

**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**  
**CONTENTS OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST MARCH 2023**

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|   | <b>Page</b> |
|---|-------------|
| <b>Reference and Administrative Details</b> | 1           |
| <b>Report of the Trustees</b>               | 2 to 11     |
| <b>Report of the Independent Auditors</b>   | 12 to 15    |
| <b>Statement of Financial Activities</b>    | 16          |
| <b>Statement of Financial Position</b>      | 17 to 18    |
| <b>Statement of Cash Flows</b>              | 19          |
| <b>Notes to the Statement of Cash Flows</b> | 20          |
| <b>Notes to the Financial Statements</b>    | 21 to 33    |

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**STEVENAGE CITIZENS ADVICE BUREAU**

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

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

## STEVENAGE CITIZENS ADVICE BUREAU

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

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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

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**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

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#### 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

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#### 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

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**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

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#### **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

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#### **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

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**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

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#### 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

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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

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### **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**

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**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

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### **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](http://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**

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**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<br>funds<br>£ | Restricted<br>funds<br>£ | 2023<br>Total<br>funds<br>£ | 2022<br>Total<br>funds<br>£ |
|------------------------------------|-------|----------------------------|--------------------------|-----------------------------|-----------------------------|
|                                    | Notes |                            |                          |                             |                             |
| <b>INCOME AND ENDOWMENTS FROM</b>  |       |                            |                          |                             |                             |
| Donations and legacies             | 3     | 14,163                     | -                        | 14,163                      | 2,523                       |
| <b>Charitable activities</b>       | 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                      |
| <b>Total</b>                       |       | <b>244,783</b>             | <b>642,145</b>           | <b>886,928</b>              | <b>766,005</b>              |
| <b>EXPENDITURE ON</b>              |       |                            |                          |                             |                             |
| <b>Charitable activities</b>       | 7     |                            |                          |                             |                             |
| Direct charitable expenditure      |       | 204,938                    | 651,960                  | 856,898                     | 734,434                     |
| <b>NET INCOME/(EXPENDITURE)</b>    |       | <b>39,845</b>              | <b>(9,815)</b>           | <b>30,030</b>               | <b>31,571</b>               |
| <b>RECONCILIATION OF FUNDS</b>     |       |                            |                          |                             |                             |
| Total funds brought forward        |       | 417,346                    | 23,660                   | 441,006                     | 409,435                     |
| <b>TOTAL FUNDS CARRIED FORWARD</b> |       | <b>457,191</b>             | <b>13,845</b>            | <b>471,036</b>              | <b>441,006</b>              |

The notes form part of these financial statements

**STATEMENT OF FINANCIAL POSITION**  
**31ST MARCH 2023**

|  | Notes | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | 2023<br>Total<br>funds<br>£ | 2022<br>Total<br>funds<br>£ |
|--|-------|----------------------------|--------------------------|-----------------------------|-----------------------------|
| <b>FIXED ASSETS</b>                          |       |                            |                          |                             |                             |
| Tangible assets                              | 14    | -                          | -                        | -                           | 2,773                       |
| <b>CURRENT ASSETS</b>                        |       |                            |                          |                             |                             |
| 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>              |
| <b>CREDITORS</b>                             |       |                            |                          |                             |                             |
| Amounts falling due within one year          | 16    | (76,823)                   | (102,053)                | (178,876)                   | (64,465)                    |
| <b>NET CURRENT ASSETS</b>                    |       | <u>457,191</u>             | <u>13,845</u>            | <u>471,036</u>              | <u>438,233</u>              |
| <b>TOTAL ASSETS LESS CURRENT LIABILITIES</b> |       | <u>457,191</u>             | <u>13,845</u>            | <u>471,036</u>              | <u>441,006</u>              |
| <b>NET ASSETS</b>                            |       | <u>457,191</u>             | <u>13,845</u>            | <u>471,036</u>              | <u>441,006</u>              |
| <b>FUNDS</b>                                 | 17    |                            |                          |                             |                             |
| Unrestricted funds                           |       |                            |                          | 457,191                     | 417,346                     |
| Restricted funds                             |       |                            |                          | <u>13,845</u>               | <u>23,660</u>               |
| <b>TOTAL FUNDS</b>                           |       |                            |                          | <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.

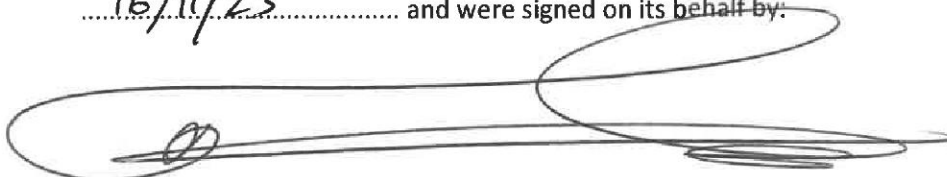
The notes form part of these financial statements

STATEMENT OF FINANCIAL POSITION - continued  
31ST MARCH 2023

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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 several 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 2023

|   | Notes | 2023<br>£             | 2022<br>£             |
|---|-------|-----------------------|-----------------------|
| <b>Cash flows from operating activities</b>                               |       |                       |                       |
| 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>      |
| <b>Cash flows from investing activities</b>                               |       |                       |                       |
| Interest received   |       | <u>3,730</u>          | <u>2,347</u>          |
| Net cash provided by investing activities                                 |       | <u>3,730</u>          | <u>2,347</u>          |
| <b>Change in cash and cash equivalents in the reporting period</b>        |       | <u>75,180</u>         | <u>(150,970)</u>      |
| <b>Cash and cash equivalents at the beginning of the reporting period</b> |       | <u>493,777</u>        | <u>644,747</u>        |
| <b>Cash and cash equivalents at the end of the reporting period</b>       |       | <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<br>£     | 2022<br>£        |
|--|---------------|------------------|
| 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<br>£ | Cash flow<br>£ | At 31/3/23<br>£ |
|--------------|----------------|----------------|-----------------|
| 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

**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.

STEVENAGE CITIZENS ADVICE BUREAU

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

|        | Activity                 | 2023           | 2022           |
|--------|--------------------------|----------------|----------------|
|        |                          | £              | £              |
| 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**

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

**6. OTHER INCOME**

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

**7. CHARITABLE ACTIVITIES COSTS**

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

**STEVENAGE CITIZENS ADVICE BUREAU**

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

**8. DIRECT COSTS OF CHARITABLE ACTIVITIES**

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

**9. SUPPORT COSTS**

|                               | <b>Other<br/>£</b>   |
|-------------------------------|----------------------|
| Direct charitable expenditure | <b><u>13,361</u></b> |

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

**Other**

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

**10. NET INCOME/(EXPENDITURE)**

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

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

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<br>£      | 2022<br>£      |
|-----------------------|----------------|----------------|
| 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<br>funds<br>£ | Restricted<br>funds<br>£ | Total<br>funds<br>£ |
|-----------------------------------|----------------------------|--------------------------|---------------------|
| <b>INCOME AND ENDOWMENTS FROM</b> |                            |                          |                     |
| Donations and legacies            | 2,523                      | -                        | 2,523               |
| <b>Charitable activities</b>      |                            |                          |                     |
| Direct charitable income          | 230,816                    | 519,377                  | 750,193             |
| Investment income                 | 2,347                      | -                        | 2,347               |
| Other income                      | 10,942                     | -                        | 10,942              |
| <b>Total</b>                      | <u>246,628</u>             | <u>519,377</u>           | <u>766,005</u>      |
| <b>EXPENDITURE ON</b>             |                            |                          |                     |

**STEVENAGE CITIZENS ADVICE BUREAU**

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

|   |                                     |                                   |  |
|---|-------------------------------------|-----------------------------------|--|
| <b>13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued</b> |                                     |                                   |  |
|   | <b>Unrestricted<br/>funds<br/>£</b> | <b>Restricted<br/>funds<br/>£</b> | <b>Total<br/>funds<br/>£</b>               |
| <b>Charitable activities</b>  |                                     |                                   |  |
| Direct charitable expenditure   | 221,329                             | 513,105                           | 734,434                                    |
|   | <u>221,329</u>                      | <u>513,105</u>                    | <u>734,434</u>                             |
| <b>NET INCOME</b>   | 25,299                              | 6,272                             | 31,571                                     |
|   |                                     |                                   |  |
| <b>RECONCILIATION OF FUNDS</b>  |                                     |                                   |  |
| Total funds brought forward   | 392,047                             | 17,388                            | 409,435                                    |
|   | <u>392,047</u>                      | <u>17,388</u>                     | <u>409,435</u>                             |
| <b>TOTAL FUNDS CARRIED FORWARD</b>  | 417,346                             | 23,660                            | 441,006                                    |
|   | <u>417,346</u>                      | <u>23,660</u>                     | <u>441,006</u>                             |
| <b>14. TANGIBLE FIXED ASSETS</b>  |                                     |                                   |  |
|   |                                     |                                   | <b>Fixtures<br/>and<br/>fittings<br/>£</b> |
| <b>COST</b>   |                                     |                                   |  |
| At 1st April 2022 and 31st March 2023   |                                     |                                   | 162,654                                    |
|   |                                     |                                   | <u>162,654</u>                             |
| <b>DEPRECIATION</b>   |                                     |                                   |  |
| 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>                             |
| <b>NET BOOK VALUE</b>   |                                     |                                   |  |
| 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     |
|--------------------------------|----------------|-----------------------|----------------|
|                                | £              | £                     | £              |
| <b>Unrestricted funds</b>      |                |                       |                |
| 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> |
| <b>Restricted funds</b>        |                |                       |                |
| 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>  |
| <b>TOTAL FUNDS</b>             | <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<br>resources<br>£ | Resources<br>expended<br>£ | Movement<br>in funds<br>£ |
|-------------------------------------|----------------------------|----------------------------|---------------------------|
| <b>Unrestricted funds</b>           |                            |                            |                           |
| General fund                        | 244,783                    | (204,938)                  | 39,845                    |
| <b>Restricted funds</b>             |                            |                            |                           |
| 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>            |
| <b>TOTAL FUNDS</b>                  | <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<br>£ | Net<br>movement<br>in funds<br>£ | At<br>31/3/22<br>£ |
|--------------------------------|----------------|----------------------------------|--------------------|
| <b>Unrestricted funds</b>      |                |                                  |                    |
| 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>     |
| <b>Restricted funds</b>        |                |                                  |                    |
| 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>      |
| <b>TOTAL FUNDS</b>             | <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<br>resources<br>£ | Resources<br>expended<br>£ | Movement<br>in funds<br>£ |
|-------------------------------------|----------------------------|----------------------------|---------------------------|
| <b>Unrestricted funds</b>           |                            |                            |                           |
| 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)                  | -                         |
|                                     | 246,628                    | (221,329)                  | 25,299                    |
| <b>Restricted funds</b>             |                            |                            |                           |
| 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                     |
|                                     | 519,377                    | (513,105)                  | 6,272                     |
| <b>TOTAL FUNDS</b>                  | <b>766,005</b>             | <b>(734,434)</b>           | <b>31,571</b>             |

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**

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**20. PURPOSE OF FUNDS**

| <b>Fund</b>                                      | <b>Purpose</b>  |
|--|---|
| Stevenage Borough Council<br>Core Service        | Providing holistic advice services to the population of Stevenage, researching and campaigning on issues and providing voluntary opportunities  |
| Stevenage Borough Council<br>Court Desk Worker   | Court desk representation and homelessness prevention advice  |
| Stevenage Borough Council<br>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<br>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<br>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**

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**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**

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Menzies LLP  
Richmond House  
Walkern Road  
Stevenage  
Hertfordshire  
SG1 3QP

16 November 2023

Dear Sirs

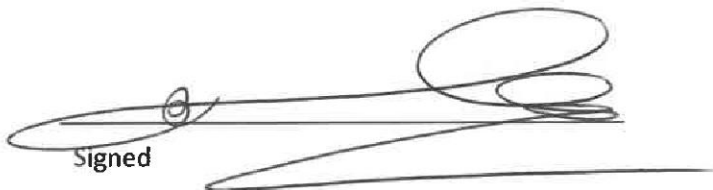
During the course of the audit of our financial statements for the period ended 31 March 2023, the following representations were made by the management and trustees.

**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.