

Annual Report 2022-2023



**citizens
advice**

East Herts

What we do

Citizens Advice East Herts is a local, independent charity. We support people with free, confidential and impartial advice, and campaign on the big issues affecting people's lives. From April 2022 to March 2023 we helped 4,368 people with 11,654 Issues.

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 enable people to help themselves and tailor our support to meet people's needs.

Most of our advice is given by volunteers in a variety of ways according to choice and client need. 80% of our clients say they prefer advice on the phone but we also offer email and online advice and we continue to see clients face to face when needed. We also run specialist projects and casework support where funded by partners.

Contents

p2

What we do

p3

Introduction from Chair of Trustees

p4

A word from our new CEO

p5

Impact overview

p7

A guide to our services

p12

Projects & partnerships

p14

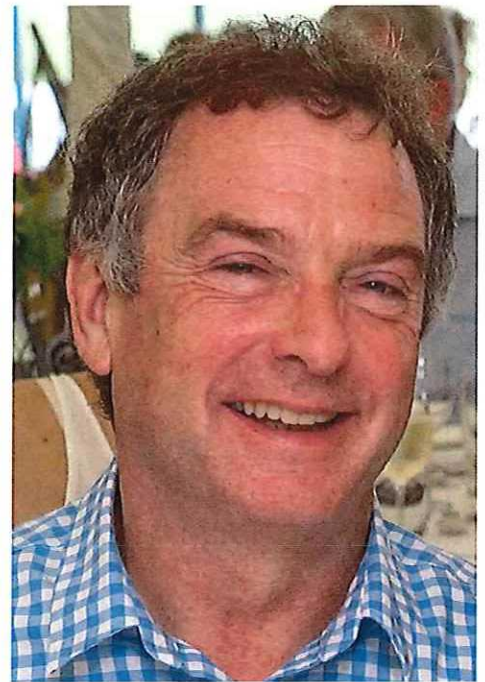
Research & campaigns

p16

Financial performance & fundraising

Introduction from Chair of Trustees

This last year has been about meeting challenges. Once again, despite the financial challenges of reduced income from our statutory funders, we have kept our service running and sustained our income. There have been other important stresses placed on the charity over the last year. In February, Laura Hyde, our long-standing CEO left to head up another charity. She left with all our good wishes, but was a hard act to follow. Nevertheless, an ambitiously scheduled recruitment campaign produced several very strong contenders. Maxine Bromyard, our new CEO, led the field and we were delighted to appoint her in March, she provides us with continuity combined with invaluable experience of Citizens Advice, and is already having an impact in kicking off projects that we have been wanting to establish for a long time.



This includes establishing closer relationships with food banks, particularly in Bishop's Stortford, recruiting specialist debt advisers and developing our housing support to solve the increasingly complex problems of the people we help.

We set up Contact Centres in Bishop's Stortford Methodist Church and Hertford Sele Community Centre, with a plan to roll them out to the other main towns and develop the model to reach people where they are. We continue to carry out face to face sessions, including home visits, with those who most need in-person contact, and the alternative channels we have developed since 2020 have allowed us to reach more people at a time of increasing demand.

Attracting volunteers has become more difficult, partly due to people seeking more paid work as the cost of living crisis takes hold, or supporting their children by assuming child care responsibilities. Recruitment of a Training Manager last year has been vital in turning this situation around so that volunteers are better supported and thus retained. Without them, our paid staff and the trustee board, we would not be able to function and continue to deliver the top-quality advice service that we do.

To them, our funders and community partners I send my thanks and congratulations for meeting all of these challenges and those to come.

Tony Murphy

A word from our new Chief Executive Officer

I'm very excited to have the opportunity to be part of a local charity which makes such a difference in East Herts. I was an adviser with Citizens Advice for many years and know first hand how our advice can reduce stress, build resilience and change lives for the better. I want to thank my predecessor Laura Hyde for doing such a fantastic job over the last 10 years, steering the charity through many changes and turbulent times, and leaving it strong and well placed to continue its valuable work. We all wish her well in her new position.



I plan to build on what she's achieved by opening more Contact Centres across East Herts, so the digitally excluded and people with additional needs or disabilities have a variety of ways to get our advice. I will continue to build on our strong community relations with Councils and other partners and stakeholders with regular meetings and updates as well continuing to fundraise so we can maintain our service in the face of increased demand. I also want to thank the amazing team of volunteers and staff who are the heart of Citizens Advice East Herts for being so welcoming and willing to go above and beyond to help others.

Maxine Bromyard

Our Values

We are **Respectful**

inclusive non-judgemental reliable
approachable supportive patient
empathetic empowering kind
caring honest trustworthy
transparent



Our Values

We are **Professional**

quality advice free confidential
campaigning for social policy changes
independent evidence based
demonstrable impact
value for money



Our Values

We are **Local**

available accessible respected
care about communities trusted
building partnerships locally
connect clients to solutions



Our Values

We are **Flexible**

visionary change makers innovative
outward thinking dynamic adaptable
passionate positive test and learn
anticipate change



Impact overview

Who we are and how we help

				
Free advice for everyone – on everything	Advocacy Research & Campaigns	61 volunteers	40% East Herts clients from most deprived wards	5 locations

What we do

				
Face-to-face advice at client's home or in community settings	Advice by phone 10am to 4pm every weekday	Contact Centres: a drop-in triage service in Hertford and Bishop's Stortford	Advice by email, webchat & messenger	Casework: supporting clients with complex problems

Our impact – 2022/23

				
4,368 people helped	11,654 issues dealt with	85% said they wouldn't have sorted their problem without our help.	78% would recommend our service	£27.77 public value return for every £1 invested

Impact overview

The future

				
We want to recruit and retain more advisers	We want to open more Contact Centres for the digitally excluded and people with additional needs	We want to raise our profile so everyone knows how to reach us	We want to increase our fundraising so we can maintain our free advice service	We want to work with community partners to create projects which serve the local community

Did you know...

Our financial value to society is £11,298,933 in public value and £4,288,200 in income gained through benefits, debts written off and consumer problems resolved to the people we help. That works out as £10.54 gained for them for every £1 invested.

Our volunteers give around 13,000 hours of their time per year. Using our treasury model, the public value of our volunteers in wider economic and social benefits is estimated at £366,332. Volunteering not only benefits 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.

Statement of internal control

The trustee board oversees the information security of all personal information of our clients, staff, funders and strategic partners that is processed. Citizens Advice East Herts hold joint responsibility for client data that is held in our case management system, with the national Citizens Advice Service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of the UK General Data Protection Regulation and Data Protection Act 2018.

A guide to our services

Our general advice service is open to anyone who lives or works in East Herts or Uttlesford. We offer free, confidential and non judgemental advice and information on all issues including benefits, debt, housing, employment, relationships and consumer problems. 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.

All advisers receive comprehensive training; we rigorously check cases for quality and client outcome, and a random selection is audited by national Citizens Advice with most cases consistently scoring the highest rating for client outcome.

Client satisfaction levels remain constant with 4 out of 5 clients saying we have improved their lives. We are continuing to communicate the many ways people can access our advice.

The cost of living continues to affect local people and it is changing the work we do. The number of issues we are advising on has increased to 2.6 per client, with many people coming to us with numerous, interlinking problems.

People need different types and levels of support depending on their circumstances and many of our clients require more than one appointment. The proportion of clients who require advice and support over a period of time, increased for the third year in a row, also reflecting the growing complexity of people's problems.

Our Advisers carried out 10,853 activities supporting clients - the average number of activities per client has increased to 2.4 up from 2.2 last year. This means it is taking longer for each Adviser to support a client as they have to do more to resolve their problems. We also have specialist debt, housing and benefits advisers who see clients who need particular help in these areas. We continue to see ourselves as being run by the community for the community. Our volunteers are local people who understand the area and the challenges clients face.

We have appointed a Community Engagement Lead whose role is to meet directly with local people and find out about their needs. He also liaises with other Community Groups and stakeholders to let them know they can refer clients to us and are aware of the help we give. We continue to reach directly to vulnerable people with our weekly Contact Centres in Bishop's Stortford and Hertford Sele and by offering face to face appointments in community locations, as well as home visits where needed.

The future

Our Vision is to Meet Client Needs – Now and in the Future. We will do so with four objectives:

1. Meet client access needs
2. Actively reach out to those who need adapted support
3. Meet client advice needs
4. Anticipate future challenges so that Citizens Advice East Herts survives and thrives

This means:

- We want to open more weekly Contact Centres - ideally one in every market town in East Herts - to ensure that people know our doors are open to them, whatever their need
- We want to grow our Community work - asking questions and listening so we understand client needs better
- We want to try new things - such as taking our advice to the road in a Community Bus - so we can see what works and delivers value for money
- We want to build relationships with community partners so we can provide a more holistic service, meeting a range of needs within the community
- We want to challenge ourselves to use innovative methods to extend our reach through new channels both face to face in the community and with digital technology such as AI



Client case study: Emma*

Emma, from Ware, came to us for help last year. She had a troubled history with a young disabled son currently living with her mother, addiction and domestic abuse. She was unable to maintain her job because she had lost her car and lives in a rural area with poor public transport, which also means it is difficult for her to see her son, and she suffers with ongoing anxiety.

Living in a 2-bedroom property, her benefits were affected by the bedroom tax, and because the property was adapted for her son's disabilities, she was finding it difficult to downsize.

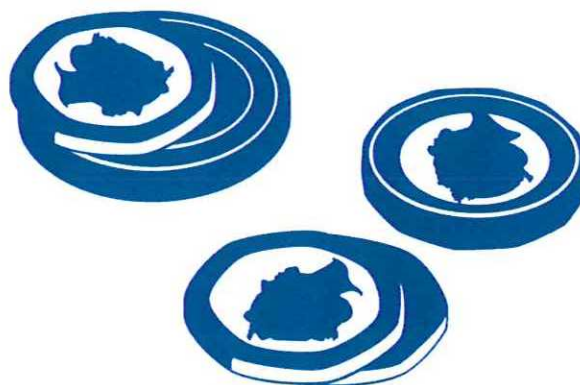
Due to her low income over the last few years, Emma had fallen into debt, owing over £3000 in priority debts (council tax, rent arrears, court fees and utilities) and £4000 in various non-priority debts.

We helped Emma to enter a Breathing Space for the debts and then worked with her to apply for a Debt Relief Order, with a grant from Standon Charities for the £90 fee, which she could not afford. This has brought much-needed relief for Emma from being chased by debt collectors and she will be able to manage on her income going forwards.

We supported Emma throughout the process with applications for Discretionary Housing Payments, fuel grants and supermarket vouchers.

Emma is now looking to the future and preparing to apply for her son to live with her again, so she would like to stay in her current 2-bedroom property and try to manage with the bedroom tax, and we will support her through this process as much as we can.

*name changed



Key figures (2022-2023)

We helped clients with:



5,273 phone contacts
2,819 email contacts
and **425** in person contacts

Our biggest activities were **telephone calls (49%)** and **email (26%)**

The top issues we helped people with were:



Benefits and tax credits
2,302 issues



Charitable support and food bank
1,163 issues



Housing
1,607 issues



Utilities and Communication
1,209 issues



Debt
1,092 issues

Over the past 12 months
we helped over **4,300
unique clients**.

Our clients raised over
11,600 issues.

The average **number of
issues** raised per client
has increased to **2.6**.

Our Advisers carried out
over 10,800 activities
supporting clients.

The **average number of
activities per client** has
increased to 2.4, up from
2.2 last year.

Client Feedback

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

Quotes from clients

I actually don't know how I'd cope without the Citizens Advice; there have been several low points in my life where I didn't know which way to turn. CA have always been able to help me get through my various problems and all done with practical help, kindness and empathy. An utterly marvellous service.

Many thanks for a superb service, I don't know what I would have done without your help and kindness.

Amazing, fast service. The person I spoke to listened to all of my concerns, gave me some great advice and seemed to really care. Highly recommend.

The lady I spoke to was so patient and helpful. It's nice to come across someone who is so passionate about their job.

Thank you so much to all at CAB for your help. With your help my family has been able to secure housing and our future looks extremely bright. We couldn't have done it without your help.

Projects & partnerships

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

Projects list



WARE CHARITIES

Specialist casework: To provide specialist money, debt and housing advice. Funded by the National Lottery, Postcode Places Trust, The Ware Charities

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



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

Cost of living advice: To increase our capacity to help clients through the cost of living crisis. Funded by Herts & West Essex Integrated Care System via Herts County Council



Hertfordshire and West Essex Integrated Care System



SHANLY FOUNDATION

Schroder
CHARITY TRUST

Adviser recruitment and training: To recruit, train and develop volunteer advisers to provide advice in East Herts. Funded by the National Lottery, the Shanly Foundation and the Schroder Trust

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



Projects list



Post COVID-19: To complete set up of our new working hubs. Funded by Hertfordshire Community Foundation

Scams awareness: To provide preventative information and advice on scams. Funded by the Herts Police and Crime Commissioner via Hertfordshire Community Foundation



Community engagement: To raise awareness of our work, to give access to our advice services to people who can't engage by phone or digital and work with community groups and partners to expand our work into other areas of need. Funded by Hertfordshire Community Foundation



Uttlesford: To provide advice and information to residents living in the Uttlesford district. Funded by Uttlesford District Council



WARE CHARITIES

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

CAEH Website Development: To develop a new website with 3 aims: self-help and advice for clients, attract volunteers and staff, and help with fundraising. Supported by We Create Better



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.

Cost of living crisis

The cost-of-living crisis has impacted our clients and has been a focus of our Research and Campaigns activity. Our [Cost-of-Living research paper](#) was published in April 2022 to highlight the growing number of people affected by the increase in the cost of living nationally and locally and to reflect the causes, impacts and possible solutions. We have continued to see the ongoing impact of fuel prices, rising food costs, rents, and mortgage payments, often resulting in negative budgets when people cannot afford even the basic necessities. We monitor five key issues to show the impact of the cost-of-living crisis on our clients – these are charitable support and food banks, personal independence payment (PIP), energy issues, energy debt and council tax arrears. We are helping more clients than ever before with these issues. We've seen a marked increase in people coming to us for advice on charitable support and food banks, almost double compared to 2021/22.

National campaigns

We supported National Citizens Advice on several campaigns:

Scams: June was scams awareness month, so we ran a communications campaign with social media, articles in local media and top tips on warning signs sent on our behalf by Online Watch across Hertfordshire.

National Consumer Week: This takes place annually in November. We used social media and with partners Herts County Council Trading standards, OWL messaging service and Neighbourhood Watch to spread key messages to help prevent people being sold faulty goods, or goods that went faulty shortly after sale; Goods not arriving or not being sent; Goods being different to what was advertised.

Cost of Living Campaign: Contacting our local MP, East Herts District Councillors, local Councillors, and local partners with information from the national cost of living interactive dashboard, highlighting local East Herts data e.g., there were 3.1 people per 10,000 needing crisis support in East Herts between April and June 2019. This had increased to 8.1 in the same period in 2022.

Prepayment meters: Getting in touch with our local MP to highlight new data showing the impact of people being forced onto prepayment meters (PPMs) when they can't afford their energy bills.

Local campaigns

We have used social media and feature articles in local newspapers to provide advice on key topics such as the cost-of-living payments available; advice for first time tenants; the need to get Personal Independence payment (PIP) money to those in need; dealing with higher energy bills; urging banks to show as much understanding as possible when people can't afford to pay; encouraging people to donate the energy rebate; practical information about bringing down energy costs; employment advice on working on bank holidays; planning ahead to get the most out of a pension pot. We have also used feature articles in local newspapers to provide information about volunteering for CAEH; how our Bishop's Stortford contact centre works and on how CAEH advisers are trained and very experienced so can help with a range of problems and to thank people who have donated to keep our service running.

Research

As well as the Cost-of-living report, we have published several research papers on our website over the year:

Domestic Abuse: A serious issue that affects a wide range of people from different groups and backgrounds across East Herts. Domestic abuse is a hidden crime, which is often underreported.

Personal Independence Payments (PIP): A problem nationally and locally with issues including the complexity of claiming PIP, the inadequacy of telephone health assessments, delays with receiving money, mandatory reconsiderations having to be made and then subsequently being overturned on appeal amongst others.

Our Older Clients: Citizens Advice East Herts serves clients of all ages, a significant proportion of whom are above the age of 55. This report considered the issues presented by this older age group and carried out a staged analysis of smaller age bands to identify specific needs amongst older clients.

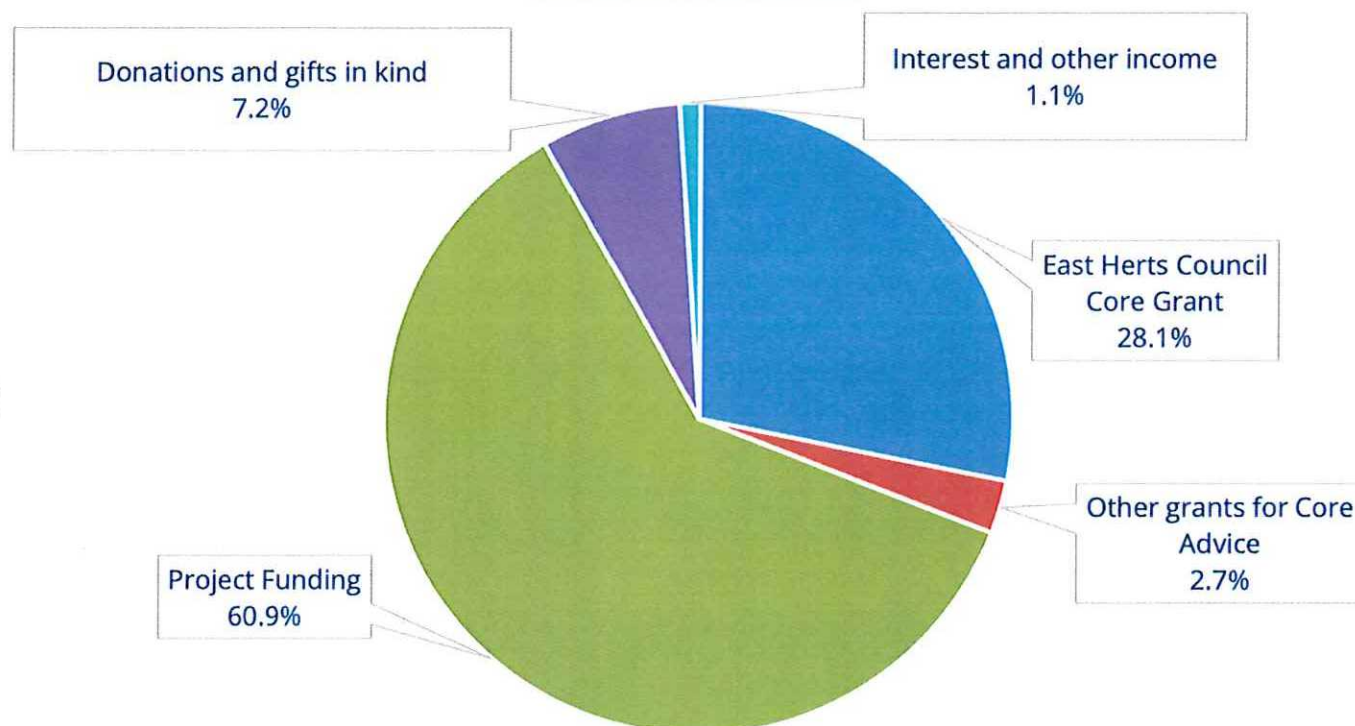
We also provided a wide range of regular and bespoke reports and statistics to members of the senior leadership team and Board of Trustees as required e.g., to support fundraising applications, to monitor trends, to analyse advice needs, for meetings with local MPs, Councillors, East Herts Council Officers and partners.

For more information on our research and campaigns work please visit [our website](https://citizensadviceeastherts.org.uk).

Financial performance & fundraising

Income

Income 2022/23

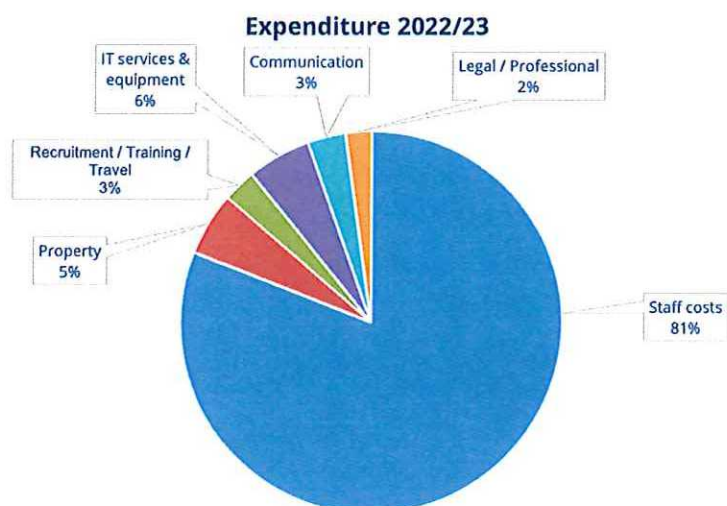


In the year ended 31st March 2023, Citizens Advice East Herts received a total income of £422,924 (2021/22: £478,565) from grants, project funding, donations, fundraising and investment income.

Citizens Advice East Herts received £159,549 in grants and donations (2021/22: £162,822) during the year, including £10,800 of services free of charge (2021/22: £4,254), towards supporting core advice services. The grant from East Herts Council reduced to £119,044 (2021/22: £132,590) which was 28.1% of total income (2021/22: 27.7%).

£230,452 of our income (just over 54% of total income) was restricted in its use for specific projects covering, but not restricted to, benefits, debt, housing, consumer, family and relationships, employment, discrimination, and immigration (2021/22: £292,515, 61% of total income). Restricted income enables valuable additional activity to be undertaken, as well as being vital in contributing to operating costs.

Expenditure



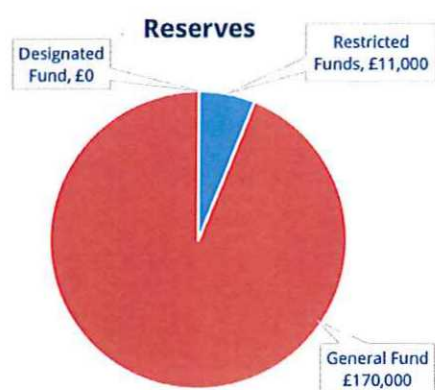
Total operating costs for 2022/23 were £438,927 (2021/22: £481,239) of which £355,298 related to staff costs (2021/22: £395,677). The reduction in staff costs from 2021/22 is principally due to natural wastage, coupled with recruitment not always proving easy to achieve.

In setting the budget for 2022/23, it was anticipated that there would be some utilisation of reserves over the year to allow for anticipated

increases in staffing, and the adviser training required to meet anticipated client needs. This proved not to be entirely the case, and a lower than anticipated deficit was realised, due also to a magnificent fundraising effort. Some additional costs were able to be met with additional sums kindly donated, and cost increases in other areas were set off by cost savings realised in the now settled working from home arrangements. The result was an operating deficit of around £16,000 (2021/22: £2,600). Following the pandemic working practices have shifted, and we are well placed to meet the ever-increasing demand. The reserves, although reduced to a degree by the results of the year just ended, are committed to the continuing expansion of operations in the current year. To this end a deficit budget is again set for 2023/24 as we continue to invest in the organisation for the good of all. Given this 'across the board' approach to the current year it was decided not to designate specific funds to projects, as had been the case in recent years, but remain flexible to employ funds where most needed. The plan ensures sufficient reserves are carried into 2023/24, and beyond, where a similar challenge on reserves is to be expected.

As mentioned above, taking account of the charity's reserves at the end of 2022/23 and the ongoing strong demand for our services, the Trustees have committed to a deficit budget for 2023/24, to enable the continuation, and expansion, of the vital support given to the community of East Herts. Given the ever-present uncertainties which may 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 for the future.

Reserves



Reserves at the end of 31st March 2023 amounted to £181,000, (31st March 2022: £197,000) including general reserves of £170,000 and restricted funds of £11,000. 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 liability to the Herts County Council pension deficit which relates to employees who were

active members of the pension scheme prior to 2008. Legislation demanded that this deficit be crystallised with a view to its determination and ultimate settlement, and we are pleased, if one can be pleased with a liability, to note that the crystallised sum was valued at a level we had previously reserved at, and, going forwards, repayment of the liability has been negotiated at a level so as to not put a strain on the financial position.

Fundraising

We are fortunate to have a supportive local authority in East Herts Council but many of our costs must be met through our own efforts and also through help from "The Friends of EHCAS". Other income is generated from interest on deposits.

As ever, we offer our sincere thanks to all our grantors and donors for their continuing, generous support in these challenging times. 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 people of East Herts.



Thank you to:

- Albury Parish Council
- Amwell Rotary Club
- Arnold Clark Community Fund
- Bayford Parish Council
- Benington Parish Council
- Broxted Parish Council
- Buckland & Chipping Parish Council
- Buntingford Town Council
- Chantry Rd Association
- Co-operative Community Fund
- Councillor Bishop's Stortford East: Calvin Horner
- Councillor Buntingford: Jeff Jones
- Councillor Hertford All Saints: Ben Crystall
- Councillor Sawbridgeworth: Eric Buckmaster
- Councillor Ware South: Jonathan Kaye
- East Herts District Council
- East Herts Lottery
- Elsenham Parish Council
- Friends of East Herts Citizens Advice Service

- Haileybury Academy Trust
- Hamptons Estate Agents
- Hertford Rotary Club
- Hertfordshire County Council
- Hertfordshire Community Foundation
- Inner Wheel Club of Ware
- Jonathan Hunt estate agents
- Little Berkhamsted Parish Council
- McMullens - Macs Hart Trust
- National Lottery
- Police and Crime Commissioner
- Postcode Places Trust
- Sawbridgeworth Town Council
- Schroder Charity Trust
- Shanly Foundation
- Stanstead Abbots Parish Council
- Stanstead St Margarets Parish Council
- The Ware Charities
- Thorley Parish Council
- Uttlesford District Council
- Ware Town Council
- Watton-at-Stone Parish Council
- Widford Parish Council

Plus those who gave individually or anonymously. We were particularly grateful for a donation of £11,000 from the estate of M. Franklin, a former client who was helped a great deal by our wonderful adviser Jeanette Spencer who sadly passed away in 2021. We are also continuing to benefit from Jeanette's legacy through the sale of items from her estate, totalling £245 over this year. And our talented volunteer Colin Eldred organised a fundraising concert at St Leonard's Church, Hertford, raising £850.

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



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



© Citizens Advice East Herts November 2023

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



East Herts

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

FINANCIAL STATEMENTS

For the year ended 31st March 2023

Registered Charity No: 1083211
Company No: 3982216

Legal and administrative information

For the year ended 31st March 2023

Trustees and Directors:

Tony Murphy	Chair
James Dowson	Secretary
Gary Cansick	Treasurer
Elaine Connor	
Roger Merton MBE	Resigned 21 st November 2022
Richard Smith	
Ballu Sesay	
Christine Gillham	
Nick Walker	Resigned 30 th January 2023
Barry Hunt	
Rachael Williamson	Appointed 27 th March 2023

Secretary: James Dowson

Registered Office: The Manor House
High Street,
Buntingford
Hertfordshire
SG9 9AB

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

Independent Examiners: Montague Accounts
Poachers Cottage
Brewers Lane
Badsey
Evesham
WR11 7EU

**Contents of the Financial Statements
for the year ended 31st March 2023**

	Page
Trustees' Report	3 to 8
Independent Examiner's Report	9
Statement of Financial Activities	10
Balance Sheet	11
Statement of Cash Flows	12
Notes to the Financial Statements	13 to 23

Trustees' Report

The Trustees are pleased to submit their annual report and financial statements for the year ended 31 March 2023 for the East Herts Citizens Advice Service, referred to in these statements as Citizens Advice East Herts.

The Directors act as Trustees for Citizens Advice East Herts, 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 1st 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 provides free, confidential, non-judgemental and impartial advice. We are a member of the Citizens Advice network and an independent, trusted and well-known local charity. East Herts is a large, semi-rural district with limited transport links across the regions, and partial digital connectivity with some areas not

covered. Therefore ensuring people can access quality phone advice is one of our top priorities.

Our staff and volunteers are local people - we are run by the community for the community. Many of our paid staff are previous volunteers or have "lived experience".

Our advice is delivered via phone, email, webchat and in person (including home visits). Our support is wide-reaching and includes providing advice on debt, benefits, housing, employment, relationships and utilities – hence we are best placed to help people manage the increase in the cost of living. There is no other organisation who provides the wide-ranging, detailed and externally accredited advice that we offer.

People need different types of advice depending on their circumstances. Some are in financial distress; others have experienced personal difficulties. Many clients have mental health issues or learning disabilities and are often in crisis situations with complex problems that need in-depth support.

We are currently staffed by 20 part-time and 1 full time paid employee (2021/22, 18 part-time and 1 full time paid employee) and 61 volunteers (2021/22, 67 volunteers). Our volunteers are the backbone of our organisation, giving us in the region of 13,000 hours of their time (2021/22, 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. Our service delivery relies on volunteers, and we are proactively driving recruitment; we need to build up our numbers, which have dropped significantly since Covid lockdowns, with more people finding paid employment or looking after grandchildren with parents needing to work.

We have a strong track record of working in partnership and we are a key partner on 'East Herts Frontline' – <https://eastherts.hertsfrontline.org.uk/> - an 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. In March 2023 there were 118 published services in East Herts, an increase of 28% on 2021-22. During 2022-23, we made over 500 referrals to partners, an increase of 50% on 2021-22. The most common destinations were foodbanks and fuel support reflecting increased need due to cost of living increases. We received around 150 inward referrals, with the main sources being social prescribers, foodbanks, Community Alliance JobSmart and Age Concern.

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. Almost a quarter of our clients who live in East Herts come from the five most deprived East Herts wards (a similar figure to 2021/22) and some are disadvantaged by their rural location with poor transport links and less energy-efficient homes (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. In addition, the cost-of-living crisis is also highlighting fault lines in our society to which our clients are most exposed. They are in dire need of our advice to help them through these difficult times.

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 options for addressing their issues. Our advice on any subject can improve people's health, make a

difference to their finances and make them more resilient. We aim to enable our clients to find a way forward 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 2022/23 have included debt advice, homelessness prevention, crisis intervention, energy efficiency, cost of living support, disability benefits, home visiting, community engagement and scams awareness.

Last year we focused our reduced resources on East Herts clients so, while our overall client numbers went down (4,368 people compared to 5,725 in 2021/22), we helped more people in East Herts than in 2021/22 on a range of issues including benefits, debt, housing, employment and relationships, offering many multiple appointments as we worked holistically with them to improve their lives. Our advice is available to everyone, but significant numbers of clients come to us because they are vulnerable, facing hardship and unable to move forward without help.

Research and campaigns

In addition to our advice services, we raise awareness of issues affecting our communities through our research and campaigns. In 2022/23 we produced local research papers including:

- Cost of Living in East Hertfordshire
- Personal Independence Payments (PIP) in East Hertfordshire
- Domestic Abuse in East Hertfordshire
- Analysis of the Needs of Older Citizens Advice East Herts Clients
- Report on Employment Tribunals

All our research papers are available on our website at
<https://citizensadvicееastherts.org.uk/research-campaigns/>

We also supported National Citizens Advice on several national campaigns including on scams, cost of living, and prepayment meters.

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 2022/23 in East Herts we generated:

- £11.3 million in public value (2021/22 £14.5 million) i.e. wider economic and social benefits through better wellbeing, participation and productivity for the people we help
- £4.3 million in financial outcomes following advice (2021/22 £6.1 million) through writing off debts, issuing food vouchers, taking up benefits or compensation for consumer problems. That's £10.54 for every £1 invested (2021/22 £13.19 for every £1 invested)
- 7 in 10 people said their problem was resolved following our advice. 8 in 10 said we helped them to move forward.

"I actually don't know how I'd cope without the Citizens Advice; there have been several low points in my life where I didn't know which way to turn. CA have always been able to help me get through my various problems and all done with practical help, kindness and empathy. An utterly marvellous service." (client)

"I spoke to two different people who were equally as courteous, understanding and helpful. I would not hesitate to contact them again, and have already recommended the CAB to friends." (client)

Our impact on our volunteers

Each volunteer receives training and ongoing support specific to their role. It takes approximately 18 months to train a Generalist Adviser and once trained they stay with us, on average, for 11 years. The average initial cost of training and recruiting a volunteer is £1,900 (2021/22 £1,400) 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 £366,332 (2021/22 £491,829). 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.

"I really enjoy being part of an amazing team and supportive colleagues – I believe in the work we do and the organisation and the people." (volunteer)

"The friendship of working with others." (volunteer) - "always learning something new" (volunteer).

We are planning to proactively drive volunteer recruitment in the coming year while also considering how to improve existing volunteers' experience of working within our service.

In 2022/23 we also ran various "community engagement projects", such as scams awareness, rural engagement and digital inclusion. These tackled lack of knowledge and financial hardship, and aimed to reach those at risk of being excluded from involvement in society, including the elderly and socially deprived. We also take our advice service direct to the community with weekly "Citizens Advice Contact Centres" - a triage service run by a paid advice supervisor - in a local Church's community space and a community centre in an area of deprivation.

Clients have appreciated the tailored service we provide in community spaces:

"It's handy having an office in our local community, rather than having to access help via the internet."

"Being available in in less formal places takes out the stigma that some people feel about talking with Citizens Advice."

"It helps to talk to someone when life is a struggle to cope with."

Our impact on clients

Statistics are important as they help us monitor our effectiveness and trends year on year, but they don't give the full picture. Every client is unique and has a story to tell, like Emma (name changed), from Ware, who came to us for help last year. She had a troubled history with a young disabled son currently living with her mother, addiction and domestic abuse. She was unable to maintain her job because she had lost her car and lives in a rural area with poor public transport, which also means it is difficult for her to see her son, and she suffers with ongoing anxiety. Living in a 2-bedroom property, her benefits were affected by the bedroom tax, and because the property was adapted for her son's disabilities, she was finding it difficult to downsize. Due to her low income over the last few years, Emma had fallen into debt, owing over £3000 in priority debts (council tax, rent arrears, court fees and utilities) and £4000 in various non-priority debts. We

helped Emma to enter a Breathing Space for the debts and then worked with her to apply for a Debt Relief Order, with a grant from Standon Charities for the £90 fee, which she could not afford. This has brought much-needed relief for Emma from being chased by debt collectors and she will be able to manage on her income going forwards.

We supported Emma throughout the process with applications for Discretionary Housing Payments, fuel grants and supermarket vouchers. Emma is now looking to the future and preparing to apply for her son to live with her again, so she would like to stay in her current 2-bedroom property and try to manage with the bedroom tax, and we will support her through this process as much as we can.

The future

Pre-Covid, we delivered the majority of our service in person across five locations. In response to Covid, we switched to a home working service, supporting clients via phone, email, online, by video and in person where needed. This new way of working has proved very successful, so we have maintained this model and have been able to help more people locally, although client problems are more complex and take longer to resolve as cost of living increases continue to impact the help available.

During 2023-24, we will extend the Contact Centre model to other areas in East Hertfordshire and consider other ways to reach clients in isolated areas.

Our Vision is to Meet Client Needs – Now and in the Future. We are doing so with four objectives:

1. Meet client access needs
2. Actively reach out to those who need adapted support
3. Meet client advice needs
4. Anticipate future challenges so that Citizens Advice East Herts survives and thrives

For further information on what we do and the difference we make see our website – 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 2022/23, and subsequently for 2023/24. 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 at the time, and the relationship with the Trustees of the HCC Pension Scheme had remained unchanged from 2008 when active membership of the pension scheme ceased and an annual contribution of £2,500 was agreed. During 2020/21 changes in legislation provided that where active membership had ceased it was then a requirement to obtain a 'cessation valuation' of the scheme, with a view to reaching settlement over an agreed period, and the scheme effectively cease. The Trustees instructed a professional cessation valuation, the Report revealing a deficit of £123,000, of which £3,000 was settled in the 2021/22 year, with a proposal of £1,000 per calendar month to clear. This persisted throughout 2022/23, but the settlement period would have proved an unacceptably long period at that rate. For 2023/24, and beyond,

settlement has been offered, and accepted, at £1,800 per calendar month which will settle the deficit over the ensuing five years. The Trustees believe this will prove to be a workable payment plan.

Reserves policy and risk management

Donations, grants and funds 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 £0 (2021/22 £51,525) had been allocated to specific projects which are now ongoing and are designated as such in these financial statements. It was decided, in respect of the current year, not to designate funds as has sometimes been the case in the past, but to allow funds to remain flexible and be applied where most needed. The board has set a prudent and realistic budget for 2023/24 which will eat into reserves, whilst still maintaining adequate reserves for the operation of the Service. Having set such an 'across the board' budget, no funds had been specifically designated to projects this year. 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 a minimum of 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 was very pleasing and very welcomed, but can never, of course, be certain. 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.

6. Statement of Internal Control

The Trustee board oversees the information security of all personal information of our clients, staff, funders and strategic partners that is processed. Citizens Advice East Herts holds joint responsibility for client data that is held in our case management system, with the national Citizens Advice Service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data, and is maintained to a level which is compliant with the requirements of the UK General Data Protection Regulation and Data Protection Act 2018.

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.

East Herts Citizens Advice Service
Trustees' Report
For the year ended 31st March 2023

9. Independent Examiners

A resolution will be proposed at the Annual General Meeting that Montague Accounts 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

18th December 2023

J Dowson
Company secretary



**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF EAST HERTS CITIZENS
ADVICE SERVICE FOR THE YEAR ENDED 31 MARCH 2023**

I report to the Charity Trustees on my examination of the accounts of the company for the year ended 31 March 2023 which are set out on pages 10 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 fully licenced member in practice with the Association of Accounting Technicians, and I am also an affiliated member of ACIE (Association of Charitable Independent Examiners), 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.

.....

For and on behalf of

Date.....

Montague Accounts
Poachers Cottage
Brewers Lane
Badsey
Evesham
WR11 7EU

East Herts Citizens Advice Service
Statement of Financial Activities
For the year ended 31st March 2023

Statement of Financial Activities

Income:	Note	2022/2023			Total Funds	2021/2022 Total Funds
		General	Unrestricted Designated	Restricted		
		£	£	£	£	£
Donations and legacies						
Donations	2	29,270	-	1,050	30,320	17,722
Grants	3	130,279	-	7,892	138,171	153,230
		159,549	-	8,942	168,491	170,952
Income from other activities						
Trading income		-	-	-	-	-
Miscellaneous income		-	-	-	-	-
		-	-	-	-	-
Investment Income	4	4,504	-	-	4,504	1,768
Income from charitable activities	5	28,419	-	221,510	249,929	305,845
Total Income		192,472	-	230,452	422,924	478,565
Expenditure:						
Advice and Information		195,801	-	243,126	438,927	481,239
Expenditure on charitable activities	6	195,801	-	243,126	438,927	481,239
Total Expenditure		195,801	-	243,126	438,927	481,239
Net		(3,329)	-	(12,674)	(16,003)	(2,674)
Transfers between funds		51,525	(51,525)	-	-	-
Net Income/(Expenditure) before other gains and losses		48,196	(51,525)	(12,674)	(16,003)	(2,674)
Actuarial surplus/(loss) on defined benefit pension scheme	13	-	-	-	-	-
Net movement in funds		48,196	(51,525)	(12,674)	(16,003)	(2,674)
Reconciliation of funds						
Total Funds brought forward		121,761	51,525	23,973	197,259	199,933
Total Funds carried forward		169,957	-	11,299	181,256	197,259

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 13 to 23.

East Herts Citizens Advice Service
Balance Sheet
As at 31st March 2023

Balance Sheet

Company Number 3982216

	Notes	2023 £	2022 £
Fixed Assets			
Tangible assets	10	-	-
Current Assets			
Debtors	11	3,315	2,676
Cash at bank and in hand		332,176	381,754
		335,491	384,430
Liabilities			
Creditors - amounts falling due within one year	12	46,235	67,171
Net current assets		289,256	317,259
Defined Benefit Pension Liability	13	108,000	120,000
Total net assets		181,256	197,259
The Funds of the charity			
Restricted income funds	14	11,299	23,973
Unrestricted funds			
Designated funds	15	-	51,525
General funds	15	169,957	121,761
Total Unrestricted		169,957	173,286
Total Funds	16	181,256	197,259

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 2023 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 15/12/2023 and signed and authorised for issue on their behalf by:

G J Cansick 

J Dowson 

The notes on pages 13 to 23 form part of these financial statements.

East Herts Citizens Advice Service
Statement of Cash Flows
For the year ended 31st March 2023

Statement of Cash Flows

	Notes	2022/23 £	2021/22 £
Cash Flows from Operating activities:			
Net cash provided by operating activities	17	(49,578)	(28,945)
Cash Flows from investing activities:			
Net Cash provided by investing activities		(49,578)	(28,945)
Change in cash and cash equivalents in the reporting period		(49,578)	(28,945)
Cash and cash equivalents at the beginning of the reporting period		381,754	410,699
Change in cash and cash equivalents in the reporting period		(49,578)	(28,945)
Cash and cash equivalents at the end of the reporting period		332,172	381,754

The notes on pages 13 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 (16) – (2022 – 16) 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 2024. The effect of Covid-19 caused a major consideration but the level of required stability and income that the Trustees are already aware of will be in place for 2024, along with its reserves, and its ability to reduce costs should the need arise. Reductions in costs previously 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 has been 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 twelve 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 has been calculated by the Fund's actuaries and the methodology is set out in note 14. Full actuarial valuations have in the past been obtained triennially to be 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.

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.

East Herts Citizens Advice Service
Notes to the Financial Statements
As at 31st March 2023

2. Donations

	2022/2023	2021/2022
	£	£
Donation – M Franklin	11,099	-
General Donations	8,421	13,468
Value of gifts in kind and donated services	10,800	4,254
	<u>30,320</u>	<u>17,722</u>

Donations of £1,050 in 2022/23 were restricted (2021/22 £6,630).

3. Grants Received

	2022/2023	2021/2022
	£	£
East Herts District Council	119,044	132,590
Uttlesford District Council	8,000	11,500
Buntingford Town Council	3,090	4,590
Hertfordshire County Council	5,050	-
Sawbridgeworth Town Council	145	500
Ware Town Council	500	500
Hertford Town Council	-	1,200
Stanstead Abbots Parish Council	500	500
Stansted St. Margarets Parish Council	500	500
Widford Parish Council	100	100
Broxted Parish Council	100	100
Hatfield Heath Parish Council	-	100
Cottered Parish Council	-	50
Elsenham Parish Council	242	100
Benington Parish Council	50	50
Thorley Parish Council	100	100
Buckland & Chipping Parish Council	50	50
Bayford Parish Council	100	100
Brent Pelham Parish Council	-	200
Hertford Heath Parish Council	-	200
Hormead Parish Council	-	100
Little Berkhamsted Parish Council	150	100
Albury Parish Council	200	-
Watton at Stone Parish Council	250	-
	<u>138,171</u>	<u>153,230</u>

The Income from grants was £138,171 (2022/23: £153,230) of which £130,279 (2021/22: £151,730) was unrestricted and £7,892 (2021/22: £500) was restricted. The charity received no grants from central government or any other assistance. The core sum received from the local authority was £119,044 (2021/22 - £132,590) against which there are no unfulfilled conditions.

4. Investment Income

	2022/2023	2021/2022
	£	£
Rental Income	500	1,030
Bank Interest	4,004	737
	<u>4,504</u>	<u>1,768</u>

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

East Herts Citizens Advice Service
Notes to the Financial Statements
As at 31st March 2023

5. Income from charitable activities

	2022/2023	2021/2022
	£	£
Restricted Funds		
Herts Community Foundation	19,167	24,801
Friends of EHCAS	2,000	2,000
East Herts Council - Rural	-	2,709
East Herts Council - Community Engagement	7,500	-
Ware Charities		
- General Advice	8,414	8,414
- Specialist Advice	9,540	9,520
The National Lottery Awards for All	8,297	9,940
The National Lottery Community Fund	63,092	-
Citizens Advice (UC-Help to Claim)	-	45,988
Citizens Advice (UC-Best Practice)	-	39,979
Citizens Advice - BEIS	-	6,666
Citizens Advice - (Gambling/Debt)	539	-
MAPS	-	16,536
Henry Smith Foundation (Mental Health)	-	32,500
East Herts Council (Homeless Prevention)	19,974	28,602
Postcode Community Trust	9,274	9,630
Herts County Council (Crisis Intervention)	44,093	41,100
Herts County Council (Cost of Living)	12,700	-
Herts County Council (Winter Grants)	-	5,000
Ann Rylands	-	1,000
Hertford Yarnbombers (Housing Benefits)	6,226	-
Arnold Clark	1,000	-
Shanley Foundation	2,500	-
Schroders	4,000	-
Unrestricted Funds		
General Fundraising	19,288	7,160
Herts County Council Locality Grant	-	5,300
Herts County Council (Household Support Fund)	12,325	8,000
Arnold Clark	-	1,000
	249,929	305,845

6. Analysis of Expenditure

	Direct Costs	Support Costs	Total Costs
	£	(note 7)	£
		£	
2022/2023			
Advice and Information	364,126	74,801	438,927
2021/2022			
Advice and Information	389,599	91,640	481,239

East Herts Citizens Advice Service
Notes to the Financial Statements
As at 31st March 2023

7. Analysis of Support Costs

	Basis of Apportionment	Management £	IT £	Finance/ HR £	Governance £	Total £
2022/2023						
Advice and Information	Direct	38,206	14,164	16,279	6,152	74,801
2021/2022						
Advice and Information	Direct	36,704	22,878	24,387	7,671	91,640

Governance costs comprise examination fees £1,000 (2021/2022: £2,574); professional fees £4,800 (2021/2022: £3,480) and Board Secretariat £352 (2021/22 1,617).

8. Analysis of staff costs and key management personnel

	2022/2023 £	2021/2022 £
Wages and Salaries	324,163	360,728
Social Security Costs	21,023	23,910
Pension Costs	10,112	11,039
	355,298	395,677

The charity trustees were not paid in the year (2021/2022: nil), neither were they reimbursed expenses during the year (2021/2022: nil).

The average monthly head count was 17 (2021/2022: 16) and analysis of the staff employees during the year was:

	2022/2023 Actual Number	2021/2022 Actual Number
Advice and Information	11	10
Support Services	6	6
Total	17	16

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

9. Net Incoming Resources

	2022/2023 £	2021/2022 £
Net Incoming Resources is stated after charging:		
Depreciation	-	-
Independent examination fees	1,000	1,674
Operating lease rentals	17,339	12,058

10. Tangible Fixed Assets

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

11. Debtors

	2022/2023 £	2021/2022 £
Sundry Debtors	1,318	213
Prepayments	1,997	2,463
	3,315	2,676

12. Creditors: Amounts falling due within one year

	2022/2023 £	2021/2022 £
Other Creditors	11,760	10,310
Accruals	2,708	5,166
Deferred Income	31,767	51,695
	46,235	67,171

Deferred income reconciliation:

	£	£
Balance brought forward	51,695	88,618
Amount released to the Statement of Financial Activities	51,695	(88,618)
Amount deferred in the year	31,767	51,695
Balance carried forward	31,767	51,695

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 more recent valuations however was 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.

During 2020/21 changes in legislation provided that where active membership had ceased it was then a requirement to obtain a 'cessation valuation' of the scheme, with a view to reaching settlement over an agreed period, and the scheme effectively cease. The Trustees instructed a professional cessation valuation, the Report revealing a deficit of £123,000, of which £3,000 was settled in the 2021/22 year, with a proposal of £1,000 per calendar month to clear. This persisted throughout 2022/23, but the settlement period would have proved an unacceptably long period at that rate. For 2023/24, and beyond, settlement has been offered, and accepted, at £1,800 per calendar month which will settle the deficit over the ensuing five years.

The resultant liability at 31st March 2023 of £108,000 is shown in these Accounts. Given that this is now an absolute liability, no details of the underlying assets and liabilities need to be disclosed here.

14. Restricted Funds

2022/2023					
	As at 1 April 2022	Income	Expenditure	Transfers	As at 31 March 2023
	£	£	£	£	£
Specialist Advice	-	121,746	116,575	-	5,171
General Advice	-	65,493	61,945	-	3,548
Benefits	23,423	-	23,423	-	-
Training	-	24,299	21,719	-	2,580
Other	550	18,914	19,464	-	-
Total	23,973	230,452	243,126	-	11,299

2021/2022					
	As at 1 April 2021	Income	Expenditure	Transfers	As at 31 March 2022
	£	£	£	£	£
Benefits	2,184	171,220	149,981	-	23,423
Homeless	7,803	45,139	52,942	-	-
Mental Health	-	32,500	32,500	-	-
Other	3,755	43,656	46,861	-	550
Total	13,742	292,515	282,284	-	23,973

East Herts Citizens Advice Service
Notes to the Financial Statements
As at 31st March 2023

The nature of these funds is as given below;

General Advice – core advice in any area, including but not restricted to benefits, debt, housing, consumer, family and relationships, employment, discrimination, immigration and law and courts.

Specialist Advice – in-depth advice from a subject matter expert in debt, housing or benefits, delivered over one or multiple sessions.

Training – activities involved in developing the skills and knowledge of staff and volunteers.

Other - other activities including those involved in community engagement and scams awareness.

15. Unrestricted Funds

	2022/2023				
	As at 1 April 2022	Income	Expenditure	Tfrs/Move ments	As at 31 March 2023
	£	£	£	£	
<i>Designated Funds</i>					
Fixed Assets	-	-	-	-	-
Other Assets	51,525	-	-	(51,525)	-
<i>Total Designated Funds</i>	51,525	-	-	(51,525)	-
General Fund	121,761	192,472	195,801	51,525	169,957
Total Unrestricted Funds	173,286	192,472	195,801	-	169,957

	2021/2022				
	As at 1 April 2021	Income	Expenditure	Tfrs/Move ments	As at 31 March 2022
	£	£	£	£	£
<i>Designated Funds</i>					
Fixed Assets	-	-	-	-	-
Other Assets	44,000	-	-	7,525	51,525
<i>Total Designated Funds</i>	44,000	-	-	7,525	51,525
General Fund	142,191	186,050	198,955	(7,525)	121,761
Total Unrestricted Funds	186,191	186,050	198,955	-	173,286

16. Net Assets by Funds

	General Fund	2022/2023 Designated Funds	Restricted Funds	Total Funds
	£	£	£	£
Tangible Fixed Assets	-	-	-	-
Current Assets	324,192	-	11,299	335,491
Creditors falling due in less than one year	(46,235)	-	-	(46,235)
Defined benefit pension liability	(108,000)	-	-	(108,000)
	169,957	-	11,299	181,256

East Herts Citizens Advice Service
Notes to the Financial Statements
As at 31st March 2023

	General Fund	2021/2022 Designated Funds	Restricted Funds	Total Funds
	£	£	£	£
Tangible Fixed Assets	-	-	-	-
Current Assets	308,932	51,525	23,973	384,430
Creditors falling due in less than one year	(67,171)	-	-	(67,171)
Defined benefit pension liability	(120,000)	-	-	(120,000)
	121,761	51,525	23,973	197,259

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

	2022/2023	2021/2022
	£	£
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(16,003)	(2,674)
Adjustments for:		
Depreciation Charges	-	-
Decrease/(Increase) in debtors	(639)	5,582
Increase in creditors	(20,936)	(28,853)
Movement in pension liability	(12,000)	(3,000)
Net cash provided by / (used in) operating activities	(49,578)	(28,945)

18. Analysis of cash and cash equivalents

	2022/2023	2021/2022
	£	£
Cash in hand	46	46
Bank and Notice deposits (12 months or less)	332,130	381,708
Total cash and cash equivalents	332,176	381,754

19. Commitments under operating leases

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

	2022/2023 Land & Buildings	Other	2021/2022 Land & Buildings	Other
	£	£	£	£
0 to 1 year	4,890	-	6,180	-

20. Related party transactions

During the year, £4,800 (2021/2022: £3,354) 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.



East Herts

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

FINANCIAL STATEMENTS

For the year ended 31st March 2023

Registered Charity No: 1083211
Company No: 3982216

Legal and administrative information

For the year ended 31st March 2023

Trustees and Directors:

Tony Murphy	Chair
James Dowson	Secretary
Gary Cansick	Treasurer
Elaine Connor	
Roger Merton MBE	Resigned 21 st November 2022
Richard Smith	
Ballu Sesay	
Christine Gillham	
Nick Walker	Resigned 30 th January 2023
Barry Hunt	
Rachael Williamson	Appointed 27 th March 2023

Secretary: James Dowson

Registered Office: The Manor House
High Street,
Buntingford
Hertfordshire
SG9 9AB

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

Independent Examiners: Montague Accounts
Poachers Cottage
Brewers Lane
Badsey
Evesham
WR11 7EU

**Contents of the Financial Statements
for the year ended 31st March 2023**

	Page
Trustees' Report	3 to 8
Independent Examiner's Report	9
Statement of Financial Activities	10
Balance Sheet	11
Statement of Cash Flows	12
Notes to the Financial Statements	13 to 23

Trustees' Report

The Trustees are pleased to submit their annual report and financial statements for the year ended 31 March 2023 for the East Herts Citizens Advice Service, referred to in these statements as Citizens Advice East Herts.

The Directors act as Trustees for Citizens Advice East Herts, 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 1st 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 provides free, confidential, non-judgemental and impartial advice. We are a member of the Citizens Advice network and an independent, trusted and well-known local charity. East Herts is a large, semi-rural district with limited transport links across the regions, and partial digital connectivity with some areas not

covered. Therefore ensuring people can access quality phone advice is one of our top priorities.

Our staff and volunteers are local people - we are run by the community for the community. Many of our paid staff are previous volunteers or have "lived experience".

Our advice is delivered via phone, email, webchat and in person (including home visits). Our support is wide-reaching and includes providing advice on debt, benefits, housing, employment, relationships and utilities – hence we are best placed to help people manage the increase in the cost of living. There is no other organisation who provides the wide-ranging, detailed and externally accredited advice that we offer.

People need different types of advice depending on their circumstances. Some are in financial distress; others have experienced personal difficulties. Many clients have mental health issues or learning disabilities and are often in crisis situations with complex problems that need in-depth support.

We are currently staffed by 20 part-time and 1 full time paid employee (2021/22, 18 part-time and 1 full time paid employee) and 61 volunteers (2021/22, 67 volunteers). Our volunteers are the backbone of our organisation, giving us in the region of 13,000 hours of their time (2021/22, 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. Our service delivery relies on volunteers, and we are proactively driving recruitment; we need to build up our numbers, which have dropped significantly since Covid lockdowns, with more people finding paid employment or looking after grandchildren with parents needing to work.

We have a strong track record of working in partnership and we are a key partner on 'East Herts Frontline' – <https://eastherts.hertsfrontline.org.uk/> - an 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. In March 2023 there were 118 published services in East Herts, an increase of 28% on 2021-22. During 2022-23, we made over 500 referrals to partners, an increase of 50% on 2021-22. The most common destinations were foodbanks and fuel support reflecting increased need due to cost of living increases. We received around 150 inward referrals, with the main sources being social prescribers, foodbanks, Community Alliance JobSmart and Age Concern.

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. Almost a quarter of our clients who live in East Herts come from the five most deprived East Herts wards (a similar figure to 2021/22) and some are disadvantaged by their rural location with poor transport links and less energy-efficient homes (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. In addition, the cost-of-living crisis is also highlighting fault lines in our society to which our clients are most exposed. They are in dire need of our advice to help them through these difficult times.

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 options for addressing their issues. Our advice on any subject can improve people's health, make a

difference to their finances and make them more resilient. We aim to enable our clients to find a way forward 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 2022/23 have included debt advice, homelessness prevention, crisis intervention, energy efficiency, cost of living support, disability benefits, home visiting, community engagement and scams awareness.

Last year we focused our reduced resources on East Herts clients so, while our overall client numbers went down (4,368 people compared to 5,725 in 2021/22), we helped more people in East Herts than in 2021/22 on a range of issues including benefits, debt, housing, employment and relationships, offering many multiple appointments as we worked holistically with them to improve their lives. Our advice is available to everyone, but significant numbers of clients come to us because they are vulnerable, facing hardship and unable to move forward without help.

Research and campaigns

In addition to our advice services, we raise awareness of issues affecting our communities through our research and campaigns. In 2022/23 we produced local research papers including:

- Cost of Living in East Hertfordshire
- Personal Independence Payments (PIP) in East Hertfordshire
- Domestic Abuse in East Hertfordshire
- Analysis of the Needs of Older Citizens Advice East Herts Clients
- Report on Employment Tribunals

All our research papers are available on our website at
<https://citizensadvicееastherts.org.uk/research-campaigns/>

We also supported National Citizens Advice on several national campaigns including on scams, cost of living, and prepayment meters.

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 2022/23 in East Herts we generated:

- £11.3 million in public value (2021/22 £14.5 million) i.e. wider economic and social benefits through better wellbeing, participation and productivity for the people we help
- £4.3 million in financial outcomes following advice (2021/22 £6.1 million) through writing off debts, issuing food vouchers, taking up benefits or compensation for consumer problems. That's £10.54 for every £1 invested (2021/22 £13.19 for every £1 invested)
- 7 in 10 people said their problem was resolved following our advice. 8 in 10 said we helped them to move forward.

"I actually don't know how I'd cope without the Citizens Advice; there have been several low points in my life where I didn't know which way to turn. CA have always been able to help me get through my various problems and all done with practical help, kindness and empathy. An utterly marvellous service." (client)

"I spoke to two different people who were equally as courteous, understanding and helpful. I would not hesitate to contact them again, and have already recommended the CAB to friends." (client)

Our impact on our volunteers

Each volunteer receives training and ongoing support specific to their role. It takes approximately 18 months to train a Generalist Adviser and once trained they stay with us, on average, for 11 years. The average initial cost of training and recruiting a volunteer is £1,900 (2021/22 £1,400) 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 £366,332 (2021/22 £491,829). 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.

"I really enjoy being part of an amazing team and supportive colleagues – I believe in the work we do and the organisation and the people." (volunteer)

"The friendship of working with others." (volunteer) - "always learning something new" (volunteer).

We are planning to proactively drive volunteer recruitment in the coming year while also considering how to improve existing volunteers' experience of working within our service.

In 2022/23 we also ran various "community engagement projects", such as scams awareness, rural engagement and digital inclusion. These tackled lack of knowledge and financial hardship, and aimed to reach those at risk of being excluded from involvement in society, including the elderly and socially deprived. We also take our advice service direct to the community with weekly "Citizens Advice Contact Centres" - a triage service run by a paid advice supervisor - in a local Church's community space and a community centre in an area of deprivation.

Clients have appreciated the tailored service we provide in community spaces:

"It's handy having an office in our local community, rather than having to access help via the internet."

"Being available in in less formal places takes out the stigma that some people feel about talking with Citizens Advice."

"It helps to talk to someone when life is a struggle to cope with."

Our impact on clients

Statistics are important as they help us monitor our effectiveness and trends year on year, but they don't give the full picture. Every client is unique and has a story to tell, like Emma (name changed), from Ware, who came to us for help last year. She had a troubled history with a young disabled son currently living with her mother, addiction and domestic abuse. She was unable to maintain her job because she had lost her car and lives in a rural area with poor public transport, which also means it is difficult for her to see her son, and she suffers with ongoing anxiety. Living in a 2-bedroom property, her benefits were affected by the bedroom tax, and because the property was adapted for her son's disabilities, she was finding it difficult to downsize. Due to her low income over the last few years, Emma had fallen into debt, owing over £3000 in priority debts (council tax, rent arrears, court fees and utilities) and £4000 in various non-priority debts. We

helped Emma to enter a Breathing Space for the debts and then worked with her to apply for a Debt Relief Order, with a grant from Standon Charities for the £90 fee, which she could not afford. This has brought much-needed relief for Emma from being chased by debt collectors and she will be able to manage on her income going forwards.

We supported Emma throughout the process with applications for Discretionary Housing Payments, fuel grants and supermarket vouchers. Emma is now looking to the future and preparing to apply for her son to live with her again, so she would like to stay in her current 2-bedroom property and try to manage with the bedroom tax, and we will support her through this process as much as we can.

The future

Pre-Covid, we delivered the majority of our service in person across five locations. In response to Covid, we switched to a home working service, supporting clients via phone, email, online, by video and in person where needed. This new way of working has proved very successful, so we have maintained this model and have been able to help more people locally, although client problems are more complex and take longer to resolve as cost of living increases continue to impact the help available.

During 2023-24, we will extend the Contact Centre model to other areas in East Hertfordshire and consider other ways to reach clients in isolated areas.

Our Vision is to Meet Client Needs – Now and in the Future. We are doing so with four objectives:

1. Meet client access needs
2. Actively reach out to those who need adapted support
3. Meet client advice needs
4. Anticipate future challenges so that Citizens Advice East Herts survives and thrives

For further information on what we do and the difference we make see our website – 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 2022/23, and subsequently for 2023/24. 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 at the time, and the relationship with the Trustees of the HCC Pension Scheme had remained unchanged from 2008 when active membership of the pension scheme ceased and an annual contribution of £2,500 was agreed. During 2020/21 changes in legislation provided that where active membership had ceased it was then a requirement to obtain a 'cessation valuation' of the scheme, with a view to reaching settlement over an agreed period, and the scheme effectively cease. The Trustees instructed a professional cessation valuation, the Report revealing a deficit of £123,000, of which £3,000 was settled in the 2021/22 year, with a proposal of £1,000 per calendar month to clear. This persisted throughout 2022/23, but the settlement period would have proved an unacceptably long period at that rate. For 2023/24, and beyond,

settlement has been offered, and accepted, at £1,800 per calendar month which will settle the deficit over the ensuing five years. The Trustees believe this will prove to be a workable payment plan.

Reserves policy and risk management

Donations, grants and funds 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 £0 (2021/22 £51,525) had been allocated to specific projects which are now ongoing and are designated as such in these financial statements. It was decided, in respect of the current year, not to designate funds as has sometimes been the case in the past, but to allow funds to remain flexible and be applied where most needed. The board has set a prudent and realistic budget for 2023/24 which will eat into reserves, whilst still maintaining adequate reserves for the operation of the Service. Having set such an 'across the board' budget, no funds had been specifically designated to projects this year. 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 a minimum of 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 was very pleasing and very welcomed, but can never, of course, be certain. 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.

6. Statement of Internal Control

The Trustee board oversees the information security of all personal information of our clients, staff, funders and strategic partners that is processed. Citizens Advice East Herts holds joint responsibility for client data that is held in our case management system, with the national Citizens Advice Service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data, and is maintained to a level which is compliant with the requirements of the UK General Data Protection Regulation and Data Protection Act 2018.

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.

East Herts Citizens Advice Service
Trustees' Report
For the year ended 31st March 2023

9. Independent Examiners

A resolution will be proposed at the Annual General Meeting that Montague Accounts 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

18th December 2023

J Dowson
Company secretary



**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF EAST HERTS CITIZENS
ADVICE SERVICE FOR THE YEAR ENDED 31 MARCH 2023**

I report to the Charity Trustees on my examination of the accounts of the company for the year ended 31 March 2023 which are set out on pages 10 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 fully licenced member in practice with the Association of Accounting Technicians, and I am also an affiliated member of ACIE (Association of Charitable Independent Examiners), 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.

.....

For and on behalf of

Date.....

Montague Accounts
Poachers Cottage
Brewers Lane
Badsey
Evesham
WR11 7EU

East Herts Citizens Advice Service
Statement of Financial Activities
For the year ended 31st March 2023

Statement of Financial Activities

Income:	Note	2022/2023			Total Funds	2021/2022 Total Funds
		General	Unrestricted Designated	Restricted		
		£	£	£	£	£
Donations and legacies						
Donations	2	29,270	-	1,050	30,320	17,722
Grants	3	130,279	-	7,892	138,171	153,230
		159,549	-	8,942	168,491	170,952
Income from other activities						
Trading income		-	-	-	-	-
Miscellaneous income		-	-	-	-	-
		-	-	-	-	-
Investment Income	4	4,504	-	-	4,504	1,768
Income from charitable activities	5	28,419	-	221,510	249,929	305,845
Total Income		192,472	-	230,452	422,924	478,565
Expenditure:						
Advice and Information		195,801	-	243,126	438,927	481,239
Expenditure on charitable activities	6	195,801	-	243,126	438,927	481,239
Total Expenditure		195,801	-	243,126	438,927	481,239
Net		(3,329)	-	(12,674)	(16,003)	(2,674)
Transfers between funds		51,525	(51,525)	-	-	-
Net Income/(Expenditure) before other gains and losses		48,196	(51,525)	(12,674)	(16,003)	(2,674)
Actuarial surplus/(loss) on defined benefit pension scheme	13	-	-	-	-	-
Net movement in funds		48,196	(51,525)	(12,674)	(16,003)	(2,674)
Reconciliation of funds						
Total Funds brought forward		121,761	51,525	23,973	197,259	199,933
Total Funds carried forward		169,957	-	11,299	181,256	197,259

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 13 to 23.

East Herts Citizens Advice Service
Balance Sheet
As at 31st March 2023

Balance Sheet

Company Number 3982216

	Notes	2023 £	2022 £
Fixed Assets			
Tangible assets	10	-	-
Current Assets			
Debtors	11	3,315	2,676
Cash at bank and in hand		332,176	381,754
		335,491	384,430
Liabilities			
Creditors - amounts falling due within one year	12	46,235	67,171
Net current assets		289,256	317,259
Defined Benefit Pension Liability	13	108,000	120,000
Total net assets		181,256	197,259
The Funds of the charity			
Restricted income funds	14	11,299	23,973
Unrestricted funds			
Designated funds	15	-	51,525
General funds	15	169,957	121,761
Total Unrestricted		169,957	173,286
Total Funds	16	181,256	197,259

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 2023 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 15/12/2023 and signed and authorised for issue on their behalf by:

G J Cansick 

J Dowson 

The notes on pages 13 to 23 form part of these financial statements.

East Herts Citizens Advice Service
Statement of Cash Flows
For the year ended 31st March 2023

Statement of Cash Flows

	Notes	2022/23 £	2021/22 £
Cash Flows from Operating activities:			
Net cash provided by operating activities	17	(49,578)	(28,945)
Cash Flows from investing activities:			
Net Cash provided by investing activities		(49,578)	(28,945)
Change in cash and cash equivalents in the reporting period		(49,578)	(28,945)
Cash and cash equivalents at the beginning of the reporting period		381,754	410,699
Change in cash and cash equivalents in the reporting period		(49,578)	(28,945)
Cash and cash equivalents at the end of the reporting period		332,172	381,754

The notes on pages 13 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 (16) – (2022 – 16) 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 2024. The effect of Covid-19 caused a major consideration but the level of required stability and income that the Trustees are already aware of will be in place for 2024, along with its reserves, and its ability to reduce costs should the need arise. Reductions in costs previously 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 has been 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 twelve 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 has been calculated by the Fund's actuaries and the methodology is set out in note 14. Full actuarial valuations have in the past been obtained triennially to be 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.

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.

East Herts Citizens Advice Service
Notes to the Financial Statements
As at 31st March 2023

2. Donations

	2022/2023	2021/2022
	£	£
Donation – M Franklin	11,099	-
General Donations	8,421	13,468
Value of gifts in kind and donated services	10,800	4,254
	<u>30,320</u>	<u>17,722</u>

Donations of £1,050 in 2022/23 were restricted (2021/22 £6,630).

3. Grants Received

	2022/2023	2021/2022
	£	£
East Herts District Council	119,044	132,590
Uttlesford District Council	8,000	11,500
Buntingford Town Council	3,090	4,590
Hertfordshire County Council	5,050	-
Sawbridgeworth Town Council	145	500
Ware Town Council	500	500
Hertford Town Council	-	1,200
Stanstead Abbots Parish Council	500	500
Stansted St. Margarets Parish Council	500	500
Widford Parish Council	100	100
Broxted Parish Council	100	100
Hatfield Heath Parish Council	-	100
Cottered Parish Council	-	50
Elsenham Parish Council	242	100
Benington Parish Council	50	50
Thorley Parish Council	100	100
Buckland & Chipping Parish Council	50	50
Bayford Parish Council	100	100
Brent Pelham Parish Council	-	200
Hertford Heath Parish Council	-	200
Hormead Parish Council	-	100
Little Berkhamsted Parish Council	150	100
Albury Parish Council	200	-
Watton at Stone Parish Council	250	-
	<u>138,171</u>	<u>153,230</u>

The Income from grants was £138,171 (2022/23: £153,230) of which £130,279 (2021/22: £151,730) was unrestricted and £7,892 (2021/22: £500) was restricted. The charity received no grants from central government or any other assistance. The core sum received from the local authority was £119,044 (2021/22 - £132,590) against which there are no unfulfilled conditions.

4. Investment Income

	2022/2023	2021/2022
	£	£
Rental Income	500	1,030
Bank Interest	4,004	737
	<u>4,504</u>	<u>1,768</u>

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

East Herts Citizens Advice Service
Notes to the Financial Statements
As at 31st March 2023

5. Income from charitable activities

	2022/2023	2021/2022
	£	£
Restricted Funds		
Herts Community Foundation	19,167	24,801
Friends of EHCAS	2,000	2,000
East Herts Council - Rural	-	2,709
East Herts Council - Community Engagement	7,500	-
Ware Charities		
- General Advice	8,414	8,414
- Specialist Advice	9,540	9,520
The National Lottery Awards for All	8,297	9,940
The National Lottery Community Fund	63,092	-
Citizens Advice (UC-Help to Claim)	-	45,988
Citizens Advice (UC-Best Practice)	-	39,979
Citizens Advice - BEIS	-	6,666
Citizens Advice - (Gambling/Debt)	539	-
MAPS	-	16,536
Henry Smith Foundation (Mental Health)	-	32,500
East Herts Council (Homeless Prevention)	19,974	28,602
Postcode Community Trust	9,274	9,630
Herts County Council (Crisis Intervention)	44,093	41,100
Herts County Council (Cost of Living)	12,700	-
Herts County Council (Winter Grants)	-	5,000
Ann Rylands	-	1,000
Hertford Yarnbombers (Housing Benefits)	6,226	-
Arnold Clark	1,000	-
Shanley Foundation	2,500	-
Schroders	4,000	-
Unrestricted Funds		
General Fundraising	19,288	7,160
Herts County Council Locality Grant	-	5,300
Herts County Council (Household Support Fund)	12,325	8,000
Arnold Clark	-	1,000
	249,929	305,845

6. Analysis of Expenditure

	Direct Costs	Support Costs	Total Costs
	£	(note 7)	£
		£	
2022/2023			
Advice and Information	364,126	74,801	438,927
2021/2022			
Advice and Information	389,599	91,640	481,239

East Herts Citizens Advice Service
Notes to the Financial Statements
As at 31st March 2023

7. Analysis of Support Costs

	Basis of Apportionment	Management £	IT £	Finance/ HR £	Governance £	Total £
2022/2023						
Advice and Information	Direct	38,206	14,164	16,279	6,152	74,801
2021/2022						
Advice and Information	Direct	36,704	22,878	24,387	7,671	91,640

Governance costs comprise examination fees £1,000 (2021/2022: £2,574); professional fees £4,800 (2021/2022: £3,480) and Board Secretariat £352 (2021/22 1,617).

8. Analysis of staff costs and key management personnel

	2022/2023 £	2021/2022 £
Wages and Salaries	324,163	360,728
Social Security Costs	21,023	23,910
Pension Costs	10,112	11,039
	355,298	395,677

The charity trustees were not paid in the year (2021/2022: nil), neither were they reimbursed expenses during the year (2021/2022: nil).

The average monthly head count was 17 (2021/2022: 16) and analysis of the staff employees during the year was:

	2022/2023 Actual Number	2021/2022 Actual Number
Advice and Information	11	10
Support Services	6	6
Total	17	16

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

9. Net Incoming Resources

	2022/2023 £	2021/2022 £
Net Incoming Resources is stated after charging:		
Depreciation	-	-
Independent examination fees	1,000	1,674
Operating lease rentals	17,339	12,058

10. Tangible Fixed Assets

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

11. Debtors

	2022/2023 £	2021/2022 £
Sundry Debtors	1,318	213
Prepayments	1,997	2,463
	3,315	2,676

12. Creditors: Amounts falling due within one year

	2022/2023 £	2021/2022 £
Other Creditors	11,760	10,310
Accruals	2,708	5,166
Deferred Income	31,767	51,695
	46,235	67,171

Deferred income reconciliation:

	£	£
Balance brought forward	51,695	88,618
Amount released to the Statement of Financial Activities	51,695	(88,618)
Amount deferred in the year	31,767	51,695
Balance carried forward	31,767	51,695

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 more recent valuations however was 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.

During 2020/21 changes in legislation provided that where active membership had ceased it was then a requirement to obtain a 'cessation valuation' of the scheme, with a view to reaching settlement over an agreed period, and the scheme effectively cease. The Trustees instructed a professional cessation valuation, the Report revealing a deficit of £123,000, of which £3,000 was settled in the 2021/22 year, with a proposal of £1,000 per calendar month to clear. This persisted throughout 2022/23, but the settlement period would have proved an unacceptably long period at that rate. For 2023/24, and beyond, settlement has been offered, and accepted, at £1,800 per calendar month which will settle the deficit over the ensuing five years.

The resultant liability at 31st March 2023 of £108,000 is shown in these Accounts.

Given that this is now an absolute liability, no details of the underlying assets and liabilities need to be disclosed here.

14. Restricted Funds

2022/2023					
	As at 1 April 2022	Income	Expenditure	Transfers	As at 31 March 2023
	£	£	£	£	£
Specialist Advice	-	121,746	116,575	-	5,171
General Advice	-	65,493	61,945	-	3,548
Benefits	23,423	-	23,423	-	-
Training	-	24,299	21,719	-	2,580
Other	550	18,914	19,464	-	-
Total	23,973	230,452	243,126	-	11,299

2021/2022					
	As at 1 April 2021	Income	Expenditure	Transfers	As at 31 March 2022
	£	£	£	£	£
Benefits	2,184	171,220	149,981	-	23,423
Homeless	7,803	45,139	52,942	-	-
Mental Health	-	32,500	32,500	-	-
Other	3,755	43,656	46,861	-	550
Total	13,742	292,515	282,284	-	23,973

East Herts Citizens Advice Service
Notes to the Financial Statements
As at 31st March 2023

The nature of these funds is as given below;

General Advice – core advice in any area, including but not restricted to benefits, debt, housing, consumer, family and relationships, employment, discrimination, immigration and law and courts.

Specialist Advice – in-depth advice from a subject matter expert in debt, housing or benefits, delivered over one or multiple sessions.

Training – activities involved in developing the skills and knowledge of staff and volunteers.

Other – other activities including those involved in community engagement and scams awareness.

15. Unrestricted Funds

	2022/2023				
	As at 1 April 2022	Income	Expenditure	Tfrs/Move ments	As at 31 March 2023
	£	£	£	£	
<i>Designated Funds</i>					
Fixed Assets	-	-	-	-	-
Other Assets	51,525	-	-	(51,525)	-
<i>Total Designated Funds</i>	51,525	-	-	(51,525)	-
General Fund	121,761	192,472	195,801	51,525	169,957
Total Unrestricted Funds	173,286	192,472	195,801	-	169,957

	2021/2022				
	As at 1 April 2021	Income	Expenditure	Tfrs/Move ments	As at 31 March 2022
	£	£	£	£	£
<i>Designated Funds</i>					
Fixed Assets	-	-	-	-	-
Other Assets	44,000	-	-	7,525	51,525
<i>Total Designated Funds</i>	44,000	-	-	7,525	51,525
General Fund	142,191	186,050	198,955	(7,525)	121,761
Total Unrestricted Funds	186,191	186,050	198,955	-	173,286

16. Net Assets by Funds

	General Fund	2022/2023 Designated Funds	Restricted Funds	Total Funds
	£	£	£	£
Tangible Fixed Assets	-	-	-	-
Current Assets	324,192	-	11,299	335,491
Creditors falling due in less than one year	(46,235)	-	-	(46,235)
Defined benefit pension liability	(108,000)	-	-	(108,000)
	169,957	-	11,299	181,256

East Herts Citizens Advice Service
Notes to the Financial Statements
As at 31st March 2023

	General Fund	2021/2022 Designated Funds	Restricted Funds	Total Funds
	£	£	£	£
Tangible Fixed Assets	-	-	-	-
Current Assets	308,932	51,525	23,973	384,430
Creditors falling due in less than one year	(67,171)	-	-	(67,171)
Defined benefit pension liability	(120,000)	-	-	(120,000)
	121,761	51,525	23,973	197,259

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

	2022/2023	2021/2022
	£	£
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(16,003)	(2,674)
Adjustments for:		
Depreciation Charges	-	-
Decrease/(Increase) in debtors	(639)	5,582
Increase in creditors	(20,936)	(28,853)
Movement in pension liability	(12,000)	(3,000)
Net cash provided by / (used in) operating activities	(49,578)	(28,945)

18. Analysis of cash and cash equivalents

	2022/2023	2021/2022
	£	£
Cash in hand	46	46
Bank and Notice deposits (12 months or less)	332,130	381,708
Total cash and cash equivalents	332,176	381,754

19. Commitments under operating leases

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

	2022/2023 Land & Buildings	Other	2021/2022 Land & Buildings	Other
	£	£	£	£
0 to 1 year	4,890	-	6,180	-

20. Related party transactions

During the year, £4,800 (2021/2022: £3,354) 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.