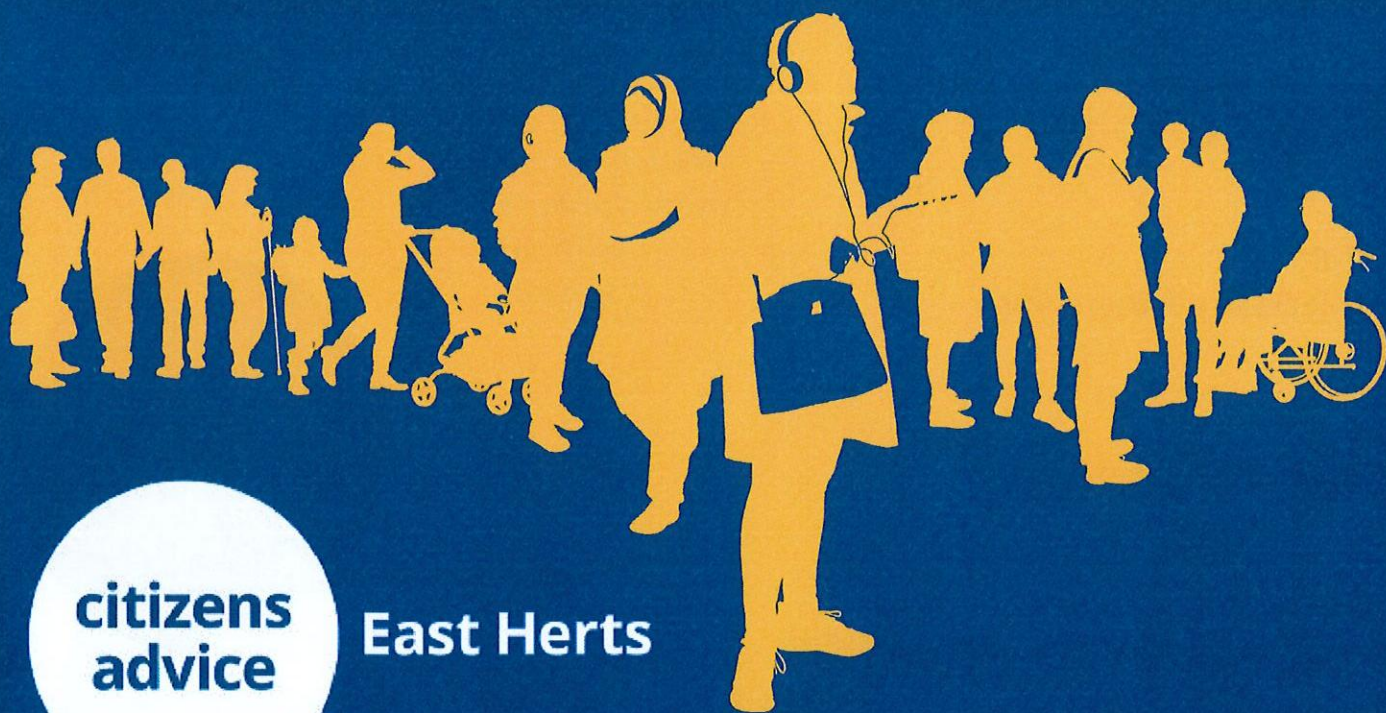


# Annual Report 2020-2021



**citizens  
advice**

**East Herts**



# What we do

**Citizens Advice East Herts is a local, independent charity. We support people with free, confidential and independent advice and campaign on the big issues affecting people's lives. Last year we helped nearly 9,000 people.**

We are part of the Citizens Advice network across England and Wales. Our **vision** is that everyone is able to access free advice to find a way forward. We aim to empower people to help themselves and tailor our support to meet people's needs.

The majority of our service is delivered by volunteers who give advice by phone, email, online and in person. We also run specialist projects and casework support where funded by partners.

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*When you are lonely  
and don't know which way  
to turn, it is good to know  
there is help out there.*

*Thank you.*

*Professional,  
impartial advice  
which helped me  
move forward with  
a difficult  
decision.*

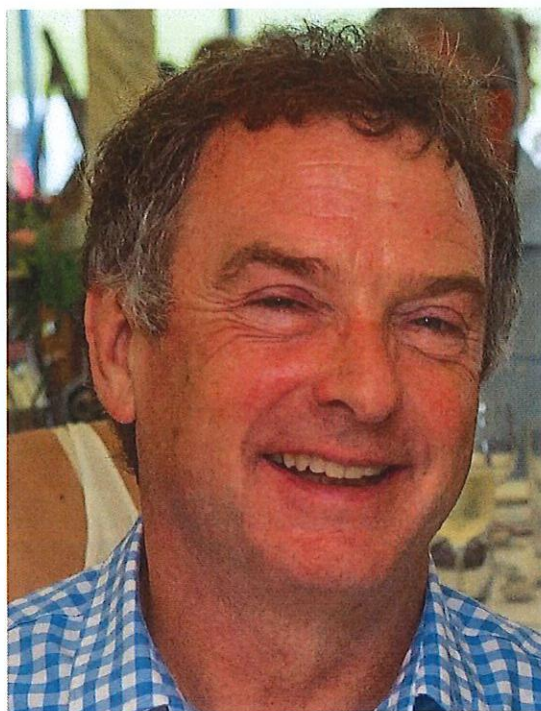
*I would have  
been totally lost  
without this  
service.*



# A message from our Chair of Trustees

This has been a **year unlike any other**. On 23rd March 2020 the country went into lockdown and by the start of this reporting year we had moved to providing our free and confidential advice service remotely, expanding our access options to make it as easy as possible for people to contact us.

The pandemic has caused huge upheaval and change for all of us but if you're young, BAME, in insecure work or private rented housing, you're far more likely to have suffered financially due to the crisis. This is reflected in the large increase in demand for our service. Despite Government measures to limit the most severe financial impacts of the pandemic, nearly 2 in 5 households lost income. As a result, we have seen a surge in demand for our help and **supported over a third more people in 2020/21** than in 2019/20.



Our **volunteers and small staff team have worked incredibly hard** to meet this growth in demand, and we have been fortunate in being able to recruit new members of the team to boost our capacity. We have helped people of all walks of life, many of whom have never needed our help before, with issues including redundancy, furlough, benefit claims and food vouchers. We have supported clients to access government services that they would otherwise have struggled to connect with, bringing peace of mind to many vulnerable people.

**Partnership working** has been a crucial part of our response to the pandemic and we have led the way in introducing a new online referral tool, '**East Herts Frontline**', to ensure people get the help they need as quickly and easily as possible. This will be an important part of our support package going forward.

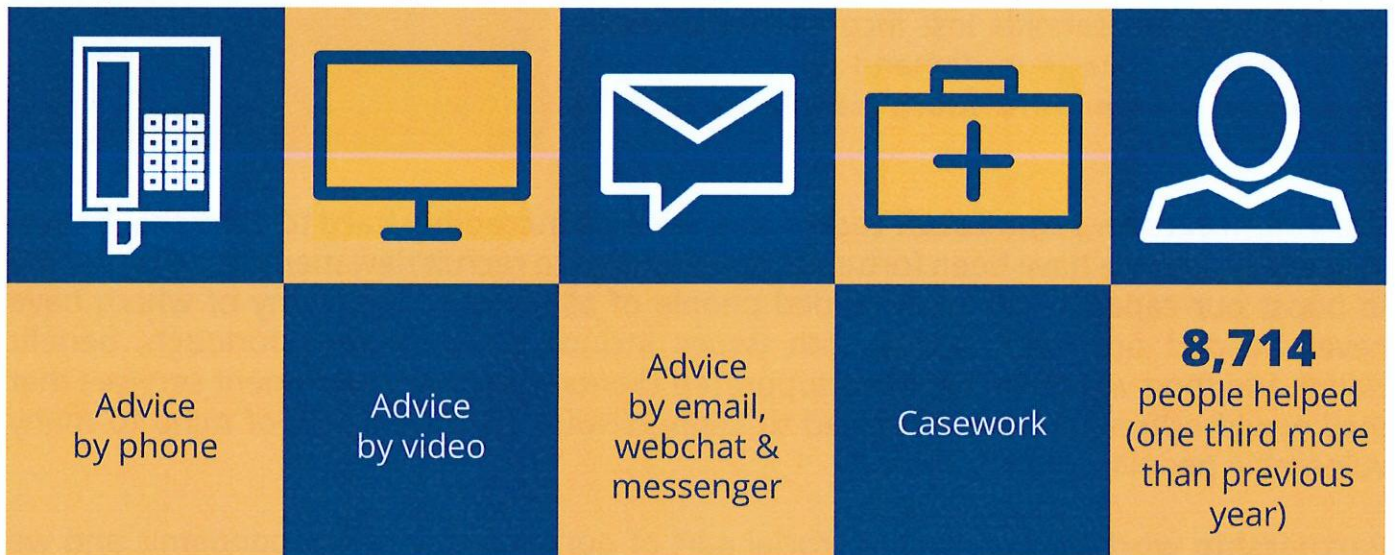
Whilst lockdown restrictions are beginning to lift, for many people their problems are only just beginning. As we look to the year ahead, we expect to see demand for our service continue to grow, with clients needing more specialist support on debt, employment, benefits and housing. We are **committed to providing independent and trusted advice to help people find a way forward** and will be working harder than ever to fundraise so that we can make this happen.

As always, we are **most grateful to our team of staff and volunteers, our partners and our funders – we couldn't do it without you!**

**Tony Murphy**



# Impact





## Did you know...

Our financial value to society is **£19,462,352** in public value and **£8,416,639** in value to the people we help (financial outcomes).

In the last year we issued over **180** food bank vouchers.

Our volunteers give around **23,000** hours of their time per year.

## A guide to our services and how we've adapted in response to the pandemic

Our general advice service is open to anyone. We offer free, confidential and non-judgemental advice and information on all issues including benefits, debt, housing, employment and relationships. Our advice is delivered by a mix of dedicated staff and highly trained volunteers and all our advice sessions are overseen by an experienced supervisor who is on hand to offer support. We hold the Advice Quality Standard mark and are authorised by the Financial Conduct Authority to provide debt advice.

Pre-pandemic, our advisers delivered the majority of our service in person across five locations, supported by a paid supervisor. In response to the pandemic we switched to a home working service and are now supporting via phone, video, email, online and in person where needed. This new way of working has proved very successful and we have been able to help even more people.

People need different types and levels of support depending on their circumstances and many of our clients require more than one appointment. Some clients can be seen under our separately funded projects, either because they fit within the criteria for the project (geography, health issues, etc.) or because their case needs more in-depth support.

We've seen a big channel shift as a result of the pandemic but as lockdown restrictions lift we look forward to being able to increase our community presence and offer face to face appointments in various locations across the community, as well as home visits where needed.

These [short films](#) show the range of our work.

### Client case study: Jennifer\*

Jennifer was shielding due to health issues. One of our advisers called her to check if she needed any support. The conversation highlighted that she was eligible for Attendance Allowance and Severe Disability Premium. The adviser helped her fill in the necessary form over the phone and she's now receiving an extra £156 each week to help her pay for the support she needs in the home.

\*name changed



# Key figures (2020-2021)

We helped:



over **4,000** clients by telephone  
over **2,500** by webchat  
and over **2,500** by email\*

\*some clients helped more than once

The top issues we helped people with were:



Benefits and tax credits **32%**, of which  
Universal Credit was **14%**



Housing **14%**



Debt **8%**

**1 in 6** clients  
contacted us with an  
employment query.



We saw a **60%** increase  
in clients seeking advice  
about redundancy

Over **1/3** of the clients that we helped about  
benefits needed support claiming Universal Credit

**151%** increase in East Herts households claiming  
Universal Credit from March 2020 to February 2021



Nearly **1 in 2** clients seeking our advice  
on housing benefit had a long term health  
condition or disability

## Client Feedback

Over **8 in 10** people say  
our advice helped them find  
a way forward



# Research & campaigns

Whilst our advice helps people find a way forward, it is our research and campaigns work that helps to address the underlying cause of problems. No one else sees so many people with so many different kinds of issues, and this gives us a unique insight into the challenges that people face. We use evidence gathered to highlight new and emerging trends and share this evidence at a local, regional and national level to help drive change.

## COVID-19 pandemic

We could not have foreseen the impact COVID-19 would have globally and in our local community so it is not surprising that this year the impact of coronavirus on our clients has been the main focus of our Research & Campaigns activity. Over the past 12 months we have carried out research on the impact of the pandemic on personal debt and mental health, the digital divide, domestic abuse, food insecurity and young people. We have produced monthly data trends reports which we have shared with key partners to help communicate the impact of the pandemic locally.

We have run a number of local and national campaigns, including:

### Access to our Service – May-July 2020

We carried out two online surveys, pre and post lockdown, to assess people's awareness of our service and how they would prefer to access it. We used the findings from this research to help us plan our remote service provision.

### Scams Awareness – June 2020

This year's national Citizens Advice campaign focused on raising awareness of COVID-19 related scams. We ran training sessions for advisers, circulated scams advice to over 20,000 people and produced 'bite size' audio and video advice which was shared via local radio.



### Keep the Lifeline – January 2021

We supported the national campaign to keep the Universal Credit uplift with letters to our local MPs, press releases in local newspapers and a social media campaign. (The Chancellor confirmed a 6 month extension in the March 2021 budget following a dedicated campaign by Citizens Advice and other charities).

For more information on our research and campaigns work please see our [website](#).

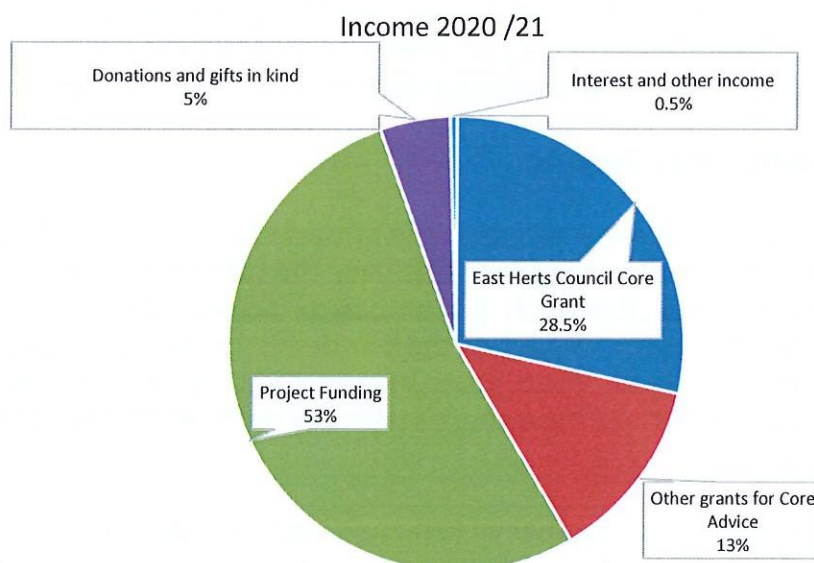


# Financial performance

## Income

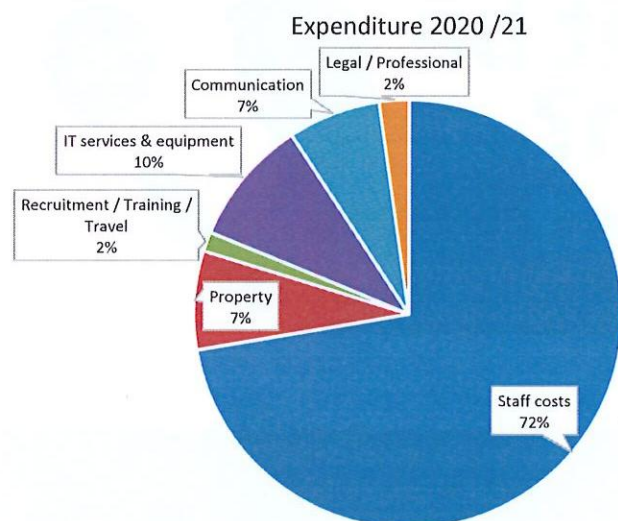
In the year ended 31st March 2021, Citizens Advice East Herts received a total income of £499,699 (2019/20: £392,186) from grants, project funding, donations, fundraising and investment income.

Citizens Advice East Herts received £184,957 in grants and donations (2019/20: £189,599) including £10,830 of professional services free of charge during the year (2019/20: £12,932) towards supporting core advice services. The grant from East Herts Council reduced to £142,590 (2019/20: £151,698) which was 28.5% of total income (2019/20: 39%).



£226,933 of our income (just over 45% of total income) was restricted in its use for specific projects covering money, benefits, housing, mental health advice, and, more specifically this year, Covid related projects (2019/20: £198,250, 50% of total income). Restricted income enables valuable additional activity to be undertaken, as well as being vital in contributing to operating costs.

## Expenditure



Total operating costs for 2020/21 were £442,291 (2019/20: £375,471) of which £320,566 related to staff costs (2019/20: £268,693). The increase in staff costs from 2019/20 is principally due to an increase in staff recruited for specific projects.

In setting the budget for 2020/21, it was anticipated that there would be some utilisation of reserves over the year to allow for an increase in staffing and adviser training to meet anticipated client needs. In the event a very different year from the one envisaged was realised following the outbreak of Covid 19. Additional costs were able to be met with additional sums kindly donated following our fundraising effort, and cost increases in other areas were set off by cost

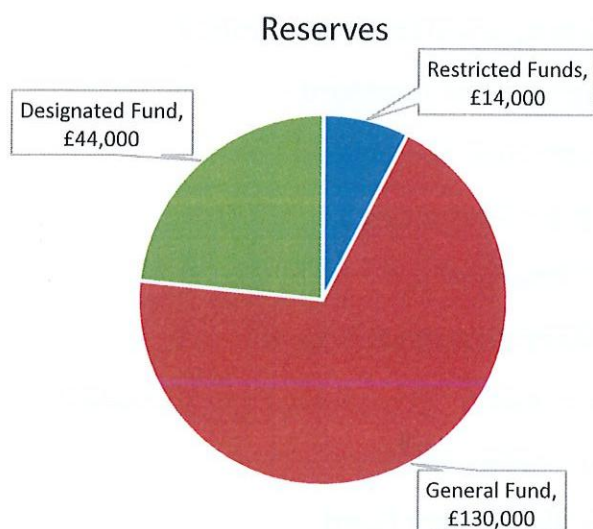
savings realised in the necessary working from home arrangements. The result was an operating surplus of around £57k (2019/20 £8,715). This sum is committed to the continuing expansion of operations in the ensuing year, and by the year end a sum in excess of £44,000 had been designated to projects now currently underway. The remaining surplus ensures sufficient reserves are carried into 2020/21, and beyond, with all its uncertainties, for the effective continuation of those operations.



Taking account of the charity's reserves at the end of 2020/21 and the ongoing strong demand for our services, Trustees have committed to a deficit budget for 2021/22, largely the result of the committed projects mentioned above, enabling the continuation, and expansion, of the vital support given to the community of East Herts. Given the also aforementioned uncertainties which lie ahead, the charity is planning on prudent use of reserves whilst maintaining its financial position by targeting new income sources, and managing cost levels to ensure a balanced budget in the future.

*You have  
helped me more  
than anyone else  
has ever done.  
Thank you.*

## Reserves



Reserves at the end of 31st March 2021 amounted to £188K, (31st March 2020: £131,025), including general reserves of £130K, restricted funds of £14K and designated funds of £44K. The service has a reserves policy set out in the Statement of Accounts, which is in line with the requirements of Citizens Advice and the Charity Commission. The reserves are stated after allowing for a share of the Herts County Council pension deficit which relates to employees who were active members of the pension scheme prior to 2008. Legislation demands that this deficit is in the process of being crystallised with a view to its ultimate settlement, and the possibility of cessation liabilities and an effect on future cashflow cannot be ignored. Hitherto Citizens Advice East Herts makes an annual contribution of £2,500 towards the deficit.

## Data Protection

Our risk sub-committee oversees our data protection compliance. We have adopted the recommended Citizens Advice policies and we are compliant with all data protection regulations.

## Fundraising

Although our volunteers give their time for free, it still costs approximately £225,000 per year to run our core service (premises and running costs, staff costs etc). We are fortunate to have a very supportive local authority in East Herts Council but many of our costs have to be met through our own fundraising efforts.



As ever, we offer our sincere thanks to all of our grantors and donors for their continuing generous support in these challenging times and to community groups who have helped to fundraise for us. We also thank our staff and the many volunteers who freely and generously give their time to enable us to continue to provide essential services to the local community.



# Thank you to:

Abel of Hertford

Amwell Rotary

Aviva

Brazier Trust

Broxted Parish Council

Buckland & Chipping Parish Council

Buntingford Town Council

Chantry Community Association

Clothworkers Foundation

Cottered Parish Council

East Herts Council

Elsenham Parish Council

Friends of East Herts Advice Service

Garfield Weston Foundation

Gilfrere Fund

Groundwork – Tesco

Hatfield Heath Parish Council

Henry Smith Foundation

Hertford Rotary

Hertford Town Council

Hertford Yarnbombers

Hertfordshire County Council

Herts Community Foundation

Inner Wheel Club of Ware

Jonathan Hunt

Macs Hart Trust

Much Hadham WI

Postcode Community Trust

Sawbridgeworth Memorial Hall

Sawbridgeworth Town Council

Shepherds of Hertford

Simply Homes

Sir Jules Thorn Charitable Trust

HCF Rowlandson

St Mary's Catholic School

Stanstead St Margarets Parish Council

Stort Valley Rotary

The Big Lottery Fund

Thorley Parish Council

Uttlesford District Council

Ware Charities

Ware Rotary

Ware to do Business

Ware Town Council

Widford Parish Council

Plus those who gave individually or anonymously

We have also been very fortunate to receive pro bono support from a number of businesses:





# Projects & partnerships

This year we have been able to run a number of projects, thanks to the support and funding of partners.

## Projects list



**Adviser recruitment:** To recruit, train and develop volunteer advisers to provide accessible advice in East Herts. Funded by the Postcode Community Trust

**COVID-19 advice:** To provide advice on COVID related issues such as employment, benefits, debt and housing. Funded by Defra in partnership with Herts County Council



**COVID-19 remote working:** To help us provide equipment to enable volunteers to give advice from home. Funded by Abel of Hertford; Aviva Community Fund; Buntingford Town Council; The Clothworkers' Foundation; Dept for Business, Enterprise and Industrial Strategy (BEIS); Hertford Town Council; Hertford Yarnbombers; Herts Community Foundation; Herts County Council; Hertford and Ware Rotary; Tesco Bags of Help; and Ware Town Council



**Crisis intervention:** To help us provide advice to residents facing immediate issues or who are in crisis. Funded by Herts County Council

**Debt advice:** To provide advice for people struggling with debt. Funded by The National Lottery, Herts Community Foundation and Defra



**Money & Pensions Service**

**Debt training:** To train a debt adviser to deliver debt advice. Funded by the Money & Pensions Service in partnership with national Citizens Advice

**Disability benefits:** To provide disability benefits advice. Funded by The Rowlinson Foundation in partnership with Herts Community Foundation and Citizens Advice St Albans and District





## Projects list



**Homelessness prevention:** To provide money and debt advice to help people stay in their homes and avoid homelessness. Funded by East Herts Council Housing Options

**Mental health:** To provide money and debt advice for people who have mental ill health. Funded by the Henry Smith Charity



Department for  
Business, Energy  
& Industrial Strategy

**Phone and web advice:** To provide national webchat, email and telephone advice. Funded by BEIS in partnership with national Citizens Advice

**Scams awareness:** To provide scams information, talks and advice. Funded by Hertfordshire Police and Crime Commissioner



David Lloyd  
Police and Crime  
Commissioner's Action Fund



**Training assistant:** To coordinate volunteer adviser recruitment and training. Funded by The National Lottery Awards for All

**Universal Credit Best Practice Lead:** To research Universal Credit best practice and policy gaps for Hertfordshire and Bedfordshire. Funded by DWP in partnership with national Citizens Advice



Department  
for Work &  
Pensions



Department  
for Work &  
Pensions



**Universal Credit Help to Claim:** To help clients make their first Universal Credit application. Funded by DWP in partnership with national Citizens Advice

**Ware outreach:** To provide advice and information to residents of Ware, Wareside and Thundridge. Funded by The Ware Charities

WARE CHARITIES

## Client case study: Sophie\*

Sophie's sickness and disability benefits had been cut, leaving her unable to pay rent and council tax. Facing eviction, we helped her to get her benefits reinstated and to claim for Universal Credit. Sophie is now £17,000 better off and in a secure home.

\*name changed



# **Citizens Advice helps people find a way forward.**

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

**[citizensadviceeastherts.org.uk](https://citizensadviceeastherts.org.uk)**



© Citizens Advice East Herts October 2021

Citizens Advice East Herts is an operating name of East Herts Citizens Advice Service  
Registered Charity No: 1083211









**East Herts Citizens' Advice Service**  
(A charitable company limited by guarantee)

# FINANCIAL STATEMENTS

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For the year ended 31<sup>st</sup> March 2021

Registered Charity No: 1083211  
Company No: 3982216



## Legal and administrative information

*For the year ended 31<sup>st</sup> March 2021*

**Trustees and Directors:**

Tony Murphy	Chair
James Dowson	Secretary
Gary Cansick	Treasurer
Elaine Connor	
Roger Merton MBE	
Richard Smith	
Ballu Sesay	
Christine Gillham	
Nick Walker	
Barry Hunt	

**Secretary:** James Dowson

**Registered Office:** 74 South Street  
Bishop's Stortford  
Hertfordshire  
CM23 3AZ

**Bankers:** Barclays Bank Plc  
10 North Street  
Bishops Stortford  
Hertfordshire  
CM23 2LH

**Independent Examiners:** Price Bailey LLP  
Causeway House  
1 Dane Street  
Bishop's Stortford  
Hertfordshire  
CM23 3BT



## **Contents of the Financial Statements for the year ended 31<sup>st</sup> March 2021**

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Statement of Financial Activities	9
Balance Sheet	10
Statement of Cash Flows	11
Notes to the Financial Statements	12 to 23



## Trustees' Report

The Trustees are pleased to submit their annual report and financial statements for the year ended 31 March 2021.

The Directors act as Trustees for the East Herts Citizens Advice Service and are referred to as such throughout this report.

Legal and administrative information set out on page 1 forms a part of this report. The financial statements comply with current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice – Accounting and Reporting for Charities (effective 1<sup>st</sup> January 2019).

### 1. Objects and policy

The objects of the Service are to ensure that individuals do not suffer through a lack of knowledge:

- of their rights and responsibilities;
- or of the service available to them;
- or through an inability to express their needs effectively;
- and, equally, to exercise a responsible influence on the development of social policies and services, both locally in each of its outlets, regionally and nationally.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Service's aims and objectives and in planning future activities and setting policy for the year. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

### 2. Organisation

A Board administers the charity and meets as required to fulfil its duties, a minimum of four times a year. The Board has established three sub-committees: Finance, Risk and Staffing and Personnel. Sub-committee meetings take place regularly and these are supplemented with additional working groups as required, with the Chief Executive (or another senior manager) in attendance. There are further meetings between Trustees and the Senior Leadership Team as required to cover day-to-day matters of finance and strategy.

### 3. 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 that people in our local community need for the problems they face and to improve the policies and practices that affect people's lives. We are an independent charity that provides free, confidential and impartial advice to everybody regardless of race, gender, disability, sexual orientation, nationality, religion or age. In all aspects of its work, the service recognises the positive value of diversity, promotes equality and challenges discrimination. All our activities are undertaken to further our charitable purposes for the public benefit.

### 4. Review of activities and developments

#### About us

Citizens Advice East Herts is a **local independent charity** that provides **free, independent and confidential advice** on any subject. We're part of the Citizens Advice network across England and Wales, whose vision, mission and values we share.



Pre-Covid, our volunteer advisers delivered the majority of our service face-to-face, across five locations supported by a paid Supervisor, as well as 'phone and email. When lockdown was introduced we moved to staff and volunteers working from home. We now **offer advice remotely via phone, email, online and in person where needed** (including home visits).

Our **advice is available to everyone** but many clients are referred or signposted to us because they are vulnerable. We provide on-going **casework for vulnerable clients** and run **specialist advice projects** where funded by partners.

We are currently staffed by 15 part-time and 4 full time paid employees (2019/20 15 part time employees) and 75 volunteers. Our **volunteers are the backbone of our organisation**, giving us in the region of 23,000 hours of their time (2019/20 19,000 hours) in the last year. They include young people looking for their first job, professionals who want to broaden their horizons and retired people who want to give something back to the community. We value equality and diversity and offer training and support to all.

We have a strong track record of **working in partnership** and recently introduced 'East Herts Frontline' – a new online referral tool to help ensure that local residents get timely access to the right level of assistance and support, do not need to repeat personal details and are not lost within a signposting system.

### Why we're needed

Although East Herts is a relatively prosperous part of the country, it contains areas of relative deprivation and a disproportionate number of our clients come from these areas. **Our clients are most likely to earn significantly less than the average East Herts resident, less likely to be in employment, more likely to be disabled or have a long-term health problem, and less likely to own their own home.** Over a quarter of our clients who live in East Herts come from the 5 most deprived East Herts wards (2019/20 33% come from 5 most deprived wards) and some are isolated by their rural location (East Herts is the most rural of all Herts districts). **The Covid-19 crisis has shown just how vulnerable any of us can be to sudden life changes.**

### What we do

We understand the **complexity** of issues that affect people. We provide **education and skills** to help our clients understand their rights and responsibilities and to find a way forward. Our advice on any subject can improve people's health, make a difference to their finances and make them more resilient. We aim to **empower** our clients by **tailoring** the advice we give to their individual needs.

In addition to our generalist advice service we run projects where funded by partners. Our **specialist project areas** in 2020/21 have included debt advice, mental health, crisis intervention, homelessness prevention, home visiting, Universal Credit help to claim and scams awareness.

In addition to our advice services, we raise awareness of issues affecting our community through our **research and campaigns**. We use evidence gathered on issues faced by clients to highlight new and emerging trends and share this evidence at a local, regional and national level to help drive change.

### Impact of Covid

We saw a **significant increase in demand for our service as a result of Covid**. In 2020/21 we helped over 8,700 people (2019/20 6,509 people) on a range of issues



including benefits, debt, housing, employment and relationships. The pandemic caused a shift in the problems people came to us for help on and the mix of people who accessed our service. We saw a stark increase in employment queries (2020/21 2,545: 2019/20 1,280) and a decrease in debt, linked in part to the suspension of bailiff action (2020/21 1,367: 2019/20 1,952). We saw more demand from younger people.

As government support starts to reduce, we are **expecting an increased need for help with debt, money advice, employment and housing** and are **fundraising** to resource more specialist support in these areas.

### **The difference we make**

It is impossible to put a **financial value** on everything we do, but we've used the Citizens Advice Treasury-approved model to demonstrate our financial impact. Using this model, we calculate that in 2020/21 in East Herts we generated:

- **£19.5 million in public value** (2019/20 £12 million) i.e. wider economic and social benefits through better wellbeing, participation and productivity for the people we help
- **£8.4 million in financial outcomes following advice** (2019/20 £8.3 million) through writing off debts, issuing food vouchers, taking up benefits or compensation for consumer problems.

That's **£16.36 for every £1 invested** (2019/20 £22.95 for every £1 invested). 2020/21 was lower as we did not complete as much casework during the pandemic.

8 in 10 people said their problem was resolved following our advice. 9 in 10 said we helped them to move forward.

*"Your service is amazing and really helped me understand in a far greater way, the problems that I needed help with. The adviser was so helpful and understanding. Peace of mind and a huge lifting of spirits has occurred which is invaluable. I cannot thank you enough." (Client)*

### **Our impact on our volunteers**

Each volunteer receives training and ongoing support specific to their role. It takes approximately 12 months to train a Generalist Adviser and once trained they stay with us, on average, for 11 years (2019/20 9.5 years). The average initial cost of training and recruiting a volunteer is £1,400 (2019/20 £1,700) with an ongoing annual cost of approximately £400. Our commitment to valuing diversity and promoting equality means we can encourage individuals who might not otherwise volunteer.

Using our Treasury model, **the public value of Citizens Advice East Herts volunteers** in wider economic and social benefits is estimated at **£491,820** (2019/20 £468,912). Volunteering does not only benefit us as an organisation, national research shows that our volunteers benefit from practical skills, increasing employability, self-esteem and having a positive effect on health.

*"Bringing out the best in yourself by helping someone through what may be the most difficult day in their life: the reward is greater than any payment". (Volunteer)*

**It is the commitment and passion of our volunteers that has enabled us to keep running our service during lockdown.**

### **It's not just about the stats ...**

**Jennifer** (name changed) was shielding due to health issues. One of our advisers called her to check if she needed any support. The conversation highlighted that she was



eligible for Attendance Allowance and Severe Disability Premium. The adviser helped her fill in the necessary form over the phone and she's now receiving £156 / week to help her pay for the support she needs in the home.

### The future

For many clients the phone / digital advice model developed during the pandemic provides a better service than our previous face to face drop in because it offers more flexibility and greater access. We want to continue to offer advice by phone and digitally but also focus our resources on those clients who, for whatever reason, cannot be helped by phone or digital. For these clients we want to provide a personalised service – in a way, location and time to suit them.

Our priorities for the year ahead are

- to **recruit more advisers, including specialists**
- to be **more accessible** to clients and be **more flexible** in the way we offer advice
- to **improve the client experience and offer more projects to help the most disadvantaged**
- to **raise awareness** of our service and **develop stakeholder connections**
- to **diversify income** and increase **awareness that we're a charity** and need to fundraise

For further information on what we do and the difference we make see our website – [www.citizensadviceeastherts.org.uk](http://www.citizensadviceeastherts.org.uk)

## 5. Financial Position

The Independently Examined accounts of the Service are attached to this report and full details of the financial position are contained therein together with the Examiner's report to the Trustees. The Trustees have considered the level of operating costs and the cash flow. Core funding from East Herts Council has been received for 2020/21, and subsequently for 2021/22. The Trustees are satisfied that the Service's overall funding is such that it will be able to meet its obligations as they fall due in the ordinary course of business and accordingly the accounts have been drawn up on a going concern basis.

The accounts for 2017 showed for the first time an actuarial valuation of our share of the Herts County Council Local Government Pension Scheme deficit. This was a result of changes in accounting standards, and the relationship with the Trustees of the HCC Pension Scheme remains unchanged from 2008 when active membership of the pension scheme ceased and an annual contribution of £2,500 was agreed. Previously only the annual contribution of £2,500 appeared in the accounting statements, the overall position was unquantified and dealt with by way of a note to the accounts. For 2017/18, and beyond, the annual contribution of £2,500 serves to reduce the deficit. The Trustees instructed a professional cessation valuation at 31<sup>st</sup> March 2021, the Report revealing a deficit of £123,000 on a Gilts with Cessation Mortality basis. Cessation Mortality assumes a more prudent life expectancy i.e. people will be expected to live longer, and pensions expected to be paid for longer, an increase in liabilities therefore compared to a pure Gilts basis. The reduction in liability, due to the performance of the fund, was an unexpected boost to the results for that year. The expectation is that this liability will now be settled over a suitable, agreed period so as not to put a strain on the financial position.



## **6. Reserves policy and risk management**

Donations and grants that are provided for specific purposes are treated as Restricted Funds. All other reserves are held in general funds. At the balance sheet date, of those funds £44,000 had been allocated to specific projects which are now ongoing and are designated as such in these financial statements. The board has set a prudent and realistic budget for 2021/22 maintaining adequate reserves for the operation of the Service. The Trustees set the level of reserves having regard to the committed forward spend of the organisation, with a contingency to allow for the orderly management of the organisation should it be faced with any adverse and unexpected event, keeping in mind also a minimum level of free reserves at six months ongoing costs. The 2020/21 year experienced such an event of course with the effect of the Covid-19 pandemic, and whilst it was expected that the level of general reserves would gradually decline the support received to help combat such a difficult period has been very pleasing and very welcomed. As a result, the objective above is, and continues to be, achieved. The Trustees confirm that risks continue to be reviewed on an ongoing basis and systems and procedures are brought into place in order to manage those risks.

## **7. Recruitment and training policy for new Trustees**

Trustees are elected at the Annual General Meeting or are nominated by any associated member organisations or co-opted by the Committee members. The persons entitled to vote at the AGM in order to elect the Trustees are the Members of the association (up to 40). The induction and training of new Trustees is undertaken within the Service, as well as through the attendance at courses provided by national Citizens Advice.

The members of the charity are entitled to appoint the Trustees, who are required to retire at the fourth annual general meeting following the date they were last admitted as a member but may be readmitted.

## **8. Statement of disclosure of information to Independent Examiners**

We, the Directors of the company who held office at the date of approval of these Financial Statements, as set out above, each confirm so far as we are aware, that:

- there is no relevant audit information of which the company's Independent Examiners are unaware; and
- we have taken all the steps that we ought to have taken as directors in order to make ourselves aware of any relevant audit information and to establish that the company's Independent Examiners are aware of that information.

## **9. Independent Examiners**

A resolution will be proposed at the Annual General Meeting that Price Bailey LLP be appointed Independent Examiners to the charity for the ensuing year.

This report has been prepared in accordance with the special provisions relating to small companies subject to the small companies' regime within Part 15 of the Companies Act 2006 and therefore does not include a Strategic Report.

By order of the Trustees

21st December 2021

J Dowson  
Company secretary





## **INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF EAST HERTS CITIZENS ADVICE SERVICE**

### **FOR THE YEAR ENDED 31 MARCH 2021**

I report to the Charity Trustees on my examination of the accounts of the company for the year ended 31 March 2021 which are set out on pages 9 to 23.

### **Responsibilities and basis of report**

As the Charity Trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the account of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

### **Independent examiner's statement**

I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

**Michael Cooper-Davis FCCA ACA**  
**For and on behalf of**  
**Price Bailey LLP**  
**Chartered Accountants**

.....  
Causeway House  
1 Dane Street  
Bishops Stortford  
Herts, CM23 3BT



## Statement of Financial Activities

Income:	Note	2020/2021			Total Funds	2019/2020 Total Funds
		General	Unrestricted Designated	Restricted		
		£	£	£	£	£
<b>Donations and legacies</b>						
Donations	2	25,199	-	-	25,199	20,128
Grants	3	159,758	-	48,519	208,277	169,471
		<b>184,957</b>	<b>-</b>	<b>48,519</b>	<b>233,476</b>	<b>189,599</b>
<b>Income from other activities</b>						
Trading income		-	-	-	-	-
Miscellaneous income		-	-	-	-	-
		<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Investment Income</b>	4	<b>2,503</b>	<b>-</b>	<b>-</b>	<b>2,503</b>	<b>3,175</b>
<b>Income from charitable activities</b>	5	<b>36,787</b>	<b>-</b>	<b>226,933</b>	<b>263,720</b>	<b>199,412</b>
<b>Total Income</b>		<b>224,247</b>	<b>-</b>	<b>275,452</b>	<b>499,699</b>	<b>392,186</b>
<b>Expenditure:</b>						
Advice and Information		170,866	-	273,925	444,791	375,471
<b>Expenditure on charitable activities</b>	6	<b>170,866</b>	<b>-</b>	<b>273,925</b>	<b>444,791</b>	<b>375,471</b>
<b>Total Expenditure</b>		<b>170,866</b>	<b>-</b>	<b>273,925</b>	<b>444,791</b>	<b>375,471</b>
<b>Net Income/ (Expenditure)</b>		<b>53,381</b>	<b>-</b>	<b>1,527</b>	<b>54,908</b>	<b>16,715</b>
Transfers between funds		(44,000)	44,000	-	-	-
<b>Net Income/(Expenditure) before other gains and losses</b>		<b>9,381</b>	<b>44,000</b>	<b>1,527</b>	<b>54,908</b>	<b>16,715</b>
Actuarial surplus/(loss) on defined benefit pension scheme	13	14,000	-	-	14,000	(8,000)
<b>Net movement in funds</b>		<b>23,381</b>	<b>44,000</b>	<b>1,527</b>	<b>68,908</b>	<b>8,715</b>
<b>Reconciliation of funds</b>						
Total Funds brought forward		118,810	-	12,215	131,025	122,310
<b>Total Funds carried forward</b>		<b>142,191</b>	<b>44,000</b>	<b>13,742</b>	<b>199,933</b>	<b>131,025</b>

All amounts relate to continuing activities of the company.

The Statement of Financial Activities includes all gains and losses in the year.  
The notes to the financial statements are shown on pages 12 to 23.



East Herts Citizens Advice Service  
Balance Sheet  
As at 31<sup>st</sup> March 2020

**Balance Sheet**

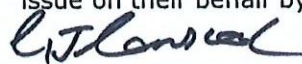
Company Number 3982216

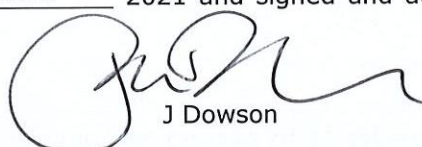
	Notes	2021 £	2020 £
<b>Fixed Assets</b>			
Tangible assets	10	-	-
<b>Current Assets</b>			
Debtors	11	8,258	5,556
Cash at bank and in hand		410,699	322,939
		<b>418,957</b>	<b>328,495</b>
<b>Liabilities</b>			
Creditors - amounts falling due within one year	12	96,024	60,470
<b>Net current assets</b>		<b>322,933</b>	<b>268,025</b>
<b>Defined Benefit Pension Liability</b>	13	123,000	137,000
<b>Total net assets</b>		<b>199,933</b>	<b>131,025</b>
<b>The Funds of the charity</b>			
Restricted income funds	14	13,742	12,215
<b>Unrestricted funds</b>			
Designated funds	15	44,000	-
General funds	15	142,191	118,810
<b>Total Unrestricted</b>		<b>186,191</b>	<b>118,810</b>
<b>Total Funds</b>	<b>16</b>	<b>199,933</b>	<b>131,025</b>

The Directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act. The Directors acknowledge responsibility for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31 March 2021 and of its income and expenditure and application of resources for the year then ended in accordance with the requirements of sections 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to the financial statements so far as applicable to the company.

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and in accordance with the Financial Reporting Standard.

Approved by the Trustees on 21<sup>st</sup> December 2021 and signed and authorised for issue on their behalf by:

  
G J Cansick

  
J Dowson

The notes on pages 12 to 23 form part of these financial statements.



## Statement of Cash Flows

	Notes	2020/21 £	2019/20 £
<b>Cash Flows from Operating activities:</b>			
<b>Net cash provided by operating activities</b>	<b>17</b>	<b>87,760</b>	<b>52,766</b>
<b>Cash Flows from investing activities:</b>			
Net Cash provided by investing activities		87,760	52,766
<b>Change in cash and cash equivalents in the reporting period</b>		<b>87,760</b>	<b>52,766</b>
Cash and cash equivalents at the beginning of the reporting period		322,939	270,173
Change in cash and cash equivalents in the reporting period		87,760	52,766
<b>Cash and cash equivalents at the end of the reporting period</b>		<b>410,699</b>	<b>322,939</b>

The notes on pages 12 to 23 form part of these financial statements.



## Notes to the Financial Statements

### 1. Accounting Policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

#### a) Basis of Preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) effective 1 January 2019 – Charities SORP (FRS102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

East Herts Citizens' Advice Service meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The presentation currency of the financial statements is the Pound Sterling (£).

#### b) Legal Status of the Charity

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member (9) – (2020 – 9) of the charity.

#### c) Going Concern

The Trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern and relies on annual grants from East Herts District Council and others, and that it shall receive sufficient funding to continue operating at least throughout 2022. The effect of Covid-19 has caused a major consideration but the level of income that the Trustees are already aware will be forthcoming for 2022, along with its reserves, and its ability to reduce costs should the need arise shall ensure this. Reductions in costs already seen demonstrate this.

#### d) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds of the charity, which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are for work on specific projects being undertaken by the charity. Restricted funds are charged a proportion of management time and organisational costs.



**e) Income**

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

Where income has related expenditure (as with contract income), the income and related expenditure are reported gross in the Statement of Financial Activities.

Donations, grants and gifts are recognised when receivable. In the event that a donation is subject to fulfilling performance conditions before the charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the reporting period.

Income received in advance relating to the following year is deferred until the criteria for income recognition are met.

Interest on deposit funds held is included when receivable and the amount can be measured reliably by the charity, which is normally upon notification of the interest paid by the financial institution concerned.

**f) Donated goods and services**

Donated services or facilities are recognised when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of the economic benefit from the use of the item is probable and that economic benefit can be measured reliably.

Donated professional services and facilities are included in income at the estimated value of the gift to the charity when received, based on the amount the charity would have been prepared to pay for these services or facilities had it been required to purchase them, with a corresponding entry in the appropriate expenditure heading for the same amount.

**g) Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to make a payment, it is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is accounted for on an accruals basis.

Support costs comprise those costs which are incurred directly in support of expenditure on advice and guidance and includes governance, finance, IT and HR. Governance costs are those costs incurred in connection with the compliance with constitutional and statutory requirements of the charity. Support costs are allocated to projects on a time basis.

**h) Volunteers**

The value of services provided by volunteers is not incorporated into these financial statements.



**i) Fixed Assets**

All fixed assets are capitalised at their historical purchase cost and depreciated on a straight line basis over 3 years.

**j) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due. Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

**k) Cash at bank and in hand**

Cash at bank and cash in hand included cash and short term deposits with a maturity of three months or less.

**l) Liabilities and Provisions**

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that it is anticipated will be paid to settle the debt or at the amount received as advanced payments for the goods or services.

**m) Pensions**

The charity previously participated in the Hertfordshire County Council Pension Fund which is a funded scheme and the assets are held separately from those of the charity. The value of the charity's share of the assets and liabilities is calculated by the Fund's actuaries and the methodology is set out in note 14. Full actuarial valuations are obtained triennially and are updated at each balance sheet date.

**n) Taxation**

The company is considered to pass the tests set out in paragraph 1 schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by chapter 3 part 11 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

**o) Critical Accounting Estimates and Areas of Judgement**

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are considered to be reasonable. The present value of the charity's share of the Hertfordshire County Council Pension Fund defined benefit liability depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. Any changes in these assumptions, which are disclosed in note 14 will impact on the carrying amount of the pension liability.



As at 31<sup>st</sup> March 2021**p) Financial Instruments**

The Charity has only financial assets and 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. Fixed assets are valued at cost and investments at fair value which is their market value.

**2. Donations**

	<b>2020/2021</b>	<b>2019/2020</b>
	<b>£</b>	<b>£</b>
General Donations	14,369	7,196
Value of gifts in kind and donated services	10,830	12,932
	<b>25,199</b>	<b>20,128</b>

Donations of £0 in 2020/21 were restricted (2019/20 £300).

**3. Grants Received**

	<b>2020/2021</b>	<b>2019/2020</b>
	<b>£</b>	<b>£</b>
East Herts Council	142,590	151,697
Uttlesford District Council	11,500	11,500
Buntingford Town Council	3,768	2,916
Citizens Advice	-	520
Hertford Town Council (IT)	-	1,200
Stanstead Abbots Parish Council	500	500
Widford Parish Council	100	100
Broxted Parish Council	500	500
Sawbridgeworth Town Council	500	278
Hatfield Heath Parish Council	100	100
Cottered Parish Council	50	-
Elsenham Parish Council	-	100
Benington Parish Council	-	50
Thorley Parish Council	100	-
Buckland & Chipping Parish Council	50	-
	<b>159,758</b>	<b>169,471</b>

**Restricted Funds**

Grants – Various (2021 Covid related)	48,519	-
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<b>Total</b>	<b>208,277</b>	<b>169,471</b>
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The income from grants was £159,758 (2019/20: £169,471) of which £159,758 (2019/20: £169,471) was unrestricted and £0 (2019/20: £0) was restricted. The charity received no grants from central government or any other assistance. The core sum received from the local authority was £142,590 (2019/20 - £151,697) against which there are no unfulfilled conditions.

**4. Investment Income**

	<b>2020/2021</b>	<b>2019/2020</b>
	<b>£</b>	<b>£</b>
Rental income	1,000	1,600
Bank Interest	1,503	1,575
	<b>2,503</b>	<b>3,175</b>

All investment income in both the current and previous years relates to unrestricted funds.



**5. Income from charitable activities**

	<b>2020/2021 Total</b>	<b>2019/2020 Total</b>
<b>Restricted Funds</b>	<b>£</b>	<b>£</b>
Herts Community Foundation	19,754	1,160
Friends of EHCAS (Training Advisers)	-	2,000
Herts County Council- Three Rivers (Safe & Well)	-	6,150
East Herts Council - Homeless Prevention (Money Advice)	-	17,817
Ware Charities – Ware Outreach (Money Advice)	8,414	8,312
Big Lottery Fund Awards for All – Debt Training Advisers	9,952	-
Citizens Advice (UC-Help to Claim)	9,940	5,603
Citizens Advice (UC-Best Practice)	46,474	43,501
M&PS	39,648	39,000
Henry Smith Foundation (Mental Health)	17,772	-
East Herts Council (Homeless Prevention)	15,950	33,750
East Herts Council (EU Settled Status)	9,534	-
Herts County Council Locality Grants	-	9,500
Herts County Council (Defra)	1,500	900
Herts County Council (Ware Outreach)	10,000	-
Herts County Council -BEIS	-	210
Herts County Council (Training Advisers)	3,995	-
Herts CAS (Crisis Intervention)	-	950
Herts CAS (Scam awareness)	27,000	22,647
Hastoe (Housing Association Benefits)	7,000	6,000
	-	750
	<b>226,933</b>	<b>198,250</b>
<b>Unrestricted Funds</b>		
Various – (2021 largely Covid related)	36,787	1,162
	<b>36,787</b>	<b>1,162</b>
<b>Total Funds</b>	<b>263,720</b>	<b>199,412</b>



As at 31<sup>st</sup> March 2021**6. Analysis of Expenditure**

	<b>Direct Costs</b>	<b>Support Costs (note 7)</b>	<b>Total Costs</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b>2020/2021</b>			
Advice and Information	335,477	109,314	<b>444,791</b>
<b>2019/2020</b>			
Advice and Information	284,294	91,177	<b>375,471</b>

**7. Analysis of Support Costs**

	<b>Basis of Apportionment</b>	<b>Management</b>	<b>IT</b>	<b>Finance/ HR</b>	<b>Governance</b>	<b>Total</b>
		<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>2020/2021</b>						
Advice and Information	Direct	35,634	41,547	23,793	8,340	<b>109,314</b>
<b>2019/2020</b>						
Advice and Information	Direct	34,935	24,575	23,327	8,340	<b>91,177</b>

Governance costs comprise examination fees £3,600 (2019/2020: £3,600); professional fees £3,540 (2019/2020: £3,540) and Board Secretariat £1200 (2019/20: 1,200).

**8. Analysis of staff costs and key management personnel**

	<b>2020/2021</b>	<b>2019/2020</b>
	<b>£</b>	<b>£</b>
Wages and Salaries	291,411	244,256
Social Security Costs	18,435	15,452
Pension Costs	10,720	8,985
	<b>320,566</b>	<b>268,693</b>

The charity trustees were not paid in the year (2019/2020: nil), neither were they reimbursed expenses during the year (2019/2020: nil).

The average monthly head count was 18 (2019/2020: 17) and analysis of the staff employees during the year was:

	<b>2020/2021</b>	<b>2019/2020</b>
	<b>Actual Number</b>	<b>Actual Number</b>
Advice and Information	11	12
Support Services	7	5
Total	<b>18</b>	<b>17</b>

There are no employees whose total employee benefits, including pension contributions, total over £60,000.



**9. Net Incoming Resources**

	<b>2020/2021</b>	<b>2019/2020</b>
	<b>£</b>	<b>£</b>
Net Incoming Resources is stated after charging:		
Depreciation	-	3,487
Independent examination fees	3,600	3,600
Operating lease rentals	21,502	16,250

**10. Tangible Fixed Assets**

	<b>IT</b>	<b>Total</b>
	<b>£</b>	<b>£</b>
<b>Cost or Revaluation</b>		
At start of year	59,995	59,995
Additions	-	-
<b>At end of year</b>	<b>59,995</b>	<b>59,995</b>
<b>Depreciation</b>		
At start of year	59,995	59,995
Charge for year	-	-
<b>At end of year</b>	<b>59,995</b>	<b>59,995</b>
<b>Net book value at the end of the year</b>	<b>-</b>	<b>-</b>
<b>Net book value at the start of the year</b>	<b>-</b>	<b>-</b>

**11. Debtors**

	<b>2020/2021</b>	<b>2019/2020</b>
	<b>£</b>	<b>£</b>
Sundry Debtors	6,544	58
Prepayments	1,714	5,498
	<b>8,258</b>	<b>5,556</b>



As at 31<sup>st</sup> March 2021**12. Creditors: Amounts falling due within one year**

	<b>2020/2021</b>	<b>2019/2020</b>
	<b>£</b>	<b>£</b>
Other Creditors	-	623
Accruals	7406	4,574
Deferred Income	88,618	55,273
	<b>96,024</b>	<b>60,740</b>

**Deferred income reconciliation:**

	<b>£</b>	<b>£</b>
Balance brought forward	55,273	26,403
Amount released to the Statement of Financial Activities	(55,273)	(26,403)
Amount deferred in the year	88,618	55,273
Balance carried forward	<b>88,618</b>	<b>55,273</b>

Deferred income represents funds advanced for projects undertaken in the following year.

**13. Pensions**

The charity observes its obligations under auto-enrolment, and some employees of the charity are entitled to join a defined contribution "money purchase" scheme. The charity's contributions are restricted to a maximum of 6% of the employee's gross salary.

EHCAS participated in a defined benefit pension scheme operated by Hertfordshire County Council until 31 December 2008. There are no active members of the scheme and the Trustees had agreed with the Trustees of the pension scheme that the charity may continue to participate in the scheme, making payments of £2,500 per annum. EHCAS, being a ceased employer within the fund with an outstanding deficit, had been required to value the deficit on a Gilts (cessation) basis, a full review and actuarial valuation being completed triennially. The basis used for the most recent valuation however is Gilts with cessation mortality. Cessation mortality assumes a more prudent life expectancy - people will be expected to live longer, and pensions expected to be paid for longer, therefore a slightly increased liability. Due to a change in legislation a cessation valuation has been undertaken since the balance sheet date with a view to crystallising the liability and agreeing its ultimate settlement. Due to the prudent approach taken previously, the Trustees did not expect a significant shift in the value previously reported. At 31<sup>st</sup> March 2021 this sum is now valued at £123,000 (2020 - £137,000), due to the recent favourable performance of the fund. This valuation is included in these Accounts.

The figures and assumptions relating to the Charity are estimated as set out below:-

	<b>31/03/2021</b>	<b>31/03/2020</b>
	<b>£000</b>	<b>£000</b>
Fair value of scheme's assets	304	272
Present value of scheme's liabilities	(427)	(409)
Surplus (deficit) in scheme	(123)	(137)
Asset (liability) to be recognised	(123)	(137)
	<b>Period ended</b>	<b>Period ended</b>
	<b>31/03/2021</b>	<b>31/03/2020</b>
	<b>£000</b>	<b>£000</b>
Scheme liabilities at start of period	409	372
Movement in fund	38	57
Benefits paid	(20)	(20)
Scheme liabilities at end of period	<b>427</b>	<b>409</b>



As at 31<sup>st</sup> March 2021

Reconciliation of opening and closing balances of the fair value of scheme assets:-

	Period ended 31/03/2021	Period ended 31/03/2020
	£000	£000
Fair value of scheme assets at start of period	272	243
Return on scheme assets	50	46
Contributions by the employer	2	3
Benefits paid	(20)	(20)
Fair value of scheme assets at end of period	<b>304</b>	<b>272</b>

Assets;

	Period ended 31/03/2021	Period ended 31/03/2020
	%	%
Equity	65%	65%
Bonds	25%	25%
Cash and other assets	3%	3%
Property	7%	7%

The actuarial assumptions are as follows;

	2020/2021 % per annum	2019/2020 % per annum
Pension increase rate	1.3%	1.6%
Salary increase rate	2.8%	2.0%
Discount rate	0.8%	0.8%

The average future life expectancies at age 65 are males 19.1 years and females 21.5 years.

#### 14. Restricted Funds

	2020/2021			
	As at 1 April 2020	Income	Expenditure	As at 31 March 2021
	£	£	£	£
Benefits	379	131,474	129,669	2,184
Homeless	1,426	9,534	9,631	1,329
Mental Health	9,834	15,950	25,784	-
Other	576	69,975	60,322	10,229
Total	12,215	226,933	225,406	13,742

	2019/2020			
	As at 1 April 2019	Income	Expenditure	As at 31 March 2020
	£	£	£	£
Benefits	488	113,613	113,722	379
Homeless	1,537	17,817	17,928	1,426
Mental Health	7,211	33,750	31,127	9,834
Other	1,393	33,070	33,887	576
Total	10,629	198,250	196,664	12,215



As at 31<sup>st</sup> March 2021

The nature of these funds is as given below;

Benefits – advice in connection with benefits available to those in difficulty; example Universal Credit.

Homeless – debt, budgeting and benefits advice to people at risk of homelessness.

Mental Health – advice for people with mental health issues living with debt, in crisis or facing exceptional pressures.

Covid – issues specific to the challenges presented by Covid-19.

Money Advice/Other – other issues such as debt, credit issues, scams awareness and EU settled status

## 15. Unrestricted Funds

	2020/2021				
	As at 1 April 2020	Income	Expenditure	Tfrs/Move ments	As at 31 March 2021
	£	£	£	£	
Designated Funds					
Fixed Assets	-	-	-	-	-
Other Assets	-	-	-	44,000	44,000
<i>Total Designated Funds</i>	-	-	-	44,000	44,000
General Fund	118,810	184,957	117,576	(44,000)	142,191
<b>Total Unrestricted Funds</b>	118,810	184,957	117,5076	-	186,191

	2019/2020				
	As at 1 April 2019	Income	Expenditure	Tfrs/Move ments	As at 31 March 2020
	£	£	£	£	£
Designated Funds					
Fixed Assets	3,487	-	3,487	-	-
<i>Total Designated Funds</i>	3,487	-	3,487	-	-
General Fund	108,194	187,904	177,288	-	118,810
<b>Total Unrestricted Funds</b>	111,681	187,904	180,775		118,810

## 16. Net Assets by Funds

	General Fund	2020/2021 Designated Funds	Restricted Funds	Total Funds
	£	£	£	£
Tangible Fixed Assets	-	-	-	-
Current Assets	361,215	44,000	13,742	418,957
Creditors falling due in less than one year	(96,024)	-	-	(96,024)
Defined benefit pension liability	(123,000)	-	-	(123,000)
	142,191	44,000	13,742	199,933



As at 31<sup>st</sup> March 2021

	<b>General Fund</b>	<b>2019/2020 Designated Funds</b>	<b>Restricted Funds</b>	<b>Total Funds</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Tangible Fixed Assets		-	-	-
Current Assets	316,280	-	12,215	<b>328,495</b>
Creditors falling due in less than one year	(60,470)	-	-	<b>(60,470)</b>
Defined benefit pension liability	(137,000)	-	-	<b>(137,000)</b>
	<b>118,810</b>	<b>-</b>	<b>12,215</b>	<b>131,025</b>

#### 17. Reconciliation of net income / (expenditure) to net cash flow from operating activities

	<b>2020/2021</b>	<b>2019/2020</b>
	<b>£</b>	<b>£</b>
Net expenditure for the reporting period (as per the Statement of Financial Activities)	68,908	8,715
Adjustments for:		
Depreciation Charges	-	3,487
Decrease/(Increase) in debtors	(2702)	527
Increase in creditors	35,554	32,037
Movement in pension liability	(14,000)	8,000
Net cash provided by / (used in) operating activities	<b>87,760</b>	<b>52,766</b>

#### 18. Analysis of cash and cash equivalents

	<b>2020/2021</b>	<b>2019/2020</b>
	<b>£</b>	<b>£</b>
Cash in hand	46	646
Notice deposits (less than 3 months)	410,653	322,293
Total cash and cash equivalents	<b>410,699</b>	<b>322,939</b>



**20. Commitments under operating leases**

The charity had total commitments under operating leases as set out below:

	<b>2020/2021</b>		<b>2019/2020</b>	
	<b>Land &amp; Buildings</b>	<b>Other</b>	<b>Land &amp; Buildings</b>	<b>Other</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
0 to 1 year	8,500	-	20,832	-

**21. Related party transactions**

During the year, £3,480 (2019/2020: £3,480) was the deemed market value of services provided without charge by Tees Solicitors for legal work relating to general professional advice. James Dowson, a director of the company, is a partner of Tees. There are no other related parties to note.