to deliver our development targets. In particular, the growing demand for our service from clients and a number of staff changes and maternity leaves which have, at times, meant that staff have needed to focus upon the day to day demands of the service
- There are many economic hits facing the nation which is anticipated to drive up demand significantly.
- The political environment remains uncertain, the impact of key national developments is still very much an 'unknown quantity' but has the potential to impact on our position.
- A possible increased competition in an ever changing voluntary sector marketplace - we know that the voluntary sector is becoming a much more competitive sector, particularly as funding becomes ever harder to access; as a result we are seeing organisations diversifying their service offer and moving further towards our 'core market'.
- The role of adviser at Citizens Advice Stevenage has become far more remote based which impacts on the ability to attract and maintain volunteers.
- The rise of the micro volunteer has made the commitment of Citizens Advice less attractive to new volunteers, the commitment is increasingly aligned to that of a magistrate.

TRUSTEES' RESPONSIBILITY STATEMENT

The trustees (who are also the directors of Stevenage 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".

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

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

STEVENAGE CITIZENS ADVICE BUREAU

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2023

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

Approved by order of the board of trustees on 16/11/23..... and signed on its behalf by:



.....
RJ Westergreen-Thorne - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF STEVENAGE CITIZENS ADVICE BUREAU

Opinion

We have audited the financial statements of Stevenage Citizens Advice Bureau (the 'charitable company') for the year ended 31st March 2023 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows 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 31st March 2023 and of its incoming resources and application of resources, including its income and expenditure, 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 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 the 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.

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.

**REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF
STEVENAGE CITIZENS ADVICE BUREAU**

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Trustees' Responsibilities Statement, 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.

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.

REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF STEVENAGE CITIZENS ADVICE BUREAU

Our responsibilities for the audit of the financial statements

We have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We obtained an understanding of the legal and regulatory framework applicable to the charity and the sector in which they operate. We determined that the following laws and regulations were most significant: the Companies Act 2006 and the Charities Act 2011.
- We obtained an understanding of how the charity is complying with those legal and regulatory frameworks by making inquiries to the management. We corroborated our inquiries through our review of board minutes and papers provided by those charged with governance.
- We assessed the susceptibility of the charity's financial statements to material misstatement, including how fraud might occur. Audit procedures performed by the engagement team include:
 - identifying and assessing the design effectiveness of controls management has in place to prevent and detect fraud;
 - understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process;
 - challenging assumptions and judgments made by management in its significant accounting estimates;
 - identifying and testing journal entries, in particular any journal entries posted with unusual account combinations; and
 - assessing the extent of compliance with the relevant laws and regulations.
- We have reviewed the financial statements and considered whether they are consistent with our understanding of the entity or indicate a previously unrecognised risk of material misstatement that could be due to fraud.

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. This description forms part of our Report of the Independent Auditors.

**REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF
STEVENAGE CITIZENS ADVICE BUREAU**

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees 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 trustees as a body, for our audit work, for this report, or for the opinions we have formed.

for and on behalf of Menzies LLP
Chartered Accountants and Statutory Auditors
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006
Richmond House
Walkern Road
Stevenage
Hertfordshire
SG1 3QP

Date:

STEVENAGE CITIZENS ADVICE BUREAU

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31ST MARCH 2023**

		Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
	Notes				
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	14,163	-	14,163	2,523
Charitable activities	5				
Direct charitable income		208,006	624,246	832,252	750,193
Investment income	4	3,730	-	3,730	2,347
Other income	6	18,884	17,899	36,783	10,942
Total		244,783	642,145	886,928	766,005
EXPENDITURE ON					
Charitable activities	7				
Direct charitable expenditure		204,938	651,960	856,898	734,434
NET INCOME/(EXPENDITURE)		39,845	(9,815)	30,030	31,571
RECONCILIATION OF FUNDS					
Total funds brought forward		417,346	23,660	441,006	409,435
TOTAL FUNDS CARRIED FORWARD		457,191	13,845	471,036	441,006

The notes form part of these financial statements

STATEMENT OF FINANCIAL POSITION
31ST MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
FIXED ASSETS					
Tangible assets	14	-	-	-	2,773
CURRENT ASSETS					
Debtors	15	80,955	-	80,955	8,921
Cash at bank		453,059	115,898	568,957	493,777
		<u>534,014</u>	<u>115,898</u>	<u>649,912</u>	<u>502,698</u>
CREDITORS					
Amounts falling due within one year	16	(76,823)	(102,053)	(178,876)	(64,465)
NET CURRENT ASSETS		<u>457,191</u>	<u>13,845</u>	<u>471,036</u>	<u>438,233</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>457,191</u>	<u>13,845</u>	<u>471,036</u>	<u>441,006</u>
NET ASSETS		<u>457,191</u>	<u>13,845</u>	<u>471,036</u>	<u>441,006</u>
FUNDS	17				
Unrestricted funds				457,191	417,346
Restricted funds				<u>13,845</u>	<u>23,660</u>
TOTAL FUNDS				<u>471,036</u>	<u>441,006</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31st March 2023.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 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.

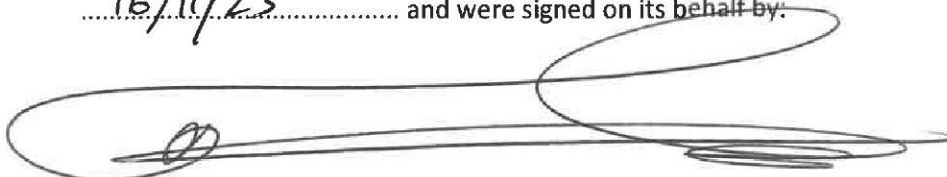
These financial statements have been audited under the requirements of Section 145 of the Charities Act 2011.

The notes form part of these financial statements

STATEMENT OF FINANCIAL POSITION - continued
31ST MARCH 2023

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 16/11/23 and were signed on its behalf by:

A large, stylized handwritten signature in dark ink, consisting of a long horizontal stroke with a large loop at the end and a smaller loop at the beginning.

.....
R J Westergreen-Thorne - Trustee

The notes form part of these financial statements

STEVENAGE CITIZENS ADVICE BUREAU

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31ST MARCH 2023

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	<u>71,450</u>	<u>(153,317)</u>
Net cash provided by/(used in) operating activities		<u>71,450</u>	<u>(153,317)</u>
Cash flows from investing activities			
Interest received		<u>3,730</u>	<u>2,347</u>
Net cash provided by investing activities		<u>3,730</u>	<u>2,347</u>
Change in cash and cash equivalents in the reporting period		<u>75,180</u>	<u>(150,970)</u>
Cash and cash equivalents at the beginning of the reporting period		<u>493,777</u>	<u>644,747</u>
Cash and cash equivalents at the end of the reporting period		<u><u>568,957</u></u>	<u><u>493,777</u></u>

The notes form part of these financial statements

STEVENAGE CITIZENS ADVICE BUREAU

NOTES TO THE STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31ST MARCH 2023

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023 £	2022 £
Net income for the reporting period (as per the Statement of Financial Activities)	30,030	31,571
Adjustments for:		
Depreciation charges	2,773	6,312
Interest received	(3,730)	(2,347)
(Increase)/decrease in debtors	(72,034)	319
Increase/(decrease) in creditors	114,411	(189,172)
Net cash provided by/(used in) operations	<u>71,450</u>	<u>(153,317)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/22 £	Cash flow £	At 31/3/23 £
Net cash			
Cash at bank	<u>493,777</u>	<u>75,180</u>	<u>568,957</u>
	<u>493,777</u>	<u>75,180</u>	<u>568,957</u>
Total	<u>493,777</u>	<u>75,180</u>	<u>568,957</u>

The notes form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023

1. STATUTORY INFORMATION

Stevenage Citizens Advice Bureau is a company limited by guarantee and registered charity, both registered in England and Wales. The charity and company registration numbers, along with the registered office address, can be found within the reference and administrative details on page 1.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Going concern

The financial statements have been prepared on a going concern basis.

Significant judgements and estimates

No significant judgements or estimates have been made by the directors in preparing these financial statements.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings - 25% on cost, 20% on cost and 10% on cost

Taxation

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

Fund accounting

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

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2023

2. ACCOUNTING POLICIES - continued**Fund accounting**

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

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

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

3. DONATIONS AND LEGACIES

	2023	2022
	£	£
Donations and gifts	<u>14,163</u>	<u>2,523</u>

4. INVESTMENT INCOME

	2023	2022
	£	£
Deposit account interest	<u>3,730</u>	<u>2,347</u>

5. INCOME FROM CHARITABLE ACTIVITIES

		2023	2022
	Activity	£	£
Grants	Direct charitable income	<u>832,252</u>	<u>750,193</u>

Grants received, included in the above, are as follows:

	2023	2022
	£	£
Herts County Council	9,942	-
Herts Crisis Intervention	145,371	132,184
Family Advisor	20,762	27,060
Other Projects	-	3,166
Henry Smith	60,000	64,664
Gamble Aware	-	7,997
Scams	-	36,425
Help To Claim	144,144	55,890
Census	-	5,194
Family Centres	-	6,906
Carried forward	<u>380,219</u>	<u>339,486</u>

STEVENAGE CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2023**

5. INCOME FROM CHARITABLE ACTIVITIES - continued

	2023	2022
	£	£
Brought forward	380,219	339,486
Money and Pension Service	-	32,813
Pension Wise	113,100	109,544
Stevenage Borough Council - Housing Debt Advice	30,092	29,500
Stevenage Borough Council - Core	174,664	152,705
Court Worker	25,500	22,916
Employment Pilot	23,400	27,050
Single Queue	-	10,000
Legal Aid Agency	-	7,479
VCSE HPB	22,983	7,500
Helping More People Together	-	11,200
COL Adviser	15,875	-
Awards For All	13,000	-
BLC Law Student	14,873	-
Herts Comm No 1	5,000	-
Out Of Hours Advice	13,546	-
	<u>832,252</u>	<u>750,193</u>

6. OTHER INCOME

	2023	2022
	£	£
Miscellaneous income	<u>36,783</u>	<u>10,942</u>

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 8)	Support costs (see note 9)	Totals
	£	£	£
Direct charitable expenditure	<u>843,537</u>	<u>13,361</u>	<u>856,898</u>

STEVENAGE CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2023**

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2023	2022
	£	£
Staff costs	678,479	592,426
Staff and volunteer costs	21,388	10,903
Office costs	111,406	98,967
Premises costs	1,089	1,870
Other costs	28,402	7,607
Depreciation	2,773	6,312
	<u>843,537</u>	<u>718,085</u>

9. SUPPORT COSTS

	Other £
Direct charitable expenditure	<u>13,361</u>

Support costs, included in the above, are as follows:

Other

	2023	2022
	Direct charitable expenditure £	Total activities £
Support costs	<u>13,361</u>	<u>16,349</u>

10. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2023	2022
	£	£
Depreciation - owned assets	2,773	6,312
Auditors remuneration	<u>3,540</u>	<u>3,033</u>

STEVENAGE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2023

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2023 nor for the year ended 31st March 2022.

Trustees' expenses

Trustees' expenses reimbursed amounted to £Nil for the year ended 31st March 2022 (2021: £Nil).

12. STAFF COSTS

	2023 £	2022 £
Wages and salaries	598,526	527,598
Social security costs	52,198	41,475
Other pension costs	27,755	23,353
	<u>678,479</u>	<u>592,426</u>

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

	2023	2022
Advice and information	22	21
Administration and support	8	8
	<u>30</u>	<u>29</u>

No employees received emoluments in excess of £60,000.

Total key management personnel remuneration (including benefits) was £56,362 (2022: £44,191).

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	2,523	-	2,523
Charitable activities			
Direct charitable income	230,816	519,377	750,193
Investment income	2,347	-	2,347
Other income	10,942	-	10,942
Total	<u>246,628</u>	<u>519,377</u>	<u>766,005</u>
EXPENDITURE ON			

STEVENAGE CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2023**

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued			
	Unrestricted funds £	Restricted funds £	Total funds £
Charitable activities			
Direct charitable expenditure	221,329	513,105	734,434
	<u>221,329</u>	<u>513,105</u>	<u>734,434</u>
NET INCOME	25,299	6,272	31,571
RECONCILIATION OF FUNDS			
Total funds brought forward	392,047	17,388	409,435
	<u>392,047</u>	<u>17,388</u>	<u>409,435</u>
TOTAL FUNDS CARRIED FORWARD	417,346	23,660	441,006
	<u>417,346</u>	<u>23,660</u>	<u>441,006</u>
14. TANGIBLE FIXED ASSETS			
			Fixtures and fittings £
COST			
At 1st April 2022 and 31st March 2023			162,654
			<u>162,654</u>
DEPRECIATION			
At 1st April 2022			159,881
Charge for year			2,773
			<u>159,881</u>
At 31st March 2023			162,654
			<u>162,654</u>
NET BOOK VALUE			
At 31st March 2023			-
			<u>-</u>
At 31st March 2022			2,773
			<u>2,773</u>

STEVENAGE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2023

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade debtors	61,524	412
Prepayments and accrued income	19,431	8,509
	<u>80,955</u>	<u>8,921</u>

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade creditors	25,976	72
Social security and other taxes	15,831	12,434
Other creditors	5,244	-
Accruals and deferred income	131,825	51,959
	<u>178,876</u>	<u>64,465</u>

Deferred income included above relates to grants received in respect of a future financial period.

17. MOVEMENT IN FUNDS

	At 1/4/22	Net movement in funds	At 31/3/23
	£	£	£
Unrestricted funds			
Asset Replacement Fund	20,440	-	20,440
Redundancy Fund	15,000	-	15,000
Digital and Redevelopment Fund	126,299	-	126,299
General fund	255,607	39,845	295,452
	<u>417,346</u>	<u>39,845</u>	<u>457,191</u>
Restricted funds			
Court Desk	-	230	230
Pension Wise	10,306	(7,298)	3,008
Family Advisor	9,675	(9,675)	-
Henry Smith	-	1,832	1,832
Money and Pensions Service	3,679	-	3,679
COL Adviser	-	764	764
VCFSE Alliance	-	4,259	4,259
Herts Comm No 1	-	73	73
	<u>23,660</u>	<u>(9,815)</u>	<u>13,845</u>
TOTAL FUNDS	<u>441,006</u>	<u>30,030</u>	<u>471,036</u>

STEVENAGE CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2023**

17. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	244,783	(204,938)	39,845
Restricted funds			
Court Desk	25,500	(25,270)	230
Pension Wise	113,100	(120,398)	(7,298)
Family Advisor	20,762	(30,437)	(9,675)
Herts Crisis Intervention	163,270	(163,270)	-
Stevenage Borough Council - Housing			
Debt Advice	30,092	(30,092)	-
Help To Claim	174,144	(174,144)	-
Henry Smith	30,000	(28,168)	1,832
COL Adviser	15,875	(15,111)	764
VCFSE Alliance	22,983	(18,724)	4,259
Awards For All	13,000	(13,000)	-
BLC Law Student	14,873	(14,873)	-
Herts Comm No 1	5,000	(4,927)	73
Out Of Hours Advice	13,546	(13,546)	-
	<u>642,145</u>	<u>(651,960)</u>	<u>(9,815)</u>
TOTAL FUNDS	<u>886,928</u>	<u>(856,898)</u>	<u>30,030</u>

STEVENAGE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2023

17. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/21 £	Net movement in funds £	At 31/3/22 £
Unrestricted funds			
Asset Replacement Fund	58,440	(38,000)	20,440
Redundancy Fund	22,000	(7,000)	15,000
Digital and Redevelopment Fund	56,000	70,299	126,299
General fund	255,607	-	255,607
	<u>392,047</u>	<u>25,299</u>	<u>417,346</u>
Restricted funds			
Pension Wise	12,327	(2,021)	10,306
Family Advisor	2,561	7,114	9,675
Gamble Aware	2,500	(2,500)	-
Money and Pensions Service	-	3,679	3,679
	<u>17,388</u>	<u>6,272</u>	<u>23,660</u>
TOTAL FUNDS	<u>409,435</u>	<u>31,571</u>	<u>441,006</u>

STEVENAGE CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2023**

17. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
Asset Replacement Fund	-	(38,000)	(38,000)
Redundancy Fund	-	(7,000)	(7,000)
Digital and Redevelopment Fund	-	70,299	70,299
General fund	246,628	(246,628)	-
	<u>246,628</u>	<u>(221,329)</u>	<u>25,299</u>
Restricted funds			
Pension Wise	109,544	(111,565)	(2,021)
Family Advisor	27,060	(19,946)	7,114
Herts Crisis Intervention	132,184	(132,184)	-
Stevenage Borough Council - Housing			
Debt Advice	29,500	(29,500)	-
Help To Claim	55,890	(55,890)	-
Gamble Aware	7,997	(10,497)	(2,500)
Henry Smith	64,664	(64,664)	-
Scams	36,425	(36,425)	-
Census	5,194	(5,194)	-
Family Centres	6,906	(6,906)	-
Helping More People Together	11,200	(11,200)	-
Money and Pensions Service	32,813	(29,134)	3,679
	<u>519,377</u>	<u>(513,105)</u>	<u>6,272</u>
TOTAL FUNDS	<u>766,005</u>	<u>(734,434)</u>	<u>31,571</u>

18. RELATED PARTY DISCLOSURES

During the year, subscription costs were £Nil. In 2022, subscription costs of £7,849 were paid to Citizens Advice Bureaux.

19. COMPANY LIMITED BY GUARANTEE

The charitable company is limited by guarantee. Each member is liable to contribute up to a maximum of £1 to the charitable company's debt in the event of winding up.

STEVENAGE CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2023**

20. PURPOSE OF FUNDS

Fund	Purpose
Stevenage Borough Council Core Service	Providing holistic advice services to the population of Stevenage, researching and campaigning on issues and providing voluntary opportunities
Stevenage Borough Council Court Desk Worker	Court desk representation and homelessness prevention advice
Stevenage Borough Council Housing Debt Advice	To provide advice and casework for tenants of Stevenage Borough Council
Follett Trust Family Advisor	Providing specialist family and relationship advice
Hertfordshire Crisis Intervention	Interventions for people who are at crisis point with timely and effective support to meet both their immediate needs and to help build their resilience to prevent the crisis in the future
Pension Wise	Delivery of face to face pension guidance sessions to empower customers in their pension choices
Henry Smith	Specialist debt advice funded by Henry Smith Foundation
Scams	Scams Awareness and Prevention Service funded by the Police and Crime Commissioner
Gamble Aware	Specialist Gambling Support and Awareness Service for the Eastern Region funded by GambleAware
Help To Claim	"Help to Claim" service for those who need help to apply for Universal Credit. Providing support to submit their first Universal Credit application up until the first payment. Help will be tailored to the individual and is available face-to-face, over the phone and online.
Helping More People Together	Enable local offices to increase their capacity to deliver, in light of the increased demand for advice across all channels caused by COVID-19.
Family Centres	Advice provided to families registered with the family centres, funded by Barnardo's
Tampon Tax	Domestic abuse advice funded by the Tampon Tax Community Grant programme
Big Lottery	Project to improve the accessibility of services through digitalisation funded by the National Lottery Community Fund
MaPS	Debt advice project funded by the Money and Pensions Service

STEVENAGE CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2023**

20. PURPOSE OF FUNDS - continued

Access to Justice	Training Law students to provide advice, support and preparation to clients appealing welfare benefit decisions.
Employment Service	Paid for service providing specialist advice on employment matters
Asset Replacement Fund	Provision for necessary equipment to support the ongoing activities of the Bureau
Redundancy Fund	Designated fund to cover the costs of staff redundancies if the need arises
Redevelopment Fund	Designated fund to cover new incentives
VCSE Covid Recovery	For benefiting the residents of Stevenage after the COVID-19 pandemic

**Stevenage Citizens Advice Bureau
Sixth Floor, Daneshill House
Danestrete
Stevenage
Hertfordshire
SG1 1HN**

Menzies LLP
Richmond House
Walkern Road
Stevenage
Hertfordshire
SG1 3QP

16 November 2023

Dear Sirs

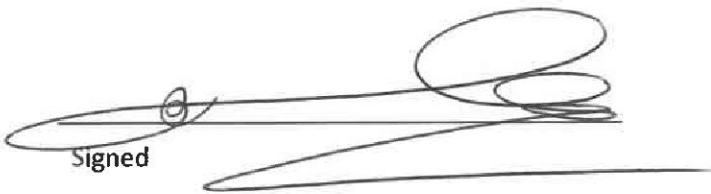
During the course of the audit of our financial statements for the period ended 31 March 2023, the following representations were made by the management and trustees.

Representation

- 1 We acknowledged as trustees our responsibility for making accurate representations to yourselves and for the financial statements which you have prepared for the charity.
- 2 We confirmed all accounting records had been made available to you for the purposes of the preparation of our financial statements and that all transactions undertaken by the charity had been properly reflected and recorded in the accounting records. All other records and related information, including minutes of all management and trustees' meetings, had been made available to yourselves.
- 3 We acknowledged our responsibility for the design and implementation of internal controls to prevent and detect fraud. We confirm that we have disclosed to you the results of our own assessment of the risk of fraud in the business.
- 4 We confirm that there have been no actual or suspected instances of fraud involving management or employees who have a significant role in internal control or that could have a material effect on the financial statements. We also confirm that we are not aware of any allegations of fraud by former employees, regulators or others.
- 5 We confirmed that the charity had no liabilities or contingent liabilities other than those disclosed in the financial statements.
- 6 We confirmed that there had been no events since the balance sheet date which required disclosing or which would materially affect the amounts in the accounts, other than those already disclosed or included in the accounts.
- 7 We confirmed that the charity has had, at no time during the year, any arrangement, transaction or agreement to provide credit facilities (including loans, quasi loans or credit transactions) for trustees, nor it guarantee or provide security for such matters.
- 8 We confirmed that we have disclosed to you all related party transactions relevant to the charity and that we are not aware of any further related party matters that require disclosure.

- 9 We confirmed that the charity has not contracted for any capital expenditure other than as disclosed in the financial statements.
- 10 We confirmed that there are no laws or regulations central to the charity's ability to conduct its business.
- 11 We confirmed that, in our opinion, the charity is a going concern.

Yours faithfully,


Signed

16/11/23
Date


Signed

16/11/23
Date

Signed on behalf of the Trustees for Stevenage Citizens Advice Bureau.

Accounts

REGISTERED COMPANY NUMBER: 03836106 (England and Wales)

REGISTERED CHARITY NUMBER: 1077414

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2022
FOR
STEVENAGE CITIZENS ADVICE BUREAU
(A COMPANY LIMITED BY GUARANTEE)**

Wags LLP t/a Wagstaffs
Chartered Accountants and Statutory Auditors
Richmond House
Walkern Road
Stevenage
Hertfordshire
SG1 3QP

STEVENAGE CITIZENS ADVICE BUREAU

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FOR THE YEAR ENDED 31ST MARCH 2022**

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STEVENAGE CITIZENS ADVICE BUREAU

REFERENCE AND ADMINISTRATIVE DETAILS FOR THE YEAR ENDED 31ST MARCH 2022

Trustees	J Hurley (appointed 22/8/22) J Lyons (appointed 22/8/22) R J Westergreen-Thorne (Chair) D M Lawler (Hon. Treasurer) (resigned 1/2/22) L Lichman (Hon. Treasurer) (resigned 6/5/21) A Edwards A O Egunjobi M Parry T Wade (Vice Chair) K G Grix S Griffett (resigned 24/1/22) M Downing (Representative Trustee)
Registered office	Sixth Floor Daneshill House Danestrete Stevenage Hertfordshire SG1 1HN
Registered company number	03836106 (England and Wales)
Registered charity number	1077414
Auditors	Wags LLP t/a Wagstaffs Chartered Accountants and Statutory Auditors Richmond House Walkern Road Stevenage Hertfordshire SG1 3QP
Chief executive officer	C Blizzard-Welch

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2022**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2022. The trustees have adopted the provisions of 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).

Objectives and activities

Objectives

The charity's purposes, as set out in the objects contained in the Company's Articles of Association, are to promote any charitable purpose for the benefit of the whole community of Stevenage and surrounding areas ("the area of benefit") by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

The charity's objects are defined as above. Our aims are focused on:

- 1) To provide the advice people need for the problems they face, and
- 2) To improve the policies and practices that affect people's lives

Our service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination. We also conduct Research and Campaigns to help gather evidence to influence policy change and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

This translates into the main charitable activity of providing advice by telephone and face to face to the general public.

Ensuring our work delivers our aims

We have a locally developed business strategy, which we use to ensure we deliver on our aims and objectives. This strategy is reviewed quarterly to measure our achievements and outcomes. Together with the success of individual key projects and the benefits that have been born from them. In carrying out the review, we are ensuring that that our aims, objectives and activities are in line with our stated purpose.

Our main objectives for the year have been developing our service so that it really meets the needs of the clients we are trying to support. Key activities have included:

- **Accessible:** We will make it easier to access our service and increase digital provisions
- **Collaborative:** We will play our part to enrich the community offering by helping to join up the voluntary sector
- **Nurturing:** Develop and care for our team so they are best placed to look after the community
- **Proactive:** We are always looking for new opportunities to make sure we are here for years to come

Our new objectives for 2022/23 are focused on our risk areas and critical business functions.

- **Profile:** Making sure residents and partners are really clear on who we are and what we do
- **People:** Nurturing and developing a robust and skilled team
- **Provision:** Providing the advice people need when they need it, underpinned by a sustainable funding model

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2022**

Objectives and activities

Public benefit

The trustees have complied with the duty in section 4 of the Charities Act 2011 and have regard to the public benefit guidance as issued by the Charity Commission as shown in the objectives above.

We have referred to the guidance on public benefit when reviewing our aims and objectives and in planning our future activities in particular, the Trustees consider how planned activities will contribute to the aims and objectives that they have set.

This public benefit statement forms the basis for all judgements regarding operational reports to the Board meetings, in order to be reassured that the facilities and services currently managed by the charity continue to meet these criteria. At these meetings, the treasurer also presents the financial position including taking account of any restricted funds and the Charity's status as a going concern.

How Our Activities Deliver Public Benefit

Our main activities and who we try to help are described below. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The board of trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

During the reporting year 7,363 clients benefited from the services of Citizens Advice Stevenage. We support people with any issue that they may face; however our most common enquiry areas are debt, housing, welfare benefits and tax credits. Clients continue to present with multiple problems and on average clients are presenting with 3 to 4 issues each.

Contribution of Volunteers and Paid Staff

The charity's success could not have been achieved without the hard work and dedication of volunteers and staff. The trustee board and senior management team recognise the tremendous contribution made by the charity's volunteers in advising the public and administering the service without which the service could not operate. Throughout 2021/22 the service employed 35 paid workers (23.5 FTE), and 89 volunteers (including trustees) together delivering some 16 projects, including the core service.

Volunteers represent the indispensable core of the service for without them, there would not be a Citizens Advice service. The volunteers contribute, on average, 206 hours per week (2020/21: 270). This may be expressed as an annualised value of £229,390 (2020/21 £279,859). However, their value is inadequately expressed in monetary terms. Indeed, volunteers bring many skills to the service and very often the experience gained helps individuals return to full employment. During 2021/22, 10 volunteers left to take up external work.

Citizens Advice Stevenage are working hard to review our approach to attracting and keeping volunteers, through our partnership with Hertfordshire University and the Job Centre Plus. It is our intention to consistently monitor our approach to training, to provide an accessible and welcoming place to volunteer.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2022**

Achievement and performance

Advice and Information Services

The principal activity of Citizens Advice Stevenage remained the provision of free, confidential, independent and impartial advice and information for members of the public. This is provided through telephone and digital channels and face-to-face services at the main offices located at Daneshill House.

The main areas of charitable activity are:

- 1) the provision of general advice and information services
- 2) the provision of specialist advice and casework services, and
- 3) guidance on the new pension regulations.

Throughout the year we have continued to offer Advice and Information in the following ways

- 1) Adviceline - participation is continuing as part of a group of other local Citizens Advice to provide our telephone service. The line is covered on a rota basis between the hours of 9.00am and 5.00pm from Monday to Friday. Outside of these times there is an automated advice service 24 hours a day.
- 2) Face to face services for those unable to use digital channels. We altered our delivery model reduced our services to digital first as a result of the pandemic. An initial assessment takes via telephone or email and subject to criteria being met clients are then seen in person. Urgent issues are responded to and clients are not turned away.
- 3) Full advice -general and specialist advice through our team of trained advisers and paid staff.
- 4) Information and Self Help.

In addition to generalist advice, the following specialist advisory services were provided:

- I. The core service funded by a contract with Stevenage Borough Council to provide advice to local people to improve financial inclusion.
- II. Caseworkers for debt / tenancy sustainment for tenants of Stevenage Borough Council
- III. Homelessness prevention and court desk representation funded by Stevenage Borough Council
- IV. Crisis Intervention services funded by Hertfordshire County Council
- V. Welfare Benefit Appeals services funded by Hertfordshire County Council
- VI. Pension Wise funded by the Department for Work and Pensions
- VII. Help to claim funded by Citizens Advice National.
- VIII. Specialist family advice funded by the Follett Trust
- IX. Specialist debt advice funded by Henry Smith Foundation
- X. Specialist employment advice service (our only paid for service) which provide specialist employment advice at affordable rates
- XI. Census support funded by The Good Things Foundation
- XII. Family Centres funded by Barnardo's
- XIII. Specialist Gambling Support and Awareness Service for the Eastern Region funded by GambleAware
- XIV. Helping More People Together on Adviceline phone, chat and email funded by Citizens Advice
- XV. Increasing Capacity Debt for MaPS funded by Citizens Advice
- XVI. Scams Awareness and Prevention Service funded by the Police and Crime Commissioner

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2022**

Achievement and performance

Factors Affecting the Achievement of Objective

Maintaining sufficient funding to continue delivering the service remains a continual challenge. We are making sure that we invest in fundraising and continue to diversify our approach to ensure we are delivering the most cost-effective service we possibly can. This isn't about simply cutting costs, it is about delivering a service that genuinely meets clients' needs to make us as cost effective as possible.

The complexity of the issues that clients are facing, and the additional challenges that clients are experiencing, places additional demands on the service. The support networks that were previously in place for people are changing and we are asked to offer support that falls outside the remit of direct advice. Where people are vulnerable, it is essential that we offer support in a person-centred way and whilst necessary this can be resource intensive.

Financial review

Financial position

The availability of funding in the charity sector remains difficult in a period of austerity. The charity is focused on providing added value to its funders from a base of sound financial management and ensuring that our services remain relevant to the strategic objectives of stakeholders at local and national level.

The charity is working hard to deliver a cost-effective service that genuinely meets the needs of our clients. It remains a challenging prospect to meet the ever-increasing demand with significantly reduced funding resources.

In the reporting period, the charity had a surplus of £31,571 (2020/21: £91,020) from a total income of £766,005 (2020/21: £834,542) and expenditure of £734,435 (2020/21: £743,522).

At the year end the charity's total reserve funds stand at £441,006 (2020/21: £409,435) of which £426,597 (2020/21: £392,046) is unrestricted and £14,409 (2020/21: £17,389) is restricted.

Financial position

A Digital and Redevelopment Fund of £123,797 has been established funded from Unrestricted Reserves. This will enable the use of reserve resources in a planned way to support future budgets including the redesign of services.

Cash balances have moved from £644,747 at the end of 2020/21 financial year to £493,777 at the end of 2021/22.

Principal funding sources

The Directors extend their thanks to Stevenage Borough Council which has continued its funding to enable us to provide our core service. The Council also provides funding for other services such as a Court Desk debt worker, and a full-time equivalent caseworker through the Stevenage Housing department to help clients in rent arrears or in need of other advice and assistance. We also extend thanks to National Citizens Advice for the facilitation of funded projects in Stevenage.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2022**

Financial review

Investment powers, policy and performance

As required in Article 4.1 of its Articles of Association, the charity has the power, which may be used only to promote the Objectives, to make social investments in pursuance of the Objectives by any means as permitted by the Charities (Protection and Social Investment) Act 2016; and to invest any money in any investments, securities or properties; and to accumulate and set aside funds for special purposes or as reserves in accordance with a reserves policy; and to accumulate expendable endowment.

Reserves policy

Citizens Advice Stevenage is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The Bureau will maintain a projection of income for at least 3 years ahead and will ensure that this continues to be derived from as wide a variety of sources as possible. They will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, the Trustees have determined that 'free' reserves should be maintained at a minimum of 4 months of operating costs. The level of reserves held meets the reserves policy requirement.

Going Concern

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Future developments

Developing a sustainable service that meets the needs of our clients remains a priority of the trustee board for 2022/23. The charity will build on the work completed in the previous financial year to develop diversified funding streams to increase our sustainability and enable us to build a diverse service that is responsive to client needs.

The charity will continue to work to ensure that it delivers a cost-effective service, meaning that we are not only offering value for money to our existing funders but that we have a viable offer, whilst never compromising on the high-quality service that our clients expect and deserve.

During the year 2022/23, we will improve our internal monitoring mechanisms ensuring that we have a clear understanding of each element of the service, the benefits of which are many - we can ensure that we are achieving as much as we can possibly achieve to continue to deliver an excellent service to our clients and our funders, and we can also understand our business offer and can market our service accordingly.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2022**

Structure, governance and management

Governing document

The charity was formed as a company limited by guarantee on 3rd September 1999 (Company Number: 03836106). The full name of the charity is Stevenage Citizens Advice Bureau and was registered with the Charity Commission on 15th September 1999 (Charity Number: 1077414).

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006. Citizens Advice Stevenage is governed by its Articles of Association which replaced its previous Memorandum and Articles of Association and were passed by the company in general meeting by special resolution on 9th March 2018.

Article 3.1 of the Articles of Association reads: "The Charity is established for the promotion of any charitable purposes for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress, in particular, but without limitation, for the benefit of the community in the Borough of Stevenage and surrounding areas."

Recruitment and appointment of new trustees

The charity is governed through a trustee board. Trustees who have held office during the year are listed on page 3. The Articles of Association provide for a minimum of four and a maximum of twelve elected trustees, with not more than 3 additional Trustees, who are co-opted at any time.

The trustees meet 4 times per year with additional quarterly meetings for the sub-committees listed below. The board is supported by a network of sub-committees, covering Finance and Policy, Staffing and Premises and Development. The Chief Executive attends all of these. The sub committees report to the full Board meetings. The Chief Executive Officer also attends the main Board meetings but does not have voting rights.

As stated in the Articles of Association, one third of the elected trustees for the time being or if their number is not three or a multiple of three, then the number nearest one third shall retire from office. A retiring elected trustee shall be eligible for re-election by the members. An elected trustee may not continue to serve after nine years in office unless the Board resolves in exceptional circumstances that the relevant elected trustee may serve for an additional term of up to three years.

Nominees appointed by Stevenage Borough Council are subject to the appointment processes of the Borough Council.

The trustees who have served during the year can be seen on the previous page. None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

The organisation is coordinated from its office in Stevenage.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2022**

Structure, governance and management

Organisational structure

Citizens Advice Stevenage is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, 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 Board of Directors in order to fulfil its charitable objects and comply with the national membership requirements.

Citizens Advice Stevenage 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 the Bureau and for ensuring that the charity satisfies its legal and contractual obligations. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public. At present the Board has 8 members with voting rights and 1 non-voting member who is nominated by Stevenage Borough Council.

The Chief Executive of the organisation has been appointed by the trustees to manage the day-to-day operations of the charity. In addition, there is an experienced team of paid staff and volunteers who are key to the service offered by the charity. Decisions are made by the trustee board in line with the Business Strategy and are reviewed at least annually.

The Senior Management Team meet to review progress against targets and the Charity's financial position and to discuss issues referred to them by the trustee board. Reports and recommendations are then taken to the full board for approval, and their implementation is organised by the Chief Executive and the staff team. There are regular staff, volunteer meetings and senior management team meetings which ensure that progress is being made against targets. There is an Annual General Meeting, which involves the staff team, trustee board, members, and other stakeholders.

Trustee induction and training

New trustees are briefed on their legal obligations under charity and company law, the content of the Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. The comprehensive induction to Citizens Advice Stevenage includes visits to the organisation, appropriate reading material, training courses and meeting key employees and other trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role. This is all enshrined in a written induction process.

Key management remuneration

The trustees consider that the board of trustees and the senior management team (SMT) comprise the key management personnel of the charity. The charity's senior management team are all paid in accordance with a published scale of grades used in the voluntary sector. Any increases to these published grades are approved by the trustee board. The chief executive's salary is reviewed and approved by the trustee board separately but in line with the policy set out above.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2022**

Structure, governance and management

Related parties

The charity 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.

Complaints

We received 0 formal complaints and 3 informal complaints during the year. All complaints are carefully investigated by the Advice Quality and Operations Manager and a full response sent to the individual clients. The Board also review complaints annually or sooner if required.

Key risks and Uncertainties

The trustees, having had consideration to and mindful of the risk factors for the charity, identify the following:

- Securing funding remains a serious challenge but is necessary to meet the increasing demands of our service and maintain a high quality service. The increase in short term funding and difficulty securing long term funding agreements is a risk for us in terms of our sustainability and ultimately our long-term survival. The Trustees are taking this risk very seriously and are responding accordingly.
- The funding climate is not getting any easier, nor do we expect it to improve any time soon - coupled with this, demand for our service is increasing meaning that we risk being unable to carry on meeting our clients' needs and experience reputational risk as a result.
- In order that we can continue to deliver it is essential that we grow our volunteer base. We, along with many other Local Citizens Advice, are finding it harder to attract suitable volunteers and in light of this will look to operate the optimum volunteer and staff delivery model.
- As a charity we are not immune from the buoyant job market and third sector salaries mean we are susceptible to high staff turnover and less ability to attract trained staff. We have taken action to appoint a Staff Representative and the pay and conditions committee is meeting regularly.

Trustees' plans and strategies for managing these risks:

- The Development Committee drive the implementation of the fundraising strategy developed to broaden our approach to income generation; resourced by our Funding and Projects Manager we are working towards building our unrestricted income to allow us to create a cushion should we face further reductions in our funding levels.
- The Board have committed to funding frontline staff during funding gaps to ensure the demand is met, whilst alternate funding is secured.
- We have made volunteer recruitment and retention a key stream of our business strategy and have enlisted the support of underpin recruitment to support with the advertisement of new volunteers. We have a dedicated Volunteer Development Supervisor who is responsible for a regular inflow and retainment of volunteers. The SLT monitor the volunteer position weekly and highlights risk levels to the Board.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2022**

Structure, governance and management

- We are looking at closer working relationships with other Hertfordshire CA to support the service we can offer our clients, sharing resources and good practice and seeking further funding opportunities.

Factors that are likely to affect the financial performance or position in 2022/23 and further years:

- The team are under resourced due to maternity leaves and resignations which has hindered the ability to focus on development due to the need to service the demands on the service.

- There are many economic hits facing the nation which is anticipated to drive up demand significantly.

- The political environment remains uncertain, the impact of key national developments is still very much an 'unknown quantity' but has the potential to impact on our position.

- A possible increased competition in an ever-changing voluntary sector marketplace - we know that the voluntary sector is becoming a much more competitive sector, particularly as funding becomes ever harder to access; as a result we are seeing organisations diversifying their service offer and moving further towards our 'core market'.

- The role of adviser at Citizens Advice Stevenage has become far more remote based which impacts on the ability to attract and maintain volunteers.

- The rise of the micro volunteer has made the commitment of Citizens Advice less attractive to new volunteers, the commitment is increasingly aligned to that of a magistrate.

Trustees' responsibility statement

The trustees (who are also the directors of Stevenage 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"

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2022**

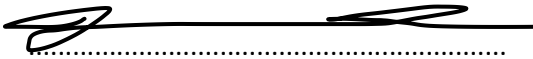
Trustees' responsibility statement - continued

In so far as the trustees are aware:

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

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

Approved by order of the board of trustees on 24/11/2022..... and signed on its behalf by:



.....
R J Westergreen-Thorne - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF STEVENAGE CITIZENS ADVICE BUREAU

Opinion

We have audited the financial statements of Stevenage Citizens Advice Bureau (the 'charitable company') for the year ended 31st March 2022 which comprise the Statement of financial activities, the Statement of financial position, the Statement of cash flows 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 31st March 2022 and of its incoming resources and application of resources, including its income and expenditure, 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 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 the 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.

REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF STEVENAGE 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Trustees' responsibilities statement, 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.

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.

REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF STEVENAGE CITIZENS ADVICE BUREAU

Our responsibilities for the audit of the financial statements

We have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We obtained an understanding of the legal and regulatory framework applicable to the charity and the sector in which they operate. We determined that the following laws and regulations were most significant: the Companies Act 2006 and the Charities Act 2011.
- We obtained an understanding of how the charity is complying with those legal and regulatory frameworks by making inquiries to the management. We corroborated our inquiries through our review of board minutes and papers provided by those charged with governance.
- We assessed the susceptibility of the charity's financial statements to material misstatement, including how fraud might occur. Audit procedures performed by the engagement team include:
 - identifying and assessing the design effectiveness of controls management has in place to prevent and detect fraud;
 - understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process;
 - challenging assumptions and judgments made by management in its significant accounting estimates;
 - identifying and testing journal entries, in particular any journal entries posted with unusual account combinations; and
 - assessing the extent of compliance with the relevant laws and regulations.
- We have reviewed the financial statements and considered whether they are consistent with our understanding of the entity or indicate a previously unrecognised risk of material misstatement that could be due to fraud.

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. This description forms part of our Report of the Independent Auditors.

**REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF
STEVENAGE CITIZENS ADVICE BUREAU**

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees 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 trustees as a body, for our audit work, for this report, or for the opinions we have formed.



for and on behalf of Wags LLP t/a Wagstaffs
Chartered Accountants and Statutory Auditors
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006
Richmond House
Walkern Road
Stevenage
Hertfordshire
SG1 3QP

Date: ...7th December 2022....

STEVENAGE CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31ST MARCH 2022

		Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
	Notes				
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	2,523	-	2,523	1,328
Charitable activities					
Direct charitable income		230,816	519,377	750,193	807,605
Investment income	4	2,347	-	2,347	3,119
Other income	6	10,942	-	10,942	22,491
Total		246,628	519,377	766,005	834,543
EXPENDITURE ON					
Charitable activities	7				
Direct charitable expenditure		221,329	513,105	734,434	743,523
NET INCOME		25,299	6,272	31,571	91,020
RECONCILIATION OF FUNDS					
Total funds brought forward		392,047	17,388	409,435	318,415
TOTAL FUNDS CARRIED FORWARD		417,346	23,660	441,006	409,435

The notes form part of these financial statements

STATEMENT OF FINANCIAL POSITION
31ST MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
FIXED ASSETS					
Tangible assets	14	2,773	-	2,773	9,085
CURRENT ASSETS					
Debtors	15	8,921	-	8,921	9,240
Cash at bank		470,117	23,660	493,777	644,747
		479,038	23,660	502,698	653,987
CREDITORS					
Amounts falling due within one year	16	(64,465)	-	(64,465)	(253,637)
NET CURRENT ASSETS		414,573	23,660	438,233	400,350
TOTAL ASSETS LESS CURRENT LIABILITIES		417,346	23,660	441,006	409,435
NET ASSETS		417,346	23,660	441,006	409,435
FUNDS	17				
Unrestricted funds				417,346	392,047
Restricted funds				23,660	17,388
TOTAL FUNDS				441,006	409,435

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31st March 2022.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 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 audited under the requirements of Section 145 of the Charities Act 2011.

The notes form part of these financial statements

STATEMENT OF FINANCIAL POSITION - continued
31ST MARCH 2022

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on
24/11/2022
..... and were signed on its behalf by:



.....
R J Westergreen-Thorne - Trustee

The notes form part of these financial statements

STEVENAGE CITIZENS ADVICE BUREAU

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31ST MARCH 2022

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	<u>(153,317)</u>	<u>270,380</u>
Net cash (used in)/provided by operating activities		<u>(153,317)</u>	<u>270,380</u>
Cash flows from investing activities			
Interest received		<u>2,347</u>	<u>3,119</u>
Net cash provided by investing activities		<u>2,347</u>	<u>3,119</u>
Change in cash and cash equivalents in the reporting period		<u>(150,970)</u>	<u>273,499</u>
Cash and cash equivalents at the beginning of the reporting period		<u>644,747</u>	<u>371,248</u>
Cash and cash equivalents at the end of the reporting period		<u><u>493,777</u></u>	<u><u>644,747</u></u>

The notes form part of these financial statements

STEVENAGE CITIZENS ADVICE BUREAU

NOTES TO THE STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31ST MARCH 2022

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2022 £	2021 £
Net income for the reporting period (as per the Statement of financial activities)	31,571	91,020
Adjustments for:		
Depreciation charges	6,312	6,543
Interest received	(2,347)	(3,119)
Decrease in debtors	319	15,527
(Decrease)/increase in creditors	(189,172)	160,409
Net cash (used in)/provided by operations	(153,317)	270,380

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.21 £	Cash flow £	At 31.3.22 £
Net cash			
Cash at bank	644,747	(150,970)	493,777
	644,747	(150,970)	493,777
Total	644,747	(150,970)	493,777

The notes form part of these financial statements

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2022**

1. STATUTORY INFORMATION

Stevenage Citizens Advice Bureau is a company limited by guarantee and registered charity, both registered in England and Wales. The charity and company registration numbers, along with the registered office address, can be found within the reference and administrative details on page 1.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Going concern

The financial statements have been prepared on a going concern basis.

Significant judgements and estimates

No significant judgements or estimates have been made by the directors in preparing these financial statements.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings - 25% on cost, 20% on cost and 10% on cost

Taxation

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

Fund accounting

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

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2022

2. ACCOUNTING POLICIES - continued**Fund accounting**

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

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

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

3. DONATIONS AND LEGACIES

	2022	2021
	£	£
Donations and gifts	2,523	1,328
	<u> </u>	<u> </u>

4. INVESTMENT INCOME

	2022	2021
	£	£
Deposit account interest	2,347	3,119
	<u> </u>	<u> </u>

5. INCOME FROM CHARITABLE ACTIVITIES

		2022	2021
	Activity	£	£
Grants	Direct charitable income	750,193	807,605
		<u> </u>	<u> </u>

Grants received, included in the above, are as follows:

	2022	2021
	£	£
Big Lottery	-	9,950
Herts Crisis Intervention	132,184	70,403
Family Advisor	27,060	19,957
Other Projects	3,166	27,349
Henry Smith	64,664	55,336
Gamble Aware	7,997	43,500
Scams	36,425	10,575
Help To Claim	55,890	51,203
Access to Justice	-	45,400
	<u> </u>	<u> </u>
Carried forward	327,386	333,673

STEVENAGE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2022

5. INCOME FROM CHARITABLE ACTIVITIES - continued

	2022	2021
	£	£
Brought forward	327,386	333,673
Census	5,194	23
Domestic Abuse Services SADA	-	74,342
Family Centres	6,906	7,094
Money and Pension Service	32,813	11,019
Tampon Tax	-	9,940
Pension Wise	109,544	159,938
Stevenage Borough Council - Housing Debt Advice	29,500	29,234
Stevenage Borough Council - Core	152,705	140,000
Court Worker	22,916	25,000
Employment Pilot	27,050	17,342
Single Queue	10,000	-
Legal Aid Agency	7,479	-
VCSE HPB	7,500	-
Helping More People Together	11,200	-
	<u>750,193</u>	<u>807,605</u>

6. OTHER INCOME

	2022	2021
	£	£
Miscellaneous income	10,942	9,448
Income from CJRS claims	-	13,043
	<u>10,942</u>	<u>22,491</u>

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 8) £	Support costs (see note 9) £	Totals £
Direct charitable expenditure	<u>718,085</u>	<u>16,349</u>	<u>734,434</u>

STEVENAGE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2022

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2022	2021
	£	£
Staff costs	592,426	556,693
Staff and volunteer costs	10,903	8,558
Office costs	98,967	68,480
Premises costs	1,870	357
Other costs	7,607	90,064
Depreciation	6,312	6,543
	718,085	730,695

9. SUPPORT COSTS

	Other £
Direct charitable expenditure	16,349

Support costs, included in the above, are as follows:

Other

	2022	2021
	Direct charitable expenditure £	Total activities £
Support costs	16,349	12,828

10. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2022	2021
	£	£
Depreciation - owned assets	6,312	6,543
Auditors remuneration	3,033	2,820

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2022

11. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

Trustees' expenses reimbursed amounted to £Nil for the year ended 31st March 2021 (2020: £315).

12. STAFF COSTS

	2022	2021
	£	£
Wages and salaries	527,598	497,347
Social security costs	41,475	35,810
Other pension costs	23,353	23,536
	<u>592,426</u>	<u>556,693</u>

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

	2022	2021
Advice and information	21	20
Administration and support	8	8
	<u>29</u>	<u>28</u>

No employees received emoluments in excess of £60,000.

Total key management personnel remuneration (including benefits) was £44,191 (2021: £42,252).

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	1,328	-	1,328
Charitable activities			
Direct charitable income	209,691	597,914	807,605
Investment income	3,119	-	3,119
Other income	22,491	-	22,491
	<u>236,629</u>	<u>597,914</u>	<u>834,543</u>
Total			

EXPENDITURE ON

STEVENAGE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2022

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
Charitable activities			
Direct charitable expenditure	148,109	595,414	743,523
NET INCOME	88,520	2,500	91,020

RECONCILIATION OF FUNDS

Total funds brought forward	303,527	14,888	318,415
TOTAL FUNDS CARRIED FORWARD	<u>392,047</u>	<u>17,388</u>	<u>409,435</u>

14. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
Cost	
At 1st April 2021 and 31st March 2022	<u>162,654</u>
Depreciation	
At 1st April 2021	153,569
Charge for year	<u>6,312</u>
At 31st March 2022	<u>159,881</u>
Net book value	
At 31st March 2022	<u>2,773</u>
At 31st March 2021	<u>9,085</u>

STEVENAGE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2022

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade debtors	412	2,500
Prepayments and accrued income	8,509	6,740
	<u>8,921</u>	<u>9,240</u>

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade creditors	72	76,340
Social security and other taxes	12,434	9,165
Accruals and deferred income	51,959	168,132
	<u>64,465</u>	<u>253,637</u>

Deferred income included above relates to grants received in respect of a future financial period.

17. MOVEMENT IN FUNDS

	At 1.4.21	Net movement in funds	At 31.3.22
	£	£	£
Unrestricted funds			
Asset Replacement Fund	58,440	(38,000)	20,440
Redundancy Fund	22,000	(7,000)	15,000
Digital and Redevelopment Fund	56,000	70,299	126,299
General fund	255,607	-	255,607
	<u>392,047</u>	<u>25,299</u>	<u>417,346</u>
Restricted funds			
Pension Wise	12,327	(2,021)	10,306
Family Advisor	2,561	7,114	9,675
Gamble Aware	2,500	(2,500)	-
Money and Pensions Service	-	3,679	3,679
	<u>17,388</u>	<u>6,272</u>	<u>23,660</u>
TOTAL FUNDS	<u>409,435</u>	<u>31,571</u>	<u>441,006</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2022

17. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
Asset Replacement Fund	-	(38,000)	(38,000)
Redundancy Fund	-	(7,000)	(7,000)
Digital and Redevelopment Fund	-	70,299	70,299
General fund	246,628	(246,628)	-
	<u>246,628</u>	<u>(221,329)</u>	<u>25,299</u>
Restricted funds			
Pension Wise	109,544	(111,565)	(2,021)
Family Advisor	27,060	(19,946)	7,114
Herts Crisis Intervention	132,184	(132,184)	-
Stevenage Borough Council - Housing			
Debt Advice	29,500	(29,500)	-
Help To Claim	55,890	(55,890)	-
Gamble Aware	7,997	(10,497)	(2,500)
Henry Smith	64,664	(64,664)	-
Scams	36,425	(36,425)	-
Census	5,194	(5,194)	-
Family Centres	6,906	(6,906)	-
Helping More People Together	11,200	(11,200)	-
Money and Pensions Service	32,813	(29,134)	3,679
	<u>519,377</u>	<u>(513,105)</u>	<u>6,272</u>
TOTAL FUNDS	<u>766,005</u>	<u>(734,434)</u>	<u>31,571</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2022

17. MOVEMENT IN FUNDS - continued**Comparatives for movement in funds**

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
Asset Replacement Fund	58,440	-	58,440
Redundancy Fund	22,000	-	22,000
Digital and Redevelopment Fund	56,000	-	56,000
General fund	167,087	88,520	255,607
	<u>303,527</u>	<u>88,520</u>	<u>392,047</u>
Restricted funds			
Pension Wise	12,327	-	12,327
Family Advisor	2,561	-	2,561
Gamble Aware	-	2,500	2,500
	<u>14,888</u>	<u>2,500</u>	<u>17,388</u>
TOTAL FUNDS	<u><u>318,415</u></u>	<u><u>91,020</u></u>	<u><u>409,435</u></u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2022

17. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	236,629	(148,109)	88,520
Restricted funds			
Pension Wise	159,938	(159,938)	-
Family Advisor	19,957	(19,957)	-
Herts Crisis Intervention	70,403	(70,403)	-
Stevenage Borough Council - Housing			
Debt Advice	29,234	(29,234)	-
Help To Claim	51,203	(51,203)	-
Gamble Aware	43,500	(41,000)	2,500
Henry Smith	55,336	(55,336)	-
Scams	10,575	(10,575)	-
Census	23	(23)	-
Family Centres	7,094	(7,094)	-
Money and Pensions Service	11,019	(11,019)	-
Access to Justice	45,400	(45,400)	-
Domestic Abuse Services SADA	74,342	(74,342)	-
Tampon Tax	9,940	(9,940)	-
Big Lottery	9,950	(9,950)	-
	<u>597,914</u>	<u>(595,414)</u>	<u>2,500</u>
TOTAL FUNDS	<u>834,543</u>	<u>(743,523)</u>	<u>91,020</u>

18. RELATED PARTY DISCLOSURES

During the year, subscriptions of £7,849 (2021: £7,849) were paid to Citizens Advice Bureaux.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2022

19. COMPANY LIMITED BY GUARANTEE

The charitable company is limited by guarantee. Each member is liable to contribute up to a maximum of £1 to the charitable company's debt in the event of winding up.

STEVENAGE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31ST MARCH 2022

20. PURPOSE OF FUNDS

Fund	Purpose
Stevenage Borough Council Core Service	Providing holistic advice services to the population of Stevenage, researching and campaigning on issues and providing voluntary opportunities
Stevenage Borough Council Court Desk Worker	Court desk representation and homelessness prevention advice
Stevenage Borough Council Housing Debt Advice	To provide advice and casework for tenants of Stevenage Borough Council
Follett Trust Family Advisor	Providing specialist family and relationship advice
Hertfordshire Crisis Intervention	Interventions for people who are at crisis point with timely and effective support to meet both their immediate needs and to help build their resilience to prevent the crisis in the future
Pension Wise	Delivery of face to face pension guidance sessions to empower customers in their pension choices
Henry Smith	Specialist debt advice funded by Henry Smith Foundation
Scams	Scams Awareness and Prevention Service funded by the Police and Crime Commissioner
Gamble Aware	Specialist Gambling Support and Awareness Service for the Eastern Region funded by GambleAware
Help To Claim	"Help to Claim" service for those who need help to apply for Universal Credit. Providing support to submit their first Universal Credit application up until the first payment. Help will be tailored to the individual and is available face-to-face, over the phone and online.
Helping More People Together	Enable local offices to increase their capacity to deliver, in light of the increased demand for advice across all channels caused by COVID-19.
Family Centres	Advice provided to families registered with the family centres, funded by Barnardo's
Tampon Tax	Domestic abuse advice funded by the Tampon Tax Community Grant programme
Big Lottery	Project to improve the accessibility of services through digitalisation funded by the National Lottery Community Fund

STEVENAGE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2022

20. PURPOSE OF FUNDS - continued

MaPS	Debt advice project funded by the Money and Pensions Service
Access to Justice	Training Law students to provide advice, support and preparation to clients appealing welfare benefit decisions.
Employment Service	Paid for service providing specialist advice on employment matters
Asset Replacement Fund	Provision for necessary equipment to support the ongoing activities of the Bureau
Redundancy Fund	Designated fund to cover the costs of staff redundancies if the need arises
Redevelopment Fund	Designated fund to cover new incentives
VCSE Covid Recovery	For benefiting the residents of Stevenage after the COVID-19 pandemic

Accounts

REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021
FOR
STEVENAGE CITIZENS ADVICE BUREAU
(A COMPANY LIMITED BY GUARANTEE)

Wags LLP t/a Wagstaffs
Chartered Accountants and Statutory Auditors
Richmond House
Walkern Road
Stevenage
Hertfordshire
SG1 3QP

STEVENAGE CITIZENS ADVICE BUREAU

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FOR THE YEAR ENDED 31ST MARCH 2021**

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STEVENAGE CITIZENS ADVICE BUREAU

REFERENCE AND ADMINISTRATIVE DETAILS FOR THE YEAR ENDED 31ST MARCH 2021

TRUSTEES

R J Westergreen-Thorne (Chair)
D M Lawler (Hon. Treasurer) (appointed 4/2/21)
L Lichman (Hon. Treasurer) (resigned 6/5/21)
C J Tribe (resigned 3/12/20)
A Edwards
A O Egunjobi
M Parry
T Wade (Vice Chair)
K Grix
S Griffett (appointed 22/10/20)
A C Townsend (resigned 16/9/20)
M Downing (Representative Trustee)

REGISTERED OFFICE

Sixth Floor
Daneshill House
Danestrete
Stevenage
Hertfordshire
SG1 1HN

REGISTERED COMPANY NUMBER 03836106 (England and Wales)

REGISTERED CHARITY NUMBER 1077414

AUDITORS

Wags LLP t/a Wagstaffs
Chartered Accountants and Statutory Auditors
Richmond House
Walkern Road
Stevenage
Hertfordshire
SG1 3QP

CHIEF EXECUTIVE OFFICER

C Blizzard-Welch

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

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2021. The trustees have adopted the provisions of 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).

OBJECTIVES AND ACTIVITIES

Objectives

The charity's purposes, as set out in the objects contained in the Company's Articles of Association, are to promote any charitable purpose for the benefit of the whole community of Stevenage and surrounding areas ("the area of benefit") by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

The charity's objects are defined as above. Our aims are focused on:

- 1) To provide the advice people need for the problems they face, and
- 2) To improve the policies and practices that affect people's lives

Our service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination. We also conduct Research and Campaigns to help gather evidence to influence policy change and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

This translates into the main charitable activity of providing advice by telephone and face to face to the general public.

Ensuring our work delivers our aims

We have a locally developed business strategy, which we use to ensure we deliver on our aims and objectives. This strategy is reviewed quarterly to measure our achievements and outcomes. Together with the success of individual key projects and the benefits that have been born from them. In carrying out the review, we are ensuring that that our aims, objectives and activities are in line with our stated purpose.

Our main objectives for the year have been developing our service so that it really meets the needs of the clients we are trying to support. Key activities have included:

- **Accessible:** We will make it easier to access our service and increase digital provisions
- **Collaborative:** We will play our part to enrich the community offering by helping to join up the voluntary sector
- **Nurturing:** Develop and care for our team so they are best placed to look after the community
- **Proactive:** We are always looking for new opportunities to make sure we are here for years to come

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

OBJECTIVES AND ACTIVITIES

Public benefit

The trustees have complied with the duty in section 4 of the Charities Act 2011 and have regard to the public benefit guidance as issued by the Charity Commission as shown in the objectives above.

We have referred to the guidance on public benefit when reviewing our aims and objectives and in planning our future activities in particular, the Trustees consider how planned activities will contribute to the aims and objectives that they have set.

This public benefit statement forms the basis for all judgements regarding operational reports to the Board meetings, in order to be reassured that the facilities and services currently managed by the charity continue to meet these criteria. At these meetings, the treasurer also presents the financial position including taking account of any restricted funds and the Charity's status as a going concern.

How Our Activities Deliver Public Benefit

Our main activities and who we try to help are described below. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The board of trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

During the reporting year 7,868 clients benefited from the services of Citizens Advice Stevenage. We support people with any issue that they may face; however our most common enquiry areas are debt, housing, welfare benefits and tax credits. Clients continue to present with multiple problems and on average clients are presenting with 3 to 4 issues each.

Contribution of Volunteers and Paid Staff

The charity's success could not have been achieved without the hard work and dedication of volunteers and staff. The trustee board and senior management team recognise the tremendous contribution made by the charity's volunteers in advising the public and administering the service without which the service could not operate. Throughout 2020/21 the service employed 29 paid workers (19 FTEs), and 66 volunteers together delivering some 12 projects, including the core service.

Volunteers represent the indispensable core of the service for without them, there would not be a Citizens Advice service. The volunteers contribute, on average, 270 hours per week (2019/20: 270). This may be expressed as an annualised value of £273,859 (2019/20 £191,569). However, their value is inadequately expressed in monetary terms. Indeed, volunteers bring many skills to the service and very often the experience gained helps individuals return to full employment. During 2020/21, 8 volunteers left to take up external work.

Citizens Advice Stevenage are working hard to review our approach to attracting and keeping volunteers, through our partnership with Hertfordshire University and the Job Centre Plus. It is our intention to consistently monitor our approach to training, to provide an accessible and welcoming place to volunteer.

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

ACHIEVEMENT AND PERFORMANCE

Advice and Information Services

The principal activity of Citizens Advice Stevenage remained the provision of free, confidential, independent and impartial advice and information for members of the public. This is provided through the face-to-face services at the main offices located at Daneshill House and via telephone and digital services.

The main areas of charitable activity are:

- 1) the provision of general advice and information services
- 2) the provision of specialist advice and casework services, and
- 3) guidance on the new pension regulations.

Throughout the year we have continued to offer Advice and Information in the following ways

- 1) Adviceline - participation is continuing as part of a group of other local Citizens Advice to provide our telephone service. The line is covered on a rota basis between the hours of 9.00am and 5.00pm from Monday to Friday. Outside of these times there is an automated advice service 24 hours a day.
- 2) Face to face drop in for those who need it most as a result of the Coronavirus Pandemic. We have reduced our services to digital first as a result of the pandemic. An initial assessment takes via telephone or email and subject to criteria being met clients are then seen in person. Urgent issues are responded to and clients are not turned away.
- 3) Full advice -general and specialist advice through our team of trained advisers and paid staff.
- 4) Information and Self Help.

In addition to generalist advice, the following specialist advisory services were provided:

- I. The core service funded by a contract with Stevenage Borough Council to provide advice to local people to improve financial inclusion. This is due to be retendered during the next few months
- II. Caseworkers for debt / tenancy sustainment for tenants of Stevenage Borough Council
- III. Specialist Gambling Support and Awareness Service for the Eastern Region funded by GambleAware
- IV. Help to claim funded by Citizens Advice National.
- V. Specialist family advice funded by the Follett Trust
- VI. Homelessness prevention and court desk representation funded by Stevenage Borough Council
- VII. Crisis Intervention services funded by Hertfordshire County Council
- VIII. Specialist debt advice funded by Henry Smith Foundation
- IX. Pension Wise funded by the Department for Work and Pensions
- X. Scams Awareness and Prevention Service funded by the Police and Crime Commissioner
- XI. Specialist employment advice service (our only paid for service) which provide specialist employment advice at affordable rates
- XII. Family Centres funded by Barnardos
- XIII. Welfare Benefit Appeals services funded by Hertfordshire County Council

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

ACHIEVEMENT AND PERFORMANCE

Factors Affecting the Achievement of Objective

Maintaining sufficient funding to continue delivering the service remains a continual challenge. We are making sure that we invest in fundraising and continue to diversify our approach to ensure we are delivering the most cost effective service we possibly can. This isn't about simply cutting costs, it is about delivering a service that genuinely meets clients' needs to make us as cost effective as possible.

The complexity of the issues that clients are facing, and the additional challenges that clients are experiencing, places additional demands on the service. The support networks that were previously in place for people are changing and we are asked to offer support that falls outside the remit of direct advice. Where people are vulnerable, it is essential that we offer support in a person-centred way and whilst necessary this can be resource intensive.

FINANCIAL REVIEW

Financial position

The availability of funding in the charity sector remains difficult in a period of austerity. The charity is focused on providing added value to its funders from a base of sound financial management and ensuring that our services remain relevant to the strategic objectives of stakeholders at local and national level.

The charity is working hard to deliver a cost-effective service that genuinely meets the needs of our clients. It remains a challenging prospect to meet the ever-increasing demand with significantly reduced funding resources.

In the reporting period, the charity had a surplus of £91,020 (2019/20: £24,357) from a total income of £834,543 (2019/20: £728,024) and expenditure of £743,523 (2019/20: £703,667).

At the year end, the charity's total funds stand at £409,435 (2019/20: £318,415) of which £392,047 (2019/20: £303,527) is unrestricted and £17,388 (2019/20: £14,888) is restricted.

Financial position

The Board decided in 2020 to allocate £22,000 of these unrestricted funds for possible redundancy costs as funding streams end and are not renewed and has set aside a further £56,000 in a redevelopment fund to support efforts towards finding new project funding. These funds remain in place in the current year as the environment remains challenging.

In addition £58,440 remains set aside to vital asset replacements.

Cash balances have moved from £371,248 at the end of 2019/20 financial year to £644,747 at the end of 2020/21.

Principal funding sources

The Directors extend their thanks to Stevenage Borough Council which has continued its funding to enable us to provide our core service. The Council also provides funding for other services such as a Court Desk debt worker, and a full-time equivalent caseworker through the Stevenage Housing department to help clients in rent arrears or in need of other advice and assistance.

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

FINANCIAL REVIEW

Investment powers, policy and performance

As required in Article 4.1 of its Articles of Association, the charity has the power, which may be used only to promote the Objectives, to make social investments in pursuance of the Objectives by any means as permitted by the Charities (Protection and Social Investment) Act 2016; and to invest any money in any investments, securities or properties; and to accumulate and set aside funds for special purposes or as reserves in accordance with a reserves policy; and to accumulate expendable endowment.

Reserves policy

Citizens Advice Stevenage is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The Bureau will maintain a projection of income for at least 3 years ahead and will ensure that this continues to be derived from as wide a variety of sources as possible. They will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, the Trustees have determined that 'free' reserves should be maintained at a minimum of 4 months of operating costs.

The level of reserves held meets the reserves policy requirement. At 31st March 2021 total reserves were £409,435 (£318,415 in 2019/20), of which £392,047 represented general unrestricted funds (£303,527 in 2019/20).

Going Concern

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

FUTURE DEVELOPMENTS

Developing a sustainable service that meets the needs of our clients remains a priority of the trustee board for 2021/22. The charity will build on the work completed in the previous financial year to develop diversified funding streams to increase our sustainability and enable us to build a diverse service that is responsive to client needs.

The charity will continue to work to ensure that it delivers a cost-effective service, meaning that we are not only offering value for money to our existing funders but that we have a viable offer, whilst never compromising on the high quality service that our clients expect and deserve.

During the year 2021/22, we will improve our internal monitoring mechanisms ensuring that we have a clear understanding of each element of the service, the benefits of which are many - we can ensure that we are achieving as much as we can possibly achieve to continue to deliver an excellent service to our clients and our funders, and we can also understand our business offer and can market our service accordingly.

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

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity was formed as a company limited by guarantee on 3rd September 1999 (Company Number: 03836106). The full name of the charity is Stevenage Citizens Advice Bureau and was registered with the Charity Commission on 15th September 1999 (Charity Number: 1077414).

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006. Citizens Advice Stevenage is governed by its Articles of Association which replaced its previous Memorandum and Articles of Association and were passed by the company in general meeting by special resolution on 9th March 2018.

Article 3.1 of the Articles of Association reads: "The Charity is established for the promotion of any charitable purposes for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress, in particular, but without limitation, for the benefit of the community in the Borough of Stevenage and surrounding areas."

Recruitment and appointment of new trustees

The charity is governed through a trustee board. Trustees who have held office during the year are listed on page 3. The Articles of Association provide for a minimum of four and a maximum of twelve elected trustees, with not more than 3 additional Trustees, who are co-opted at any time.

The trustees meet 4 times per year with additional quarterly meetings for the sub-committees listed below. The board is supported by a network of sub-committees, covering Finance and Policy, Staffing and Premises and Development. The Chief Executive attends all of these. The sub committees report to the full Board meetings. The Chief Executive Officer also attends the main Board meetings but does not have voting rights.

As stated in the Articles of Association, one third of the elected trustees for the time being or if their number is not three or a multiple of three, then the number nearest one third shall retire from office. A retiring elected trustee shall be eligible for re-election by the members. An elected trustee may not continue to serve after nine years in office unless the Board resolves in exceptional circumstances that the relevant elected trustee may serve for an additional term of up to three years.

Nominees appointed by Stevenage Borough Council are subject to the appointment processes of the Borough Council.

The trustees who have served during the year can be seen on the previous page. None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

The organisation is coordinated from its office in Stevenage.

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

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

Citizens Advice Stevenage is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, 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 Board of Directors in order to fulfil its charitable objects and comply with the national membership requirements.

Citizens Advice Stevenage 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 the Bureau and for ensuring that the charity satisfies its legal and contractual obligations. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public. At present the Board has 8 members with voting rights and 1 non-voting member who is nominated by Stevenage Borough Council.

The Chief Executive of the organisation has been appointed by the trustees to manage the day-to-day operations of the charity. In addition, there is an experienced team of paid staff and volunteers who are key to the service offered by the charity. Decisions are made by the trustee board in line with the Business Strategy and are reviewed at least annually.

The Senior Management Team meet to review progress against targets and the Charity's financial position and to discuss issues referred to them by the trustee board. Reports and recommendations are then taken to the full board for approval, and their implementation is organised by the Chief Executive and the staff team. There are regular staff, volunteer meetings and senior management team meetings which ensure that progress is being made against targets. There is an Annual General Meeting, which involves the staff team, trustee board, members, and other stakeholders.

Trustee induction and training

New trustees are briefed on their legal obligations under charity and company law, the content of the Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. The comprehensive induction to Citizens Advice Stevenage includes visits to the organisation, appropriate reading material, training courses and meeting key employees and other trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role. This is all enshrined in a written induction process.

Key management remuneration

The trustees consider that the board of trustees and the senior management team (SMT) comprise the key management personnel of the charity. The charity's senior management team are all paid in accordance with a published scale of grades used in the voluntary sector. Any increases to these published grades are approved by the trustee board. The chief executive's salary is reviewed and approved by the trustee board separately but in line with the policy set out above.

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

STRUCTURE, GOVERNANCE AND MANAGEMENT

Related parties

The charity 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.

Complaints

We received 4 complaints during the year. All complaints are carefully investigated by the Advice Quality and Operations Manager and a full response sent to the individual clients. The Board also review complaints annually or sooner if required.

Key risks and Uncertainties

The trustees, having had consideration to and mindful of the risk factors for the charity, identify the following:

- Securing funding remains a serious challenge to maintain but is necessary to expand our service. We understand that the next few years are critical for us in terms of our sustainability and ultimately our long term survival. The Trustees are taking this risk very seriously and are responding accordingly.
- The funding climate is not getting any easier, nor do we expect it to improve any time soon - coupled with this, demand for our service is increasing meaning that we risk being unable to carry on meeting our clients' needs and experience reputational risk as a result.
- In order that we can continue to deliver it is essential that we maintain our volunteer base. We, along with many other Local Citizens Advice, are finding it harder to attract suitable volunteers.

Trustees' plans and strategies for managing these risks:

- A fundraising strategy has been developed for the next financial year that broadens our approach to income generation; we are working towards building our unrestricted income to allow us to create a cushion should we face further reductions in our funding levels.
- Training related to income generation is attended regularly.
- We have a dedicated Volunteer Development Supervisor who is responsible for a regular inflow and retainment of volunteers.

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

STRUCTURE, GOVERNANCE AND MANAGEMENT

Key risks and Uncertainties (continued)

Factors that are likely to affect the financial performance or position in 2021/22 and further years:

- The SLT are under resourced due to maternity leave which has hindered the ability to submit as many funding applications as in previous years.
- There are many economic hits facing the nation which is anticipated to drive up demand.
- The political environment remains uncertain, the impact of key national developments is still very much an 'unknown quantity' but has the potential to impact on our position.
- A possible increased competition in an ever changing voluntary sector marketplace - we know that the voluntary sector is becoming a much more competitive sector, particularly as funding becomes ever harder to access; as a result we are seeing organisations diversifying their service offer and moving further towards our 'core market'.
- The role of adviser at Citizens Advice Stevenage has become far more remote based which impacts on the ability to attract and maintain volunteers.

TRUSTEES' RESPONSIBILITY STATEMENT

The trustees (who are also the directors of Stevenage 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"

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

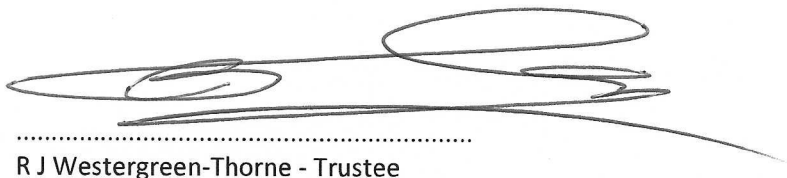
In so far as the trustees are aware:

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

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

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

Approved by order of the board of trustees on 18 11 2021 and signed on its behalf by:



.....

R J Westergreen-Thorne - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF STEVENAGE CITIZENS ADVICE BUREAU

Opinion

We have audited the financial statements of Stevenage Citizens Advice Bureau (the 'charitable company') for the year ended 31st March 2021 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows 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 31st March 2021 and of its incoming resources and application of resources, including its income and expenditure, 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 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 the 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.

REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF STEVENAGE 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Trustees' Responsibilities Statement, 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.

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.

REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF STEVENAGE CITIZENS ADVICE BUREAU

Our responsibilities for the audit of the financial statements

We have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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:

- We obtained an understanding of the legal and regulatory framework applicable to the charity and the sector in which they operate. We determined that the following laws and regulations were most significant: the Companies Act 2006 and the Charities Act 2011.
- We obtained an understanding of how the charity is complying with those legal and regulatory frameworks by making inquiries to the management. We corroborated our inquiries through our review of board minutes and papers provided by those charged with governance.
- We assessed the susceptibility of the charity's financial statements to material misstatement, including how fraud might occur. Audit procedures performed by the engagement team include:
 - identifying and assessing the design effectiveness of controls management has in place to prevent and detect fraud;
 - understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process;
 - challenging assumptions and judgments made by management in its significant accounting estimates;
 - identifying and testing journal entries, in particular any journal entries posted with unusual account combinations; and
 - assessing the extent of compliance with the relevant laws and regulations.
- We have reviewed the financial statements and considered whether they are consistent with our understanding of the entity or indicate a previously unrecognised risk of material misstatement that could be due to fraud.

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. This description forms part of our Report of the Independent Auditors.

**REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF
STEVENAGE CITIZENS ADVICE BUREAU**

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees 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 trustees as a body, for our audit work, for this report, or for the opinions we have formed.



for and on behalf of Wags LLP t/a Wagstaffs
Chartered Accountants and Statutory Auditors
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006
Richmond House
Walkern Road
Stevenage
Hertfordshire
SG1 3QP

Date: 22nd NOVEMBER 2021

STEVENAGE CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31ST MARCH 2021

		Unrestricted funds	Restricted funds	2021 Total funds	2020 Total funds as restated
	Notes	£	£	£	£
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	1,328	-	1,328	234
Charitable activities	5				
Direct charitable income		209,691	597,914	807,605	722,670
Investment income	4	3,119	-	3,119	1,265
Other income	6	22,491	-	22,491	3,855
Total		236,629	597,914	834,543	728,024
EXPENDITURE ON					
Charitable activities	7				
Direct charitable expenditure		148,109	595,414	743,523	703,667
NET INCOME		88,520	2,500	91,020	24,357
RECONCILIATION OF FUNDS					
Total funds brought forward		303,527	14,888	318,415	294,058
TOTAL FUNDS CARRIED FORWARD		392,047	17,388	409,435	318,415

The notes form part of these financial statements

STATEMENT OF FINANCIAL POSITION
31ST MARCH 2021

		Unrestricted funds	Restricted funds	2021 Total funds	2020 Total funds as restated
	Notes	£	£	£	£
FIXED ASSETS					
Tangible assets	15	9,085	-	9,085	15,628
CURRENT ASSETS					
Debtors	16	9,240	-	9,240	24,767
Cash at bank		492,553	152,194	644,747	371,248
		501,793	152,194	653,987	396,015
CREDITORS					
Amounts falling due within one year	17	(118,831)	(134,806)	(253,637)	(93,228)
NET CURRENT ASSETS		382,962	17,388	400,350	302,787
TOTAL ASSETS LESS CURRENT LIABILITIES		392,047	17,388	409,435	318,415
NET ASSETS		392,047	17,388	409,435	318,415
FUNDS	18				
Unrestricted funds				392,047	303,527
Restricted funds				17,388	14,888
TOTAL FUNDS				409,435	318,415

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

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 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.

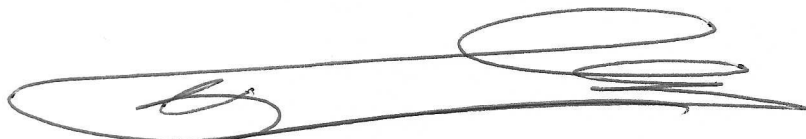
The notes form part of these financial statements

STATEMENT OF FINANCIAL POSITION - continued
31ST MARCH 2021

These financial statements have been audited under the requirements of Section 145 of the Charities Act 2011.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 18.11.2021..... and were signed on its behalf by:

A handwritten signature in dark ink, consisting of a large, stylized 'R' followed by a series of loops and a long horizontal stroke.

.....
R J Westergreen-Thorne - Trustee

The notes form part of these financial statements

STEVENAGE CITIZENS ADVICE BUREAU

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31ST MARCH 2021

		2021	2020 as restated
	Notes	£	£
Cash flows from operating activities			
Cash generated from operations	1	270,380	42,466
Net cash provided by operating activities		270,380	42,466
Cash flows from investing activities			
Interest received		3,119	1,265
Net cash provided by investing activities		3,119	1,265
Change in cash and cash equivalents in the reporting period		273,499	43,731
Cash and cash equivalents at the beginning of the reporting period		371,248	327,517
Cash and cash equivalents at the end of the reporting period		644,747	371,248

The notes form part of these financial statements

STEVENAGE CITIZENS ADVICE BUREAU

NOTES TO THE STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31ST MARCH 2021

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021	2020 as restated
	£	£
Net income for the reporting period (as per the Statement of Financial Activities)	91,020	24,357
Adjustments for:		
Depreciation charges	6,543	7,037
Interest received	(3,119)	(1,265)
Decrease/(increase) in debtors	15,527	(19,664)
Increase in creditors	160,409	32,001
Net cash provided by operations	270,380	42,466

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.20 £	Cash flow £	At 31.3.21 £
Net cash			
Cash at bank	371,248	273,499	644,747
	<u>371,248</u>	<u>273,499</u>	<u>644,747</u>
Total	371,248	273,499	644,747

The notes form part of these financial statements

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

1. STATUTORY INFORMATION

Stevenage Citizens Advice Bureau is a company limited by guarantee and registered charity, both registered in England and Wales. The charity and company registration numbers, along with the registered office address, can be found within the reference and administrative details on page 1.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Going concern

The financial statements have been prepared on a going concern basis.

Significant judgements and estimates

No significant judgements or estimates have been made by the directors in preparing these financial statements.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings - 25% on cost, 20% on cost and 10% on cost

Taxation

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

Fund accounting

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

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

2. ACCOUNTING POLICIES - continued**Fund accounting**

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

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

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

3. DONATIONS AND LEGACIES

	2021	2020 as restated
	£	£
Donations and gifts	1,328	234
	<u> </u>	<u> </u>

4. INVESTMENT INCOME

	2021	2020 as restated
	£	£
Deposit account interest	3,119	1,265
	<u> </u>	<u> </u>

STEVENAGE CITIZENS ADVICE BUREAU

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

5. INCOME FROM CHARITABLE ACTIVITIES

		2021	2020 as restated
	Activity	£	£
Grants	Direct charitable income	807,605	722,670

Grants received, included in the above, are as follows:

	2021	2020 as restated
	£	£
Big Lottery	9,950	-
Herts Crisis Intervention	70,403	83,975
Family Advisor	19,957	19,332
Other Projects	27,349	8,700
Henry Smith	55,336	60,000
Gamble Aware	43,500	42,858
Scams	10,575	37,000
Help To Claim	51,203	56,856
Access to Justice	45,400	-
Census	23	-
Domestic Abuse Services SADA	74,342	-
Family Centres	7,094	-
Money and Pension Service	11,019	-
Tampon Tax	9,940	-
Pension Wise	159,938	170,698
Stevenage Borough Council - Housing Debt Advice	29,234	29,251
Stevenage Borough Council - Core	140,000	160,000
Court Worker	25,000	25,000
Employment Pilot	17,342	29,000
	807,605	722,670

STEVENAGE CITIZENS ADVICE BUREAU

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

6. OTHER INCOME

	2021	2020 as restated
	£	£
Miscellaneous income	9,448	3,855
Income from CJRS claims	13,043	-
	<u>22,491</u>	<u>3,855</u>

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 8)	Support costs (see note 9)	Totals
	£	£	£
Direct charitable expenditure	<u>730,695</u>	<u>12,828</u>	<u>743,523</u>

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2021	2020 as restated
	£	£
Staff costs	556,693	551,623
Staff and volunteer costs	8,558	30,543
Office costs	68,480	72,234
Premises costs	357	1,146
Other costs	90,064	26,446
Depreciation	6,543	7,037
	<u>730,695</u>	<u>689,029</u>

STEVENAGE CITIZENS ADVICE BUREAU

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

9. SUPPORT COSTS

	Other £
Direct charitable expenditure	<u><u>12,828</u></u>

Support costs, included in the above, are as follows:

Other

	2021	2020 as restated
	Direct charitable expenditure £	Total activities £
Support costs	<u><u>12,828</u></u>	<u><u>14,638</u></u>

10. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2021	2020 as restated
	£	£
Depreciation - owned assets	<u>6,543</u>	7,037
Auditors remuneration	<u><u>2,820</u></u>	<u><u>2,700</u></u>

11. TRUSTEES' REMUNERATION AND BENEFITS

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

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

11. TRUSTEES' REMUNERATION AND BENEFITS - continued**Trustees' expenses**

Trustees' expenses reimbursed amounted to £Nil for the year ended 31st March 2021 (2020: £315).

12. STAFF COSTS

	2021	2020 as restated
	£	£
Wages and salaries	497,347	492,954
Social security costs	35,810	37,753
Other pension costs	23,536	20,916
	<u>556,693</u>	<u>551,623</u>

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

	2021	2020 as restated
Advice and information	20	26
Administration and support	8	8
	<u>28</u>	<u>34</u>

No employees received emoluments in excess of £60,000.

Total key management personnel remuneration (including benefits) was £42,252 (2020: £38,781).

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds	Restricted funds	Total funds as restated
	£	£	£
INCOME AND ENDOWMENTS FROM			
Donations and legacies	234	-	234
Charitable activities			
Direct charitable income	222,700	499,970	722,670
Investment income	1,265	-	1,265
Other income	3,855	-	3,855
Total	<u>228,054</u>	<u>499,970</u>	<u>728,024</u>

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

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds as restated £
EXPENDITURE ON			
Charitable activities			
Direct charitable expenditure	206,984	496,683	703,667
NET INCOME	21,070	3,287	24,357
RECONCILIATION OF FUNDS			
Total funds brought forward	282,457	11,601	294,058
TOTAL FUNDS CARRIED FORWARD	<u>303,527</u>	<u>14,888</u>	<u>318,415</u>

14. PRIOR YEAR ADJUSTMENT

In the comparative financial statements, income was presented as follows:

	2020 £
Donations and legacies	308,955
Other trading activities	413,949
Other income	5,120
	<u>728,024</u>

In the current year, the trustees consider that the presentation of income in the Statement of Financial Position better explains the sources of income of the charity to a user of the financial statements. There is no impact on the net income for the year ended 31st March 2020.

STEVENAGE CITIZENS ADVICE BUREAU

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

15. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
Cost	
At 1st April 2020 and 31st March 2021	162,654
Depreciation	
At 1st April 2020	147,026
Charge for year	6,543
At 31st March 2021	153,569
Net book value	
At 31st March 2021	9,085
At 31st March 2020	15,628

16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020 as restated
	£	£
Trade debtors	2,500	10,771
Prepayments and accrued income	6,740	13,996
	9,240	24,767

STEVENAGE CITIZENS ADVICE BUREAU

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

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020 as restated
	£	£
Trade creditors	76,340	12,277
Social security and other taxes	9,165	9,850
Accruals and deferred income	168,132	71,101
	<u>253,637</u>	<u>93,228</u>

Deferred income included above relates to grants received in respect of a future financial period.

18. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
Asset Replacement Fund	58,440	-	58,440
Redundancy Fund	22,000	-	22,000
Redevelopment Fund	56,000	-	56,000
General fund	167,087	88,520	255,607
	<u>303,527</u>	<u>88,520</u>	<u>392,047</u>
Restricted funds			
Pension Wise	12,327	-	12,327
Family Advisor	2,561	-	2,561
Gamble Aware	-	2,500	2,500
	<u>14,888</u>	<u>2,500</u>	<u>17,388</u>
TOTAL FUNDS	<u>318,415</u>	<u>91,020</u>	<u>409,435</u>

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

18. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	236,629	(148,109)	88,520
Restricted funds			
Pension Wise	159,938	(159,938)	-
Family Advisor	19,957	(19,957)	-
Herts Crisis Intervention	70,403	(70,403)	-
Stevenage Borough Council - Housing			
Debt Advice	29,234	(29,234)	-
Help To Claim	51,203	(51,203)	-
Gamble Aware	43,500	(41,000)	2,500
Henry Smith	55,336	(55,336)	-
Scams	10,575	(10,575)	-
2021 Census	23	(23)	-
Family Centres	7,094	(7,094)	-
Money and Pensions Service	11,019	(11,019)	-
Access to Justice	45,400	(45,400)	-
Domestic Abuse Services SADA	74,342	(74,342)	-
Tampon Tax	9,940	(9,940)	-
Big Lottery	9,950	(9,950)	-
	597,914	(595,414)	2,500
TOTAL FUNDS	834,543	(743,523)	91,020

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

18. MOVEMENT IN FUNDS - continued**Comparatives for movement in funds**

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
Asset Replacement Fund	58,440	-	-	58,440
Redundancy Fund	20,000	-	2,000	22,000
Redevelopment Fund	56,000	-	-	56,000
General fund	148,017	21,070	(2,000)	167,087
	<u>282,457</u>	<u>21,070</u>	<u>-</u>	<u>303,527</u>
Restricted funds				
Pension Wise	9,040	3,287	-	12,327
Family Advisor	2,561	-	-	2,561
	<u>11,601</u>	<u>3,287</u>	<u>-</u>	<u>14,888</u>
TOTAL FUNDS	<u>294,058</u>	<u>24,357</u>	<u>-</u>	<u>318,415</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	228,054	(206,984)	21,070
Restricted funds			
Pension Wise	170,698	(167,411)	3,287
Family Advisor	19,333	(19,333)	-
Herts Crisis Intervention	83,975	(83,975)	-
Stevenage Borough Council - Housing			
Debt Advice	29,250	(29,250)	-
Help To Claim	56,855	(56,855)	-
Gamble Aware	42,858	(42,858)	-
Henry Smith	60,001	(60,001)	-
Scams	37,000	(37,000)	-
	<u>499,970</u>	<u>(496,683)</u>	<u>3,287</u>
TOTAL FUNDS	<u>728,024</u>	<u>(703,667)</u>	<u>24,357</u>

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

19. RELATED PARTY DISCLOSURES

During the year, subscriptions of £7,849 (2020: £8,089) were paid to Citizens Advice Bureaux.

20. COMPANY LIMITED BY GUARANTEE

The charitable company is limited by guarantee. Each member is liable to contribute up to a maximum of £1 to the charitable company's debt in the event of winding up.

STEVENAGE CITIZENS ADVICE BUREAU

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

21. PURPOSE OF FUNDS

Fund	Purpose
Stevenage Borough Council Core Service	Providing holistic advice services to the population of Stevenage, researching and campaigning on issues and providing voluntary opportunities
Stevenage Borough Council Court Desk Worker	Court desk representation and homelessness prevention advice
Stevenage Borough Council Housing Debt Advice	To provide advice and casework for tenants of Stevenage Borough Council
Follett Trust Family Advisor	Providing specialist family and relationship advice
Hertfordshire Crisis Intervention	Interventions for people who are at crisis point with timely and effective support to meet both their immediate needs and to help build their resilience to prevent the crisis in the future
Pension Wise	Delivery of face to face pension guidance sessions to empower customers in their pension choices
Henry Smith	Specialist debt advice funded by Henry Smith Foundation
Scams	Scams Awareness and Prevention Service funded by the Police and Crime Commissioner
Gamble Aware	Specialist Gambling Support and Awareness Service for the Eastern Region funded by GambleAware
Help To Claim	"Help to Claim" service for those who need help to apply for Universal Credit. Providing support to submit their first Universal Credit application up until the first payment. Help will be tailored to the individual and is available face-to-face, over the phone and online.
Domestic Abuse Services SADA	Management of a project carried out in partnership with SADA (Stevenage Against Domestic Abuse)
Family Centres	Advice provided to families registered with the family centres, funded by Barnardo's
Tampon Tax	Domestic abuse advice funded by the Tampon Tax Community Grant programme
Big Lottery	Project to improve the accessibility of services through digitalisation funded by the National Lottery Community Fund

STEVENAGE CITIZENS ADVICE BUREAU

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

21. PURPOSE OF FUNDS - continued

MaPS	Debt advice project funded by the Money and Pensions Service
Access to Justice	Training Law students to provide advice, support and preparation to clients appealing welfare benefit decisions.
Employment Service	Paid for service providing specialist advice on employment matters
Asset Replacement Fund	Provision for necessary equipment to support the ongoing activities of the Bureau
Redundancy Fund	Designated fund to cover the costs of staff redundancies if the need arises
Redevelopment Fund	Designated fund to cover new incentives