

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU

England & Wales · Charity number 1086489

Details

Status Registered

Legal form Charitable company

Company number [04194542](#)

Registered 2001-05-04

Register [View on the Charity Commission register](#)

Contact

Address 49 Station Road
Letchworth Garden City
Hertfordshire
SG6 3BQ

Phone 01462688000

Email watersr@nhdcab.org.uk

Website www.northhertscab.org.uk

Activities

Objects: TO PROMOTE ANY CHARITABLE PURPOSE FOR THE PUBLIC BENEFIT BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS IN PARTICULAR, BUT WITHOUT LIMITATION, FOR THE BENEFIT OF THE COMMUNITY IN NORTH HERTFORDSHIRE, SOUTH CAMBRIDGESHIRE AND SURROUNDING AREAS

Activities: Provision of a free, confidential, impartial, independent service of advice guidance and support to anyone in North Hertfordshire and South Cambridgeshire.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, The Prevention Or Relief Of Poverty, Economic/community Development/employment
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, The General Public/mankind

Geography

- **Area of benefit:** NORTH HERTFORDSHIRE, SOUTH CAMBRIDGESHIRE AND SURROUNDING AREAS
- Cambridgeshire
- Hertfordshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£724,832	£775,973	£302,339	26
2024-03-31	£845,566	£802,893	£353,480	28
2023-03-31	£644,155	£668,896	£310,807	28
2022-03-31	£639,065	£620,432	£332,881	26
2021-03-31	£594,771	£546,580	£310,915	22

Trustees

Name	Role	Appointed
Christopher Hayward		2024-03-14
DOLORES MARIA CURRIE		2021-06-17
David Charles Watson		2024-12-12
FIONA WEIR		2019-09-26
Judith Victoria Brooks		2023-10-17
Karen Livingstone		2025-01-17
Richard Paul Thackeray		2020-06-18
Rosalynd Boxall		2023-10-17

Accounts

REGISTERED COMPANY NUMBER: 04194542

REGISTERED CHARITY NUMBER: 1086489

**REPORT OF THE TRUSTEES AND
INDEPENDENTLY EXAMINED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025
FOR
NORTH HERTFORDSHIRE AND DISTRICT
CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH
HERTFORDSHIRE**



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REPORT OF THE TRUSTEES

Introduction

It has been evident for some time that the underlying issues impacting our communities and driving the demand for our services have not materially improved. Thousands of people from North Hertfordshire and South Cambridgeshire continue to struggle with a complex set of issues, heightened by the continued cost-of-living pressures. Once again, the demand for our services has never been greater.

In recognition of these ongoing challenges to our communities, Citizens Advice North Hertfordshire (CANH) has applied its resources and adapted its services and service delivery model to better meet these needs. During this period, our service teams supported over 7,100 people with approximately 16,700 different issues; both these measures have significantly increased from the previous year, against a backdrop of reduced funding.

All of this has been possible thanks to our dedicated team and the support we receive from our funders. Time and time again, the team have shown considerable tenacity and agility in identifying and adapting to the needs of our communities, whilst continuing to deliver an outstanding service. Our funders continue to recognise the value of our services and the positive impact that those services have on our communities.

Looking forward, our communities continue to face significant challenges. We expect demand for our services to continue to increase, in a climate where attracting new funding is challenging. This environment will continue to test CANH's ability to adapt accordingly.

Richard Thackeray

Chair of the Trustees

About Citizens Advice North Hertfordshire

Citizens Advice North Hertfordshire (CANH) is an independent local charity, whose principal activity is the provision of a free, confidential, impartial, independent service of information, advice, guidance and support to anyone in North Hertfordshire and South Cambridgeshire.

We work in partnership with other local voluntary, statutory and private agencies to help solve people's practical problems and improve their quality of life. The engagement we have with our clients and partners helps us to develop our advice services in response to the changing needs of our community.

Clients can access advice in-person, by telephone and by email. We operate across the whole of North Hertfordshire and parts of South Cambridgeshire via our main office in Letchworth Garden City and our outreach services at our office in Royston and other facilities in the towns and villages across the area.

Our service is delivered by our highly trained people, a mixture of circa 60 local volunteers and circa 26 employed staff.

We are a member of the national Citizens Advice network and our services are provided in strict accordance with the aims and principles of the National Association of Citizens Advice and the requirements of the Advice Quality Standard. We are regulated for money advice by the Financial Conduct Authority.

Our Vision

A society where people face far fewer problems

Our Missions

- To provide advice fit for the future: we're there for people when they need us in the ways that help make the biggest impact.
- To close the gap: we end the disparities in access and experience for marginalised people.
- To take early action: we prevent more people reaching crisis by addressing problems earlier.

Our Values

Client centred: We put our clients first, treating them with care, compassion and humility.

Caring: We are kind to all, open and honest in our communication, and champion a no-blame culture.

Enterprising: We commit to continually learning and embrace change in order to best serve our clients.

Collaborative: We are one team. We share our skills, insight and enthusiasm, and will tackle tough or complex situations with courage and candour.

Professional: We are resourceful, always accountable and aim to work to the highest standards.

How We Helped – 2024/25

Information and Advice

CANH provides a general advice service available to anyone in North Hertfordshire and parts of South Cambridgeshire. Additionally, we work in partnership with the nine other local Citizens Advice offices in Hertfordshire to provide Hertfordshire Adviceline and other specialist services.

Clients can access our services five days a week in-person, by telephone and by email. We operate out of our main office in Letchworth Garden City and provide in-person advice from our office in Royston, the Melbourn Hub, Church House in Hitchin, Baldock Library and other partner locations across the district. Information about our services is provided on our website (www.northhertscab.org.uk).

North Herts Council provides a grant towards our core costs, which supports our general advice service. South Cambridgeshire District Council provides a grant to support residents in the area. Our general advice service provides signposting, assisted information and detailed advice. CANH also supports a range of funded projects that provide specialist advice and casework services.

In 2024/25, CANH supported 7,193 people with 16,668 different issues via our individual advice service. We reached an additional 1,380 people through our preventative workshops and outreach events.

Compared to 2023/24:

- Client numbers increased by 7%
- The number of issues we supported with increased by 13%
- Housing issues increased by 6%
- Benefits issues increased by 16%
- Employment issues increased by 27%
- Food banks and charitable support increased by 12%

The top ten issues we advised on during 2024/25 were:

Enquiry Area	Number of Issues 2024/25
Benefits	4,806
Housing	2,816
Debt	2,092
Legal	1,254
Relationships & Family	1,137
Employment	1,004
Charitable Support & Food Banks	923
Consumer	475
Financial Services & Capability	371
Health & Community Care	340

Research and Campaigns

We identify cases of injustice in matters of social policy and work at both a local level and through the Citizens Advice network to bring about change.

In 2024/25, we:

- Engaged with the MPs for Hitchin and North East Hertfordshire on issues such as the two-child benefit limit, benefits caps and charity sector funding pressures
- Participated in Scams Awareness Week, Consumer Week, Talk Money Week and Take 5, raising awareness of topics such as Buy Now Pay Later and subscription traps
- Contributed to National Citizens Advice campaigns, addressing issues such as:
 - Tiered Warm Home Discount
 - Energy bill affordability
 - Proposed cuts to Personal Independence Payment
 - Future hardship support policy

Community Engagement

Our Community Engagement team works to reach more people than we can with our individual advice service. They focus on identifying systemic issues affecting our clients, promoting financial wellbeing and improving awareness of our services. In total, 76 workshops, events and outreach sessions were held, reaching 1,380 people.

In addition, we:

- Had 13,042 unique visitors to our website (www.northhertscab.org.uk), making it easier for our local community and agencies to self-refer to our services
- Continued to post regularly on Facebook, Instagram and LinkedIn to let people know how we can help, share useful information and amplify our campaigns
- Ran a weekly column in *The Comet* and *Royston Crow*, covering a range of advice topics and keeping the community updated on our services and ways to support us
- Ran articles in other local publications, including 11 rural parish magazines
- Attended a range of events throughout the year, offering information and an introduction to our services. We attended, among others, the Carers in Herts conference, Royston Health & Wellbeing Day, Letchworth Festival, Hitchin Carer's Café, Hertfordshire County Council slipper swap events, Ashwell's Wellbeing Hub, and NHS participation groups in Hitchin and Knebworth
- Regularly attended community network meetings organised by North Herts Council and others

Household Support Fund

In 2024/25, CANH participated in the distribution of the Household Support Fund – an initiative set up by the Department for Work and Pensions – to support those most in need with the significantly rising living costs. CANH distributed £15,000 (via North Herts Council).

Our Services

General Advice Services

North Hertfordshire General Advice (funded by North Herts Council) – Information, signposting and advice on all enquiry areas; available in-person in Letchworth, Royston, Baldock and Hitchin, via email, telephone and Herts Adviceline.

South Cambridgeshire General Advice (funded by South Cambridgeshire District Council) – Information, signposting and advice on all enquiry areas; available in-person at the Melbourn Hub and in Royston, via email and telephone.

Out of Hours Hertfordshire Adviceline (funded by Hertfordshire County Council and delivered cross-county by Citizens Advice North Hertfordshire and Citizens Advice Stevenage) – Information, signposting and advice on all enquiry areas; available weekday evenings and Saturdays.

Moving Forward Together (funded via North Herts Council and delivered in partnership with Create Community and North Herts & Stevenage CVS) – Information, signposting and advice to help prepare residents to take up employment or volunteering opportunities.

Advice in British Sign Language (funded by Hertfordshire County Council and delivered by Citizens Advice Welwyn Hatfield to our clients) – Information, signposting and advice on all enquiry areas.

Household Support Fund (funded by Hertfordshire County Council) – Additional generalist advice capacity.

Cost of Living Generalist Advice (Q1 only) (funded by Hertfordshire County Council) – Additional resource to help us respond to the increased demand on our service caused by the cost-of-living crisis. Information, signposting and advice.

Specialist Advice Services

Letchworth Financial Health (funded by the Letchworth Garden City Heritage Foundation) – Specialist advice and casework in benefits and debt for Letchworth residents. Financial capability support delivered in community settings, online and on a one-to-one basis.

Letchworth Food Bank Financial Inclusion (funded by Trussell via Letchworth Food Bank) – Specialist advice and casework in benefits and debt for people needing food bank support.

Homelessness Prevention (funded by North Herts Council) – Specialist housing advice and court desk representation service for clients facing eviction from their properties.

Crisis Intervention (funded by Hertfordshire County Council) – Specialist advice and casework for those in need of crisis support.

Disability Benefits Advice (funded by the Graham Rowlandson Foundation) – Specialist advice and casework for those applying for and appealing disability benefits decisions.

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

Carer's Money Matters (funded by Cadent via Carers in Herts) – Financial capability and energy talks and information sessions, plus one-to-one advice; runs across Hertfordshire by CANH and Citizens Advice East Herts.

Scams Champion (funded by the Hertfordshire Police and Crime Commissioner) – Community talks and workshops to raise awareness of scams and what to do if you are a victim of one.

Financial Inclusion for settle Tenants (Q1 & 2 only) (funded by settle) – Specialist advice and casework in benefits and debt for settle tenants in North Hertfordshire.

Welfare Benefits Appeals (funded by Hertfordshire County Council and delivered cross-county by Citizens Advice Stevenage) – Advice for residents appealing benefits decisions. We can refer our clients to this service, capacity allowing.

Herts Economic Recovery Team (funded by Hertfordshire County Council and delivered cross-county by Citizens Advice Hertsmere and Citizens Advice Watford) – Debt advice and casework for vulnerable residents. We can refer our clients to this service, capacity allowing.

Who We Helped – 2024/25

CANH's advice services are available to everyone, with most of our resources spent helping those who are most in need. Typically, these are people in crisis situations, those with one or more markers of vulnerability, and those in poverty.

The complexity of client cases continues to increase, and we are seeing more clients who are unable to access support services elsewhere due to funding and capacity challenges across the voluntary and public sector. The cost-of-living crisis, inflation and increased housing costs continued to cause hardship for many residents.

Debt issues rose by 5% from last year. Overall, debt assessments are up by 13% as cost-of-living pressures squeeze the ability to make ends meet and there is an increasing need to examine all options to reduce pressure on household finances.

Housing issues have increased every year since 2020 and, in 2024/25, the number of issues rose by a further 6%. We saw more people coming to us about local authority homelessness services and threatened homelessness, and an increase in queries about housing association properties.

Legal issues rose by 45%, with dramatic increases in queries about solicitors/barristers and family court proceedings. This goes together with a 10% increase in family issues, driven by divorce enquiries and enquiries related to children.

Mario's story*

Mario was referred to us due to his large rent arrears.

He had been made redundant, so his debt was mounting up. He wasn't paying his rent or any of his bills, and this was affecting his mental health.

Our adviser began by checking that Mario was receiving the correct benefits, and they helped Mario apply for what he was entitled to.

Next, we had to get an agreement in place with his landlord as Mario was in breach of his court order. This was due to him losing his job, so he wasn't able to keep up the agreed payments.

We supported Mario with his finances, giving budgeting and debt advice. We managed to get some of his debts written off as his budget wouldn't allow him to pay off his non-priority debt. We put in place a plan so that Mario could start paying off his rent arrears.

Over the months, we have built a trusting relationship with Mario. His mental health has improved so much that he has done some training to enable him to find work. This training has boosted his confidence, and Mario is focused on getting back to work to improve his life.

**Client name changed for confidentiality purposes*

Lewis's story*

Lewis came to us due to a major life-change. Lewis is very young, with only a grandparent for support, and is recovering from major surgery. He had only recently started a new job before he had to go on sick leave due to the surgery.

Lewis's new employer wasn't paying Statutory Sick Pay as his earnings weren't enough, so this meant he wasn't getting any income. He had already applied for Universal Credit, so we explored with Lewis how we could increase his income and reduce his expenditure.

We advised Lewis to apply for Council Tax Reduction, helped with applying for a Discretionary Housing Payment, spoke to the DWP and got his Universal Credit advance repayment knocked down by £30 a month.

We managed to put his council tax on hold for a month, his credit card on hold for 60 days and make a claim for Employment Support Allowance. We provided some budgeting advice to help Lewis prioritise his spending.

Lewis had already submitted a Personal Independence Payment claim before coming to us and is awaiting a decision.

A few weeks on, Lewis is slowly returning to work and has been able to manage since asking for our help. He keeps in contact, asking for support now and then, and is grateful for our help.

**Client name changed for confidentiality purposes*

Our Impact on the Local Community

Solving practical problems has wide-ranging and long-lasting positive effects on individuals and our local community.

People are financially better off as a result of our advice.

We generated £2.8 million in financial outcomes for our clients in 2024/25. These financial outcomes include benefits gained, debts managed, debts written off and refunds gained.

This means that people have more money in their pockets, are better able to manage any debt and have increased confidence in managing their money.

People's health is improved as a result of our advice.

As well as financial outcomes for individuals and our community, practical advice has a positive impact on people's health. Last year: ¹

- 70% of clients reported feeling less stressed, depressed or anxious after receiving advice from CANH
- 49% felt that their physical health had improved.

Solving practical problems means that people are better able to cope with and participate in everyday life, including improved relationships with others and being better able to remain in or find employment.

Our advice has a wider positive impact on our local community.

For every £1 invested in our service in 2024/25, we generated: ²

- **£2.94** in savings to government and public services (fiscal benefits); total of £1,990,486
- **£17.98** in wider economic and social benefits (public value); total of £11,705,408
- **£11.06** in financial value to the people we helped (specific outcomes to individuals); total of £6,062,307.

¹ Data from Q4 2024/25 Client Experience survey – a follow-up survey conducted by national Citizens Advice with CANH clients between three and six months after receiving our advice

² Data from national Citizens Advice's Treasury-approved financial data modelling tool

What Our Clients Are Telling Us

As part of our client survey, we asked people we have helped about their experience of the service:³

- 86% would recommend our service
- 84% said that we helped them find a way forward
- 89% would not have been able to resolve their problem without our help.

Examples of CANH Client Feedback:

I would just like to say how fantastic they are. They have been a godsend to me. They have helped me with various forms I needed filling in. I used to be able to do it myself but now I have mental issues and am not capable of filling them in. My last interaction with the CAB, the lady came out to my mum to help her apply for attendance allowance. She was so good to come out to my mum and also fill and send the forms off as I couldn't have filled that massive form in. I really appreciate it and like I said, they are a godsend.

All the staff are always helpful, understanding, kind and considerate. Without your help, many people will be in grave difficulties and desperate situations. Thank you and God bless you all.

My issue was with filling in government-based forms; this has caused me great concerns in the past. My concerns and fears were completely solved by my involvement with the Letchworth CAB. A wonderful service provided to my needs.

We were treated with kindness, patience & respect. It brought comfort to have the help & advice needed to see a way forward, even though still battling with the DWP. Thank you.

This is a great service I couldn't do without.

Citizens Advice: I would highly recommend, to anyone needing or wanting advice. It was their knowledge and experience that really changed my life a great deal.

³ Data from 2024/25 Client Experience survey – a follow-up survey conducted by national Citizens Advice with CANH clients between three and six months after receiving our advice

Our Future Plans

As a result of the COVID-19 pandemic and the ongoing cost-of-living crisis, we observe heightened inequality in our area, exacerbated by soaring housing costs, which has led to more individuals experiencing deprivation and seeking our assistance. Demand for our services has surged as individuals on the edge of managing their finances now find themselves in crisis, while even those in employment are seeking advice amid rising costs that outpace salaries and benefits. Financial vulnerability and negative budgets are now common. All our core advice areas have seen increases in client numbers over the past three years, particularly Housing, Benefits, Crisis Support and Family issues. The complexity of client enquiries has increased, with more people needing further guidance even after their initial queries are addressed.

We know we need to meet more demand and offer the services our community needs to support people who are in trouble. Our current three-year strategy addresses these needs.

We also need to ensure that the Citizens Advice service in North Hertfordshire and South Cambridgeshire survives in the long term. We are seeing significant challenges in the charity funding environment. CANH has achieved substantial growth in recent years until 2024/25; income and expenses have grown by 106%, with an annual growth rate of approximately 18%. However, last year saw a decrease in our funding and therefore in our capacity. Increased demand and reduced funding means that we need to bring in new sources of income and create a more efficient organisation.

Underpinning our strategy is a commitment to partner and collaborate with other organisations where it benefits our clients and/or our organisation. We currently engage in many partnerships that deliver additional services or referral pathways for local residents. We will continue to build on these relationships over the next three years.

Strategic Goals

Accessible Advice We will offer high-quality and timely one-to-one advice where and when people need us.	Advice in the Community We will develop and provide community engagement initiatives delivering proactive and early intervention to reduce crisis.	Inclusive Advice We will increase the number of people we support from marginalised communities and provide inclusive services.
Be Financially Secure We will ensure our financial resources are sufficient and sustainable.	Be a Great Place to Work We will ensure our diverse team is set up to deliver our shared purpose.	Work Smarter We will ensure our infrastructure is fit for purpose.

STRATEGIC REPORT

Structure, Governance and Management

Legal Status

North Hertfordshire and District Citizens Advice Bureau is a registered company and charity, incorporated on 4 April 2001 and registered as a charity on 4 May 2001.

The charity operates under the name Citizens Advice North Hertfordshire (CANH).

The organisation is a charitable company limited by guarantee. It does not have a share capital. It is not liable for corporation tax on its investment income, nor on other income derived from carrying out its charitable objectives and applied for that purpose.

The company was established under a Memorandum of Association and is governed under its Articles of Association (as adopted by a special resolution passed at a General Meeting held on 25 March 2019), which include the objectives and powers of the charitable company.

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Our People

Our team consists of highly skilled individuals acting as trustees, executive managers, advisers and support staff, who are either employed as paid staff or volunteer their services.

On average throughout the year, CANH employed 26 part-time and full-time paid staff, which equates to an average full-time equivalent of 16.8 people.

For 2024/25, the average number of volunteers was 60, which equates to an average full-time equivalent of 9.7 people. Our volunteers make a significant contribution, estimated to be worth over £596,720, to both the charity and the wider local community.

CANH recruited and trained 12 new volunteers in 2024/25 as part of its ongoing recruitment of new volunteers. We continued our successful summer holiday work experience scheme to introduce sixth form and university students to our advice and campaigning work, and to raise awareness of volunteering among a younger age group.

Organisation Structure

The charity is run by a Board of Trustees, currently nine members, all of whom are volunteers (see list below), who are also Directors of the Company and who meet at least quarterly. A Chief Executive has been appointed to manage the day-to-day operations of the charity.

Our Trustees and Directors of the Company

Trustees currently serving

R. Boxall	
J. Brooks	Vice Chair
D. M. Currie	
C. Hayward	Treasurer
R. Liversidge	Appointed 12/12/2024
K. Livingstone	Appointed 17/01/2025
R. P. Thackeray	Chair
D. Watson	Appointed 12/12/2024
F. Weir	

Trustees who resigned during the period

S. Ross	Resigned 10/10/2024
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Our management team

R. Waters	Chief Executive Officer and Company Secretary
L. Fraser	Head of Advice & Quality
P. Vieira	Head of Resources
B. Morris	Head of Community Engagement

Statement of Trustee Responsibilities

The trustees (who are also the directors of North Hertfordshire and District Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

Recruitment and Appointment of New Trustees

Trustee vacancies are advertised from time to time. Applicants are invited for an interview, with a resulting recommendation being made as to their suitability for appointment as a trustee.

Each individual member trustee is elected (or re-elected) at an Annual General Meeting, which is held no more than 15 months after the previous meeting (a limited number of trustees may be co-opted between Annual General Meetings). Co-opted trustees, and one third of other trustees, must stand down at each Annual General Meeting, but may stand for re-election. However, subject to limited exceptions, a trustee who has served for at least nine years will not be eligible for re-election. The trustees elect a Chair, Vice Chair and Treasurer from among their number, normally at the first Trustee Board meeting following the AGM. Trustees are provided with a thorough induction process, and follow a training and development plan to support them in their role.

Public Benefit

The Charity Commission's guidance on public benefit includes two key principles, namely:

- Principle 1: There must be identifiable benefit or benefits
- Principle 2: Benefit must be to the public, or a section of the public

The principal activity of CANH is the provision of a free, confidential, impartial, independent service of information, advice, guidance and support to anyone in North Hertfordshire and South Cambridgeshire. This is to meet the charity's objects of promoting any charitable purpose for the public benefit by the advancement of education, protection and preservation of health and relief of poverty, sickness and distress.

The benefits to the public of carrying out this principal activity have been clearly identified and articulated in this report.

The trustees have paid due regard to the Charity Commission's guidance on public benefit in exercising their powers and duties and are satisfied that the charity does meet the public benefit requirements.

Risk and Internal Controls

Our trustees are responsible for the effective management of risk and for making sure that internal controls are in place and operating as designed. The Trustee Board conducted their periodic review of our policy on risk strategy.

Our strategy towards risk and our risk appetite are as follows:

- To manage risks which are in line with our strategic objectives
- To avoid risks which are not in line with our strategic objectives and/or could jeopardise the survival of the organisation
- Where risks are agreed to be in line with strategy, to act to mitigate the likely impact and have contingency plans in place.

Throughout the year, the CEO identifies new risks and validates existing risks, assesses the likelihood, impact and appetite for each risk, the plans for managing them and the adequacy of those plans. This is then recorded in the CANH Risk Register.

CANH operates a robust system of internal financial controls as laid out in various policies and procedures. On a periodic basis, the Trustee Board review and agree on budgeting systems and financial reports.

On a quarterly basis, the Trustee Board assess the key risks facing CANH, the severity of those risks and the plans to mitigate the likely impact of those risks.

The trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to major risks.

Financial Review

Income

In 2024/25, CANH received grants and other income totalling **£724,832**, down from **£845,566** in the prior year. This reduction is mainly a result of net decreases in income from grants.

Grant income is the predominate source of funding for CANH, primarily from the public and not-for-profit sectors. In 2024/25, grant income reduced to **£685,726** from **£798,340** in the prior year.

The significant streams of grant income received from our core funders include:

- **£238,933** from North Herts Council, of which £160,118 represents the core grant in support of our general advice service, available to anyone in North Hertfordshire
- **£125,306** from Hertfordshire County Council for the provision of specialist advice and casework for those in need of crisis support; Out of Hours Adviceline service; and to help us respond to the increased demand on our service caused by the cost-of-living crisis
- **£150,000** from Letchworth Garden City Heritage Foundation for specialist advice and casework in benefits and debt for Letchworth residents; Financial capability support delivered in community settings, online and on a one-to-one basis
- **£57,500** from settle for the provision of specialist advice and casework in benefits and debt for settle tenants in North Hertfordshire.

Grants are typically awarded for fixed terms of up to three years; a significant number of these grants were due to expire during 2025. Despite the significant pressures on public sector funding, CANH has been successful in retaining several of its existing grants, whilst attracting new funding to extend its service. These successes help provide for a level of financial stability for 2024/25 and beyond. CANH is very grateful to its core funders for this ongoing support.

However, it remains a strategic priority for CANH to continue working closely with its core funders to maintain existing funding, whilst identifying and securing additional income from a more diverse mix of sources.

Our Funders

Our main funders during the period were:

- North Herts Council/North Herts Council Housing Department
- South Cambridgeshire District Council
- settle
- Letchworth Garden City Heritage Foundation
- Hertfordshire County Council
- Hertfordshire Police and Crime Commissioner
- National Association of Citizen's Advice Bureau – CSDF Support
- Graham Rowlandson Foundation
- Letchworth Foodbank and the Trussell Trust
- Cadent via Carers Trust

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as **CITIZENS ADVICE NORTH HERTFORDSHIRE**

Expenditure

In 2024/25, the total resources expended in running the charity reduced to **£775,973** from **£802,893** in the previous year. Detailed below are the key areas of expenditure:

	<i>Unrestricted Funds £</i>	<i>Restricted Funds £</i>	<i>31/03/2025 Total Funds £</i>	<i>31/03/2024 Total Funds £</i>
Expense Type				
Salaries and other employment costs	198,829	439,712	638,541	645,499
Staff and volunteer expenses	3,711	8,207	11,918	13,190
Office expenses	15,372	33,996	49,368	85,825
Premises	14,631	32,356	46,987	36,119
Governance	3,543	7,834	11,377	1,277
Other, including Hardship Fund	1,577	3,503	5,080	3,449
Depreciation – equipment, fixtures and fittings	12,702	-	12,702	17,534
Total resources expended	250,365	526,608	775,973	802,893

Key Highlights

Salaries and other employment costs

Salaries and other employment costs have reduced from **£645,499** to **£638,541** to match our costs more closely with the available revenues. The average number of full-time equivalents was 26, a small reduction from 28 in the previous year.

CANH continues to review its staff remuneration to remain competitive and, where possible, help offset the adverse impacts on our staff of rising living costs. However, there continues to be significant upward pressure on salaries and other employment costs because of three key challenges:

- The adverse impact on employees of inflation and the cost-of-living crisis;
- The shortages of qualified people in the broader labour force and the impact this has on retaining existing staff and recruiting new staff;
- Increases in Employers' National Insurance, which will impact 2025/26.

The ability of CANH to recoup these additional costs, due to the terms of its existing funding contracts, is limited. This is a key financial risk for CANH.

Non-salary expense categories

Significant effort has been employed to closely manage non-salary expenses, whilst maintaining investments in staff training and office equipment. These efforts have helped reduce non-salary expenses to **£137,432** from **£157,394** in the previous year. The outlook for 2025/26 could see

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

increases due to the inflationary pressures on bought-in services. The ability of CANH to recoup these additional costs, due to the terms of its existing funding contracts, is limited.

Balance Sheet

As at 31 March 2025, CANH held total funds of **£302,339**, which is a reduction from **£353,480** as at 31 March 2024. The decrease in total funds over the period of **£51,141** represents the net loss for the current financial year.

CANH continues to benefit from a good cash flow, although cash resources have been reduced by the performance this year. The total cash and cash equivalents as at 31 March 2025 were **£250,312** compared to **£350,797** as at the end of the previous year. This decrease in cash and cash equivalents is partially offset by a decrease in creditors to **£48,203** from **£87,362** for the previous year, leaving net current assets at **£290,696**, down from **£329,135** in the previous year.

Reserves Policy

Deciding the level of reserves that a charity needs to hold is an important part of financial management and forward financial planning. Failure to do this may result in reserves levels which are either:

- too high, which could unnecessarily limit the amount spent on charitable activities and the potential benefits a charity can provide; or
- too low, which could put the charity at risk of continuing its activities due to unexpected financial difficulties, increasing the risks of unplanned and unmanaged closure and insolvency.

CANH trustees, on a regular basis, review the total amount and designation of reserves to ensure they are at a level that enables CANH to manage financial risk and income volatility over the medium to long term. The level of reserves should enable CANH to maintain an optimal level of service, whilst meeting its financial commitments as and when they fall due.

Reserves represent the total unrestricted funds at a point in time. As at 31 March 2025, CANH held **£302,339** of unrestricted funds, of which **£49,420** is held as general funds required to cover possible deficits in future years, and **£252,919** has been designated to cover the following:

- net book value of tangible fixed assets of £11,643;
- operating risks and exceptional costs of £12,500 and hardship funds of £776;
- opportunities and other future investments of £75,000; and
- £153,000 to cover key financial risk scenarios, including income, liquidity and cessation risks.

Finally, one key risk indicator is the level of reserves (unrestricted funds), less net book value of tangible fixed assets, as a proportion of annualised general running costs. As at 31 March 2025, CANH held reserves sufficient to cover more than three months' worth of operating costs. This falls within the National Association of Citizens Advice low risk category of three to six months' worth of costs.

Investment of Reserves

CANH's policies govern the investment of reserves, which includes guidelines on asset mix and types of investments, including equity fund investments. As at 31 March 2025, CANH:

- held £250,312 of its assets in cash and cash-like securities; and
- had £68,332 invested in the Fidelity Index World Fund P Accumulation fund.

Trustees review the investments at least annually to ensure they are consistent with liquidity and performance requirements of CANH.

Going Concern

The financial position and performance have been outlined in the financial review. The trustees have assessed our position and concluded that CANH is well-placed to meet our liabilities as they fall due and to manage the business risks we face. This position is supported by a strong cash flow, sufficient reserves, good relationships with our key funders and a proven ability to secure new income. Our planning and reporting processes, including financial projections, take into consideration the current economic climate and its potential impact on our various sources of income and planned expenditure.

We have therefore adopted the going concern basis of preparation of these financial statements on the basis that we have concluded there is a reasonable expectation that we have sufficient resources to continue in operational existence for the foreseeable future, being at least 12 months from the date of approval of these financial statements.

Approvals

The Report of the Trustees, incorporating a Strategic Report, was approved by order of the Board of Trustees, as the company directors, on 26 September 2025 and signed on its behalf by:



.....
R. Thackeray – Trustee – Chair

Reference and Administrative Details

Registered Name

The charity and company registered name is North Hertfordshire and District Citizens Advice Bureau. The charity operates under the name Citizens Advice North Hertfordshire (CANH).

Registered Company number

04194542 (England and Wales)

Registered Charity number

1086489

Chief Executive

R. Waters

Company Secretary

R. Waters

Registered principal office

49 Station Road
Letchworth Garden City
Hertfordshire SG6 3BQ

Other offices

Town Hall
Melbourn Street
Royston
Hertfordshire SG8 7DA

Independent Examiner

Bradshaw Johnson
Chartered Accountants
Croft Chambers, 11 Bancroft
Hitchin
Hertfordshire SG5 1JQ

Bankers

CCLA Investment Management Ltd
COIF Charity Funds
Senator House
85 Queen Victoria Street
London EC4V 4ET

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent ME19 4JQ

Solicitors

BWB Solicitors
10 Queen Street Place
London
EC4R 1BE

Heckford
19 Leys Avenue
Letchworth Garden City
Hertfordshire SG6 3EB

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF NORTH
HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU ('the company')**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

Responsibilities and basis of report

As the charity's trustees of the Company (and 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 accounts 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 charity'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

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of Institute of Chartered Accountants in England and Wales which is one of the listed bodies.

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

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.



Neil Harding FCA
Institute of Chartered Accountants in England and Wales
Bradshaw Johnson Chartered Accountants
Croft Chambers, 11 Bancroft
Hitchin, Hertfordshire SG5 1JQ

Date: 9 October 2025

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as **CITIZENS ADVICE NORTH HERTFORDSHIRE**

STATEMENT OF FINANCIAL ACTIVITIES
IN THE YEAR TO 31 MARCH 2025

	<i>Notes</i>	<i>Unrestricted Funds £</i>	<i>Restricted Funds £</i>	<i>31/03/2025 Total Funds £</i>	<i>31/03/2024 Total Funds £</i>
INCOME AND ENDOWMENTS FROM					
<i>Donations and legacies</i>	3	28,289	-	28,289	20,461
<i>Charitable Activities</i>					
<i>Grants received</i>	6	160,118	525,608	685,726	798,340
<i>Other trading activities</i>	4	331	-	331	2,160
<i>Investment income</i>	5	10,486	-	10,486	24,606
<i>Total</i>		199,224	525,608	724,832	845,566
EXPENDITURE ON					
Running the charity	7	250,365	525,608	775,973	802,893
NET INCOME		(51,141)	-	(51,141)	42,673
RECONCILIATION OF FUNDS					
Total Funds brought forward		353,480	-	353,480	310,807
Total Funds carried forward		302,339	-	302,339	353,480

Continuing Operations

All income and expenditure have arisen from continuing activities.

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

STATEMENT OF FINANCIAL POSITION
31 MARCH 2025

	<i>Notes</i>	<i>Unrestricted Funds £</i>	<i>Restricted Funds £</i>	<i>31/03/2025 Total Funds £</i>	<i>31/03/2024 Total Funds £</i>
Fixed assets					
Tangible assets	12	11,643	-	11,643	24,345
Current assets					
Debtors and prepayments	13	20,255	-	20,255	1,643
Investments	14	68,332	-	68,332	64,057
Cash at bank and in hand		221,733	28,579	250,312	350,797
		<u>310,320</u>	<u>28,579</u>	<u>338,899</u>	<u>510,478</u>
Creditors					
Amounts falling due in one year	15	(19,624)	(28,579)	(48,203)	(87,362)
NET CURRENT ASSETS		<u>290,696</u>	<u>-</u>	<u>290,696</u>	<u>329,135</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>302,339</u>	<u>-</u>	<u>302,339</u>	<u>353,480</u>
NET ASSETS		<u>302,339</u>	<u>-</u>	<u>302,339</u>	<u>353,480</u>
FUNDS					
Unrestricted funds	16	302,339	-	302,339	353,480
Restricted funds		<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
TOTAL FUNDS		<u>302,339</u>	<u>-</u>	<u>302,339</u>	<u>353,480</u>

STATEMENT OF FINANCIAL POSITION – continued

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for:

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006; and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The financial statements were approved by the Board of Trustees and authorised for issue on 26 September 2025 and were signed on its behalf by:


.....

R. Thackeray – Trustee – Chair

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

STATEMENT OF CASH FLOWS
FOR YEAR ENDED 31 MARCH 2025

	<i>Notes</i>	<i>31/03/2025</i> <i>£</i>	<i>31/03/2024</i> <i>£</i>
Net income for the reporting period (as per the Statement of Financial Activities)	1	(51,141)	42,673
Adjustments for:			
Depreciation charges		12,702	17,534
Gains/losses on investments		(4,275)	(11,881)
Debtors (increase/(decrease))		(18,612)	14,452
Creditors ((increase)/decrease)		(39,159)	(139,355)
Net cash generated from operating activities		<u>(100,485)</u>	<u>(76,577)</u>
Net change in cash and cash equivalents in reporting period		(100,485)	(76,577)
Cash and cash equivalents at the beginning of the period		350,797	427,374
Cash and cash equivalents at the end of the reporting period		<u>250,312</u>	<u>350,797</u>

NOTES TO THE STATEMENT OF CASH FLOWS FOR THE YEAR ENDING 31 MARCH 2025

1. ANALYSIS OF CHANGES IN NET FUNDS

	<i>As at 01/04/2024 £</i>	<i>Cash Flow £</i>	<i>Other Non- cash £</i>	<i>As at 31/03/2025 £</i>
Net cash				
Cash at bank	350,797	(100,485)	-	250,312
Total	<u>350,797</u>	<u>(100,485)</u>	<u>-</u>	<u>250,312</u>
Liquid resources				
Deposits included in cash	-	-	-	-
Current asset investments	64,057	-	4,275	68,332
	<u>64,057</u>	<u>-</u>	<u>4,275</u>	<u>68,332</u>
Total	<u><u>414,854</u></u>	<u><u>(100,485)</u></u>	<u><u>4,275</u></u>	<u><u>318,644</u></u>

NOTES TO THE FINANCIAL STATEMENTS
FOR YEAR ENDED 31 MARCH 2025

1. STATEMENT OF COMPLIANCE

North Hertfordshire and District Citizens Advice Bureau is a charitable company incorporated in England. The registered office is: 49 Station Road, Letchworth Garden City, Hertfordshire SG6 3BQ.

The charitable company's financial statements have been prepared in compliance with Charities SORP (FRS 102) as it applies to the financial statements for the year ended 31 March 2025.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

North Hertfordshire and District Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102.

After making enquiries, the trustees have a reasonable expectation that the charity has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements as outlined in the Statement of Trustees' Responsibilities.

Income

All income is included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants are recognised in full in the Statement of Financial Activities in the year in which they are receivable.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes attributable VAT which cannot be recovered and is reported as part of the expenditure to which it relates. Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

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

2. ACCOUNTING POLICIES – continued

Tangible fixed assets

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

- Fixtures and fittings: 10% on cost
- Computer equipment: 20% on cost

Minor additions of less than £1,000, or other additions as agreed by the Trustee Board, are not capitalised.

Taxation

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

Fund accounting

- Unrestricted funds are available for use at the discretion of the trustees in the furtherance of the general objectives of the charity.
- Designated funds are unrestricted funds earmarked by the trustees for particular purposes.
- Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

Pensions

During the year, the charitable company operated a pension scheme with the National Employment Savings Trust (NEST). Contributions payable for the year are charged in the Statement of Financial Activities.

Legal status of the charitable company

In the event of the charitable company being wound up, each trustee (being a member of the charity) has undertaken to contribute to the assets of the charitable company such amounts as required but not exceeding £1. This guarantee extends until one year after a trustee ceases to be a member. The trustees are directors of the charitable company.

Debtors and prepayments

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.

Cash at bank and in hand

Cash at bank includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

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

2. ACCOUNTING POLICIES – continued

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Financial instruments

The investments are managed on behalf of the charity by Fidelity International.

Investments are stated at market value as of 25 March 2025. The market value is derived from the Valuation Statement supplied by Fidelity International.

The Statement of Financial Activities includes the net gains and losses (realised and unrealised) arising on the revaluations and disposals throughout the year.

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

3. DONATIONS AND LEGACIES

	31/03/25	31/03/24
	£	£
Donations	<u>28,289</u>	<u>20,461</u>

4. OTHER TRADING ACTIVITIES

	31/03/25	31/03/24
	£	£
Fund raising	<u>331</u>	<u>2,160</u>

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

5. INVESTMENT INCOME

	31/03/25	31/03/24
	£	£
	<u>10,486</u>	<u>24,606</u>

6. INCOME FROM CHARITABLE ACTIVITIES

	31/03/25	31/03/24
	£	£
Grants receivable	<u>685,726</u>	<u>798,340</u>

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

				31/03/25	31/03/24
Grantor	Funded Activity	Unrestricted	Restricted	Total	Total
		Funds	Funds	Funds	Funds
		£	£	£	£
North Herts Council	Core Grant – General Advice	160,118		160,118	208,134
North Herts Council	Court Desk – Homelessness Prevention		61,815	61,815	27,857
North Herts Council	HSF Administration		5,000	5,000	
North Herts Council	Health Protection Board – Rural Outreach		0	0	18,168
North Herts Council	Moving Forward Together		12,000	12,000	12,000
South Cambs District Council	General Advice		21,000	21,000	21,000
settle	Financial Inclusion		57,500	57,500	110,500
Letchworth Garden City Heritage Foundation	Financial Health		150,000	150,000	142,500
Hertfordshire County Council	Crisis Intervention		31,601	31,601	29,587

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

Hertfordshire County Council	Crisis Enhancement	0	0	19,050
Hertfordshire County Council	Out of Hours Advice	70,530	70,530	98,101
Hertfordshire County Council	General Advice	20,000	20,000	0
Hertfordshire County Council	Cost of Living – Generalist Adviser	3,175	3,175	28,575
Hertfordshire Police & Crime Commissioner	Scams Advice	5,000	5,000	2,500
Hertfordshire Citizens Advice	Communications Support	0	0	11,666
Graham Rowlandson Foundation	Disability Benefits Advice	10,000	10,000	10,000
National Association of Citizens Advice Bureaux	CSDf	4,250	4,250	12,750
Trussell Trust Re Letchworth Food Bank	Financial Inclusion	61,390	61,390	45,952
Various other one off-funding		12,347	12,347	0
Total		160,118	525,608	685,726

7. TOTAL RESOURCES EXPENDED

			31/03/25	31/03/24
	Unrestricted	Restricted	Total	Total
Expense type	Funds	Funds	Funds	Funds
	£	£	£	£
Salaries and other employment costs	198,829	439,712	638,541	645,499
Staff & volunteer expenses	3,711	8,207	11,918	13,190
Office expenses	15,372	33,996	49,368	85,825
Premises	14,631	32,356	46,987	36,119
Governance	3,543	7,834	11,377	1,277
Other, including Hardship Fund	1,577	3,503	5,080	3,449
Other apportionment				-
Depreciation – equip, fixt & ftngs	12,702	0	12,702	17,534
Total resources expended	250,365	525,608	775,973	802,893

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

8. NET INCOME/(EXPENDITURE)

	31/03/25	31/03/24
	£	£
Depreciation – owned assets	<u>12,702</u>	<u>17,534</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

10. STAFF COSTS

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

	31/03/25	31/03/24
Average monthly number of employees	26	28
Average monthly number of employees (Full-time equivalent)	16.8	18.1

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

	31/03/25	31/03/24
Employment costs	Total	Total
	£	£
Wages and salaries	569,507	580,716
Social security costs	45,931	42,481
Pension costs	<u>23,103</u>	<u>22,302</u>
Total	<u>638,541</u>	<u>645,499</u>

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

10. STAFF COSTS – continued

Key management personnel

CANH has identified the key management personnel as the executive team, as highlighted in the strategic report. Total employment costs for key management personnel are as follows:

	31/03/25	31/03/24
	Total	Total
	£	£
Employment costs	<u>163,548</u>	<u>155,655</u>

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

11. 2024 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	31/03/24		
	Unrestricted	Restricted	Total
	Funds	Funds	Funds
	£	£	£
INCOME AND ENDOWMENTS FROM			
Donations and legacies	20,461	-	20,461
Charitable activities			
Grants receivable	208,134	590,206	798,340
Other trading activities	2,160	-	2,160
Investment income	24,606	-	24,606
Total	255,361	590,206	845,566
EXPENDITURE ON			
Charitable activities			
Running the charity	212,687	590,206	802,893
Net gains on investments	-	-	-
NET INCOME	42,673	-	42,673
RECONCILIATION OF FUNDS			
Total funds brought forward	310,807	-	310,807
Total funds carried forward	353,480	-	353,480

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

12. TANGIBLE FIXED ASSETS

	Fixtures, Fittings & Computers
	£
Cost	
At 1/4/24	289,300
Additions	-
At 31/3/25	289,300
Depreciation	
At 1/4/24	264,955
Charge for the year	12,702
At 31/3/25	277,657
Net Book Value	
At 31/3/25	11,643
At 31/3/24	24,345

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31/03/25	31/03/24
	£	£
Trade debtors (Accrued income)	15,305	-
Prepayments	4,950	1,643
	20,255	1,643

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

14. CURRENT ASSET INVESTMENTS

	31/03/25	31/03/24
	£	£
Listed investments	<u>68,332</u>	<u>64,057</u>

This is made up as follows:

	31/03/25
	£
Listed investments	68,332

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Unrestricted	Restricted	31/03/25	31/03/24
	Funds	Funds	Total	Total
	£	£	£	£
Accrued expenses	4,394		4,394	5,190
Deferred income		28,579	28,579	64,990
Other creditors	<u>15,230</u>		<u>15,230</u>	<u>17,182</u>
	<u>19,624</u>	<u>28,579</u>	<u>48,203</u>	<u>87,362</u>

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as **CITIZENS ADVICE NORTH HERTFORDSHIRE**

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

16. MOVEMENT IN FUNDS

		As at 31/03/24	Incoming Resources	Resources Expended	Net Gains and Losses	Transfers Between Funds	31/03/25
		£	£	£	£	£	£
Unrestricted Funds							
General Fund		108,173	199,224	(250,365)	(51,141)	(7,612)	49,420
Designated Funds							
Designated funds invested in fixed assets		41,879	-	-	-	(30,236)	11,643
Designated funds for baseline running costs		115,000	-	-	-	38,000	153,000
Designated funds for operating risks and exception costs		12,500	-	-	-	-	12,500
Designated fund for opportunities and future investments		75,000	-	-	-	-	75,000
Designated Hardship Fund		928	-	-	-	(152)	776
Total Unrestricted Funds		353,480	199,224	(250,365)	(51,141)	-	302,339
Restricted Funds							
Grantor	Funded Activity						
North Herts Council	Court Desk – Homelessness Prevention	-	61,815	61,815	-	-	-
North Herts Council	HSF Admin	-	5,000	5,000	-	-	-
North Herts Council	Moving Forward Together	-	12,000	12,000	-	-	-
South Cambridgeshire District Council	General Advice	-	21,000	21,000	-	-	-
settle	Financial Inclusion	-	57,500	57,500	-	-	-
Letchworth Garden City Heritage Foundation	Financial Health	-	150,000	150,000	-	-	-
Hertfordshire County Council	Crisis Intervention	-	31,601	31,601	-	-	-
Hertfordshire County Council	Additional HSF Capacity	-	20,000	20,000	-	-	-
Hertfordshire County Council	Out of Hours Advice	-	70,530	70,530	-	-	-
Hertfordshire County Council	Generalist Adviser	-	3,175	3,175	-	-	-
Hertfordshire Police & Crime Commissioner	Scams Advice	-	5,000	5,000	-	-	-
Cadent via Carers Trust	Carers Money Matters	-	12,347	12,347	-	-	-
Graham Rowlandson Foundation	Disability Benefits Advice	-	10,000	10,000	-	-	-
Nat' Assoc. of Citizens Advice Bureaux	CSDF	-	4,250	4,250	-	-	-
Trussell Trust Re Letchworth Food Bank	Financial Inclusion	-	61,390	61,390	-	-	-
Total Restricted Funds		-	525,608	525,608	-	-	
TOTAL FUNDS		353,480	724,832	(775,973)	(50,812)		302,339

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

16. MOVEMENT IN FUNDS – continued

Purposes of Restricted Funds

North Herts Council – Homelessness Prevention: This fund provides representation and debt advice to clients finding themselves in financial hardship and facing threatened homelessness.

North Herts Council – HSF Admin: Distribution of the Household Support Fund – an initiative set up by the Department for Work and Pensions – to support those most in need with the significantly rising living costs.

North Herts Council – Moving Forward Together: Information, signposting and advice to help prepare residents to take up employment or volunteering opportunities.

South Cambridgeshire District Council – General Advice: This fund provides for general advice and specialist (disability) welfare advice to the residents of South Cambridgeshire. It supports the provision of our outreach service in Melbourn.

settle: This fund provides support for the delivery of money advice to help clients with debt issues to budget their income and expenditure, enabling them to draw up acceptable and realistic repayment plans for priority creditors.

Letchworth Garden City Heritage Foundation – Financial Health: This fund provides for specialist advice and casework in benefits and debt for Letchworth residents. Financial capability support is delivered in community settings, online and on a one-to-one basis.

Hertfordshire County Council – Crisis Intervention: This project provides in-depth support and casework for people with urgent or complex needs through debt, benefits, housing or other advice.

Hertfordshire Police & Crime Commissioner – Scams Champion: Community talks and workshops to raise awareness of scams and what to do if you are a victim of one.

Hertfordshire County Council – Household Support Fund: In 2021/22 and 2022/23, Citizens Advice North Hertfordshire participated in the distribution of the Household Support Fund – an initiative set up by the Department for Work and Pensions – to support those most in need with the significantly rising living costs.

Hertfordshire County Council – Hertfordshire Family Centres: Advice and support for families at outreach locations. A three-month pilot project to provide generalist advice to families at local Family Centres in Baldock, Royston and Hitchin.

Hertfordshire County Council – Out of Hours Hertfordshire Advice: Information, signposting, and advice on all enquiry areas.

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

16. MOVEMENT IN FUNDS – continued

Hertfordshire County Council – Cost of Living Generalist Adviser: Additional resource to help us respond to the increased demand on our service caused by the cost-of-living crisis. Information, signposting and advice.

Hertfordshire Police & Crime Commissioner – Scams Advice: Community talks and workshops to raise awareness of scams and what to do if you are a victim of one.

Hertfordshire Community Foundation – Frank Litchfield: A pilot scheme to help increase access to our services in rural areas, with an emphasis on the issues that are most affecting residents post-COVID and during the cost-of-living crisis.

Hertfordshire Citizens Advice – Communications Support: Support for Hertfordshire Citizens Advice communications strategy.

Graham Rowlandson Foundation: This project provides advice and support to clients needing help with disability benefits.

Help to Claim: This project (provided by grants from the National Association of Citizens Advice Bureaux originating from the Department for Work and Pensions) provides support for clients making their initial Universal Credit applications.

Energy Advice Programme: This fund (provided by grants from the National Association of Citizens Advice Bureaux originating from energy suppliers) supports the delivery of group sessions to frontline staff and community groups on energy advice, and the delivery of energy advice appointments to clients. In addition, it has funded an Energy Champion role to engage with local stakeholders, provide peer-to-peer support and training within the Citizens Advice network regionally and to assess the impact of advice.

Money and Pensions Service: These funds support a debt advice service.

Trussell Trust Re Letchworth Food Bank – Financial Inclusion: Specialist advice and casework in benefits and debt for people needing food bank support.

Purposes of Unrestricted Funds

General: This fund reflects the accumulated surplus arising from the general activity of the charity after allocating income and expenditure to other funds where appropriate and consistent with the policy of the charity.

Designated – Investments in Fixed Assets: This fund represents amounts set aside to fund the depreciation of the fit-out costs associated with relocation in 2016 to the charity's current main office in Letchworth.

NOTES TO THE FINANCIAL STATEMENTS – continued **FOR YEAR ENDED 31 MARCH 2025**

16. MOVEMENT IN FUNDS – continued

Designated – Baseline Running Costs: This fund provides for the impact of key financial risk scenarios, including income, liquidity and cessation risks, which could result from a significant decrease in core funding.

Designated – Operating Risks and Exceptional Costs: This fund provides for the financial impact of exceptional items that are not covered in the annual planning cycle, including operating risks that could result in an exceptional cost.

Designated – Opportunities and Future Investments: To provide financial resources to cover the costs of investment in people and resources to better support existing and anticipated growth in client demand for advice services. This includes future investments in IT equipment.

Designated – Hardship: This represents a fund established by donations to be used for discretionary hardship payments to clients (e.g. local travel costs related to accessing our advice or resolving an issue).

17. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

18. LEASING COMMITMENTS

The company signed a new lease in June 2016 on its principal office (which is also its registered office) for a period of 15 years (with a break option after 10 years) from 30 June 2016 at the rate of £19,800 per annum (including VAT at the current rate of 20%). Its commitments are as follows:

		31/03/25	31/03/24
		£	£
Due within one year		20,810	20,810
Due within two to five years	Min	86,425	107,235
	Max	112,016	136,105

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.



northhertscab.org.uk

Published October 2025

Citizens Advice North Hertfordshire is the operating name of North Hertfordshire and District Citizens Advice Bureau

Registered charity number: 1086489

Company number: 4194542

Citizens Advice membership number: 70/0004

Registered by the Financial Conduct Authority: FRN 617683

Registered office: 49 Station Road, Letchworth Garden City, Hertfordshire SG6 3BQ

Telephone: 01462 689801

Accounts

REGISTERED COMPANY NUMBER: 04194542

REGISTERED CHARITY NUMBER: 1086489

**REPORT OF THE TRUSTEES AND
INDEPENDENTLY EXAMINED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024
FOR
NORTH HERTFORDSHIRE AND DISTRICT
CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH
HERTFORDSHIRE**



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REPORT OF THE TRUSTEES

Introduction

It's been another challenging year for the thousands of people from North Herts who come to us for help and advice. The demand for our services has never been greater as our communities continue to struggle with a complex spectrum of issues, heightened by the continued cost of living pressures.

Our service teams supported over 6,700 people, with c. 14,700 different issues; these are significant increases on previous years. Additionally, the profile of people has changed, with a significant increase in the number of working people seeking help. Likewise, we are seeing a growing number of issues relating to housing. To better meet these increases and changes in demand, CANH has had to adapt its services and the way they are delivered.

All this has been possible thanks to our dedicated team, and the support we receive from our funders. Time and time again the team have shown considerable tenacity and agility in identifying and adapting to the needs of our community, whilst continuing to deliver outstanding service. Our funders have also recognized the need for our services and the positive impact they have on our community.

As we look forward, the underlying issues driving demand for our services do not appear to be improving. We are expecting demand to continue to increase, in a climate where opportunities to attract funding are challenging. It will be a considerable test for CANH to maintain and increase service availability in such an environment.

Richard Thackeray

Chair of the Trustees

About Citizens Advice North Hertfordshire

Citizens Advice North Hertfordshire (CANH) is an independent local charity, whose principal activity is the provision of a free, confidential, impartial, independent service of information, advice, guidance, and support to anyone in North Hertfordshire and South Cambridgeshire.

We work in partnership with other local voluntary, statutory and private agencies to help solve people's practical problems and improve their quality of life. The engagement we have with our clients and partners helps us develop our advice services in response to the changing needs of our community.

Clients can access advice in-person, by telephone, and email. We operate across the whole of North Hertfordshire and parts of South Cambridgeshire via our main office in Letchworth Garden City and outreach services from our office in Royston and other facilities in the towns and villages across the area.

Our service is delivered by our highly trained people, a mixture of c. 50 local volunteers and c. 28 employed staff.

We are a member of the national Citizens Advice network and our services are provided in strict accordance with the aims and principles of the National Association of Citizens Advice and the requirements of the Advice Quality Standard. We are regulated for money advice by the Financial Conduct Authority.

Our Vision

A society where people face far fewer problems

Our Missions

- To provide advice fit for the future: we're there for people when they need us in the ways that help make the biggest impact.
- To close the gap: we end the disparities in access and experience for marginalised people.
- To take early action: we prevent more people reaching crisis by addressing problems earlier.

Our Values

Client centred: We put our clients first, treating them with care, compassion, and humility.

Caring: We are kind to all, open and honest in our communication and champion a no-blame culture.

Enterprising: We commit to continually learning and embrace change in order to best serve our clients.

Collaborative: We are one team. We share our skills, insight and enthusiasm and will tackle tough or complex situations with courage and candour.

Professional: We are resourceful, always accountable and aim to work to the highest standards.

How We Helped - 2023/24

Information and Advice

CANH provides a general advice service available to anyone in North Hertfordshire and parts of South Cambridgeshire. Additionally, we work in partnership with the nine other local Citizens Advice offices in Hertfordshire to provide Hertfordshire Adviceline and other specialist services.

Clients can access our services five days a week in-person, by telephone, and email. We operate out of our main office in Letchworth Garden City as well as providing in-person advice from our office in Royston, the Melbourn Hub, Church House in Hitchin and from other partner locations across the district. Information about our services is provided on our website (www.northhertscab.org.uk).

North Herts Council provides a grant towards our core costs which supports our general advice service. South Cambridgeshire District Council provides a grant to support residents in the area. Our general advice service provides signposting, assisted information and detailed advice. CANH also supports a range of funded projects, providing specialist advice and casework services.

In 2023/24 CANH supported 6,717 people with 14,695 different issues via our individual advice service. We reached an additional 1,388 people with our preventative workshops and outreach events.

Compared to 2022/23:

- Client numbers increased by 16%
- Number of issues we supported with increased by 25%
- Housing issues increased by 62%
- Benefits issues increased by 21%
- Relationship and family issues increased by 33%
- Food banks and charitable support increased by 24%

The top ten issues we advised on during 2023/24 were:

Enquiry Area	Number of Issues 2023/24
Benefits	4129
Housing	2646
Debt	2003
Relationships & Family	1306
Legal	863
Charitable Support & Food Banks	825
Employment	788
Consumer	458
Financial Services & Capability	394
Utilities	262

Research and Campaigns

We identify cases of injustice in matters of social policy and work at both a local level and through the Citizens Advice network to bring about change.

In 2023/24 we:

- Engaged with two of our MPs, Bim Afolami and Sir Oliver Heald, to discuss the impacts of rising negative budgets and increased energy and housing costs on their constituents
- Published a report on the increase of food bank usage locally
- Participated in Scams Awareness Fortnight, Consumer Week, Talk Money Week, and Take 5
- Contributed to National Citizens Advice campaigns addressing issues such as:
 - Renters' Reform Bill
 - Encouraging uptake of Pension Credit
 - Up-rating benefits in line with inflation
 - Impact of negative budgets
 - Unfreezing and up-rating the Local Housing Allowance

Community Engagement

Our Community Engagement team works to reach more people than we can with our individual advice service. In 2023/24 we ran a programme of workshops on Financial Capability, Coping with the Cost of Living, Scams Awareness and Prevention, Consumer Tips, and Energy. In total 116 workshops, events and outreach sessions were held both online and in-person reaching 1,441 attendees

In addition, we:

- Reached 11,142 unique visitors through our website (www.northhertscab.org.uk) , making it easier for our local community and agencies to self-refer to our services Maintained regular postings on Facebook, Twitter, Instagram and Linked In to let people know how we can help, sharing useful information and amplifying our campaigns
- Ran a weekly column in The Comet and Royston Crow covering a range of advice topics and keeping the community updated on our services and ways to support us
- Ran articles in other local publications including parish magazines
- Attended a range of events throughout the year offering information and an introduction to our services. This included attending the Royston May Fayre, local support groups, community cafes, Letchworth Schools Partnership outreach sessions, and support groups for asylum seekers and Ukrainian guests.
- We regularly attend community network meetings organised by North Herts Council and others.

Household Support Fund

In 2023/24 CANH participated in the distribution of Household Support Fund, an initiative set up by the Dept of Work and Pensions, to make funds available for distribution to support those most in need to help with the significantly rising living costs. CANH distributed £10,000 (via Herts County Council who also funded us to deliver accompanying advice)

Our Services

Generalist Advice Services

North Hertfordshire General Advice (funded by North Herts Council) - Information, signposting and advice on all enquiry areas available in-person in Letchworth, Royston, Baldock & Hitchin, via email, telephone and Herts Adviceline.

South Cambridgeshire General Advice (funded by South Cambridgeshire District Council) - Information, signposting, and advice on all enquiry areas available in-person at Melbourn Hub and Royston, via email and telephone.

Out of Hours Hertfordshire Adviceline (funded by Hertfordshire County Council and delivered cross-county by Citizens Advice North Herts and Citizens Advice Stevenage) - Information, signposting, and advice on all enquiry areas, available week day evenings and Saturdays.

Cost of Living Generalist Advice (funded by Hertfordshire County Council) - Additional resource to help us respond to the increased demand on our service caused by the cost-of-living crisis. Information, signposting, and advice.

Moving Forwards Together (funded via North Herts Council and delivered in Partnership with Create Community & North Herts & Stevenage CVS) - Information, signposting, and advice to help prepare residents to take up employment or volunteering opportunities.

Rural Outreach (funded by Hertfordshire County Council) - Increase access to our services in rural areas, with an emphasis on the issues that are most affecting residents during the cost-of-living crisis.

Advice in British Sign Language (funded by Hertfordshire County Council and delivered by Citizens Advice Welwyn-Hatfield to our clients) - Information, signposting, and advice on all enquiry areas.

Household Support Fund (additional advice funded by Hertfordshire County Council) - HSF vouchers have been one of our advice tools this year. We received some funding alongside the vouchers to support the accompanying advice.

Specialist Advice Services

Financial Inclusion for settle tenants (funded by settle) - Specialist advice and casework in benefits and debt for settle tenants in North Herts.

Letchworth Financial Health (funded by the Letchworth Garden City Heritage Foundation) - Specialist advice and casework in benefits and debt for Letchworth residents. Financial capability support delivered in community settings, online and on a one-to-one basis.

Letchworth Food bank Financial Inclusion (funded by the Trussell Trust via Letchworth Food bank) - Specialist advice and casework in benefits and debt for people needing food bank support.

Homelessness Prevention (funded by North Herts Council) - Specialist housing advice and court desk representation service for clients facing eviction from their properties.

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

Energy Advice (three programmes funded by Big Energy Saving Network, BEIS and Southern Gas Network via Citizens Advice) - Advice on energy bills, energy saving and efficiency, fuel debt, smart meters, and carbon monoxide safety measures, given in group and one to one sessions.

Crisis Intervention (funded by Hertfordshire County Council) - Specialist Advice and casework for those in need of crisis support. An additional energy advice offer was funded for 2023/24 in response to the cost-of-living crisis.

Disability Benefits Advice (funded by the Graham Rowlandson Foundation) - Specialist Advice and casework for those applying for and appealing disability benefits decisions.

Scams Champion (funded by the Hertfordshire Police & Crime Commissioner) - Community talks and workshops to raise awareness of scams and what to do if you are a victim of one.

Welfare Benefits Appeals (funded by Hertfordshire County Council and delivered cross-county by Citizens Advice Stevenage) - Advice for residents appealing benefits decisions. We can refer our clients in this situation to this service, capacity allowing.

Herts Economic Recovery Team (funded by Hertfordshire County Council and delivered cross-county by Citizens Advice Hertsmere and Citizens Advice Watford) - Debt advice and casework for vulnerable residents. We can refer our clients to this service, capacity allowing.

Who We Helped – 2023/24

CANH's advice services are available to everyone with most of our resources spent helping those who are most in need. Typically, these are people in crisis situations, those with one or more markers of vulnerability, and those in poverty.

The complexity of client cases continues to increase, and we are seeing more clients who are unable to access support services elsewhere due to funding and capacity challenges across the voluntary and public sector.

The cost of living crisis, inflation, and increased housing costs continued to cause hardship for many residents. Our client base widened further with 44% of people seeking help from us being in employment (up from 32% in 2022/23).

Housing overtook debt for the first time to become our second largest area of work behind benefits. Homelessness, threatened homelessness and private sector rented issues were the drivers behind this.

Although debt dropped back to our third largest enquiry area overall, we still saw a 7% increase in people coming for help with this. Negative budgets are a problem in North Herts as they are across the country. Citizens Advice data places 4.6% of people in the Hitchin constituency and 6% of people in Hertfordshire North East in a situation where their income does not cover their essential costs, meaning that each month households will be falling further into debt.

Examples of the people we helped

Maggie's Story*

Maggie has significant mobility problems and other physical restrictions. Her husband, David, has dementia and she is his main carer but struggles with this role due to her physical limitations. The couple were seeking help with Attendance Allowance applications. They were referred to a specialist benefit adviser who over the course of two appointments completed AA applications for both Maggie and David.

David's application was successful, and he was unsurprisingly awarded the higher rate due to the level of care he requires. However, initially Maggie was turned down. The specialist adviser considered there was a case to challenge this decision and submitted a Mandatory Reconsideration request to the DWP. This was successful with the DWP reversing their decision and awarding Maggie the higher rate.

This involved an annual income gain for the couple of £10,582 which will allow them to pay for more help at home.

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

Yvette's Story*

Yvette receives Universal Credit and Personal Independence Payment. She is a full-time carer for her two children, aged 4 years and 8 weeks.

Yvette approached our generalist advice service as higher prices charged for food and energy were leaving her with no money at the end of the month. With Council Tax arrears of £1000, she had received a letter from the local authority informing her that a bailiff would soon be instructed to visit her.

Our adviser immediately contacted the local authority, requesting that they postpone any visit from a bailiff and to give her and Yvette time to weigh up Yvette's options at a full appointment. The local authority agreed to stop all action, and our adviser supported Yvette to use an online budgeting spreadsheet as a tool for planning her finances. A food voucher was issued.

Yvette was referred to one of our specialist debt advisers who is currently working with Yvette to maximise her income and sort out her debts.

**Client names changed for confidentiality purposes*

Our Impact on the local community

Solving practical problems has wide ranging and long-lasting positive effects on individuals and our local community.

People are financially better off as a result of our advice.

We generated £2 million in financial outcomes for our clients in 2023/24. These financial outcomes include benefits gained, debts managed, debts written off and refunds gained.

This means that people have more money in their pocket, are better able to manage any debt and have increased confidence in managing their money.

People's health is improved as a result of our advice.

As well as financial outcomes for individuals and our community, practical advice has a positive impact on people's health. Last year: ¹

- 68% of clients reported feeling less stressed, depressed or anxious after receiving advice from CANH
- 58% felt that their physical health had improved.

Solving practical problems means that people are better able to cope with and participate in everyday life, including improved relationships with others and being better able to remain in or find employment.

Our advice has a wider positive impact on our local community

For every £1 invested in our service in 2023/24, we generated: ²

- **£2.49** in savings to government and public services (fiscal benefits) total of: £1,990,486
- **£14.65** in wider economic and social benefits (public value) total of: £11,705,408
- **£7.59** in financial value to the people we help (specific outcomes to individuals) total of £6,062,307.

¹ Data from Q4 2023/24 Client Experience survey – a follow up survey conducted by national Citizens Advice with CANH clients between 3 and 6 months after receiving our advice

² Data from National Citizens Advice's Treasury approved financial data modelling tool

What our clients are telling us

As part of our client survey, we asked people we have helped about their experience of the service: ³

- 88% would recommend our service.
- 87% said that we helped them find a way forward
- 77% said that their problem was fully or partially resolved after our advice

Examples of CANH Client Feedback include:

I think the team are so good in my area of Letchworth. It made the difference to my pain and helped with so much. There has to be a Citizens Advice, so many people low income disabled, hurt or mental health issues - this is all they have. Thank you all for being there.

The service I received was exceptional. Not only did I get advice at the time, but my enquiry was further discussed after I left and I was emailed with updated information.

I got same day reply with useful information and suggested solution. It allowed me taking the appropriate action to solve the problem without delay.

Thank you. Sometimes difficult to get answers on the internet because of too much false info. It's reassuring that we can still contact the CAB"

"Was desperate for help, extremely stressed and didn't know where to turn. I was helped, guided, which really eased my stress. CAB is such a help to all. Thank you"

"An absolute life saver. The stress was eased so much for me. I really couldn't have done it myself. An amazing charity. Thank you so much."

"Great service provider; really have your interest at heart; really support you and more importantly listen to your needs and assist you. I would be lost without this service as it has served me well each time I have had to call or pay a visit to the bureau. "

Citizens Advice is one of the last great services we have in this country. Citizens Advice representatives always go above and beyond, I am always satisfied with their service. Thank you so much

Without the Citizens Advice Bureau I would not be able to cope with life and for that I am extremely grateful. Thank you

³ Data from 2023/24 Client Experience survey – a follow up survey conducted by national Citizens Advice with CANH clients between 3 and 6 months after receiving our advice

Our Future Plans

Since we agreed our last strategy, towards the end of 2021, the needs of our community and our operating environment has changed.

As a result of the pandemic and the ongoing cost of living crisis we observe heightened inequality in our area, exacerbated by soaring housing costs, which has led to more individuals experiencing deprivation and seeking our assistance. Demand for our services has surged as individuals on the edge of managing their finances now find themselves in crisis, while even those in employment are seeking advice amid rising costs that outpace salaries and benefits. Financial vulnerability and negative budgets are becoming increasingly common. All our core advice areas have seen increases in client numbers over the past three years, particularly Housing, Benefits, Crisis Support and Family issues. The complexity of client enquiries has increased, with more people needing further guidance even after their initial queries are addressed.

This backdrop has driven the development of our new three-year strategy. We know we need to meet more demand and offer the services our community needs to support people who are in trouble.

We also need to ensure that the Citizens Advice service in North Herts and South Cambs survives in the long term. We are seeing significant challenges in the charity funding environment. CANH has achieved substantial growth over the past six years; income & expenses have grown by 106%, with an annual growth rate of approx. 18%. However, increased demand and reduced funding means that we need bring in new sources of income, and create a more efficient organisation.

Underpinning our strategy is a commitment to partner and collaborate with other organisations where it benefits our clients and/or our organisation. We currently engage in many partnerships that deliver additional services or referral pathways for local residents. Over the next three years we will continue to build on these relationships.

Strategic Goals 2024/27

Accessible Advice We will offer one to one advice where and when people need us.	Prevent Problems We will increase our prevention work.	Inclusive Advice We will increase the number of people we support from marginalised communities.
Be Financially Secure We will ensure our financial resources are sufficient and sustainable.	Be a Great Place to Work We will ensure our diverse team is set up to deliver our shared missions and vision	Work Smarter We will ensure our infrastructure is fit for purpose.

STRATEGIC REPORT

Structure, Governance and Management

Legal status

North Hertfordshire and District Citizens Advice Bureau is a registered company and charity, incorporated on 4 April 2001 and registered as a charity on 4 May 2001.

The charity operates under the name Citizens Advice North Hertfordshire (CANH).

The organisation is a charitable company limited by guarantee. It does not have a share capital. It is not liable for corporation tax on its investment income, nor on other income derived from carrying out its charitable objectives and applied for that purpose.

The company was established under a Memorandum of Association and is governed under its Articles of Association (as adopted by a special resolution passed at a General Meeting held on 25 March 2019), which include the objectives and powers of the charitable company.

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Our people

Our team consists of highly skilled individuals acting as trustees, executive managers, advisers, and support staff, who are either employed as paid staff or volunteer their services.

On average throughout the year CANH employed 28 part-time and full-time paid staff, which equates to an average full-time equivalent of 18 people.

For 2023/24 the average number of volunteers was 50, which equates to an average full-time equivalent of 7.5 people. Our volunteers make a significant contribution, estimated to be worth over £478,039, to both the charity and the wider local community.

CANH recruited and trained 9 new volunteers in 2023/24 as part of its on-going recruitment of new volunteers. We continued our successful Easter and summer holiday work experience scheme to introduce 6th form and university students to our advice and campaigning work and to raise awareness of volunteering with a younger age group.

Organisation structure

The charity is run by a Board of Trustees, currently 7 members, all of which are volunteers (see list below), who are also Directors of the Company, who meet at least quarterly. A Chief Executive has been appointed to manage the day-to-day operations of the charity.

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

Our Trustees and Directors of the Company

Currently serving Trustees

R. Boxall	Appointed 17 October 2023
J. Brooks	Vice Chair Appointed 17 October 2023
D M Currie	
Chris Hayward	Treasurer, Appointed, 14 March 2023
S. Ross	
R P Thackeray	Chair
F Weir	

Trustees who resigned during the period

L Platten-Hawes	Resigned 03/08/2023
D Coyle	Resigned 17/10/2023
Chantel Hayward	Resigned 31/12/2023
SJ Clarke	Resigned 08/03/2024

Our management team

R. Waters	Chief Executive Officer and Company Secretary
L. Fraser	Head of Advice & Quality
P. Vieira	Head of Resources
B. Morris	Head of Community Engagement

Statement of Trustee Responsibilities

The trustees (who are also the directors of North Hertfordshire and District Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

Recruitment and appointment of new Trustees

Trustee vacancies are advertised from time to time. Applicants are invited for an interview, with a resulting recommendation being made as to their suitability for appointment as a Trustee.

Each individual member Trustee is elected (or re-elected) at an Annual General Meeting, which is held no more than 15 months after the previous meeting (a limited number of Trustees may be co-opted between Annual General Meetings). Co-opted trustees, and one third of other trustees, must stand down at each AGM, but may stand for re-election. However, subject to limited exceptions, a trustee who has served for at least 9 years will not be eligible for re-election. The Trustees elect a Chair, Vice Chair and Treasurer from among their number, normally at the first Trustee Board meeting following the AGM. Trustees are provided with a thorough induction process, and follow a training and development plan to support them with their role.

Public Benefit

The Charity Commissions guidance on public benefit includes two key principles, namely:

- Principle 1: There must be identifiable benefit or benefits
- Principle 2: Benefit must be to the public, or a section of the public

The principal activity of CANH is the provision of a free, confidential, impartial, independent service of information, advice, guidance, and support to anyone in North Hertfordshire and South Cambridgeshire. This is to meet the charity's objects of promoting any charitable purpose for the public benefit by the advancement of education, protection and preservation of health and relief of poverty, sickness, and distress.

The benefits to the public of carrying out this principal activity have been clearly identified and articulated in this report.

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in exercising their powers and duties and are satisfied that the charity does meet the public benefit requirements.

Risk and Internal Controls

Our trustees are responsible for the effective management of risk and for making sure that internal controls are in place and operating as designed. The Trustee Board conducted their periodic review of our policy on Risk Strategy.

Our strategy towards risk and our risk appetite are as follows:

- To manage risks which are in line with our strategic objectives
- To avoid risks which are not in line with our strategic objectives and/or could jeopardise the survival of the organisation
- Where risks are agreed to be in line with strategy, to act to mitigate the likely impact and have contingency plans in place.

Throughout the year, the CEO identifies new risks and validates existing risks, assesses the likelihood, impact and appetite for each risk, the plans for managing them and the adequacy of those plans. This is then recorded in the CANH Risk Register.

CANH operate a robust system of internal financial controls as laid out in various policies and procedures. On a periodic basis the Trustee Board review and agree on budgeting systems and financial reports.

On a quarterly basis, the Trustee Board assess the key risks facing CANH, the severity of those risks and the plans to mitigate the likely impact of those risks.

The Trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to major risks.

Financial Report

Income

In 2023-24 CANH received grants and other income totalling **£845,566**, up from **£644,155** in the prior year. This growth is a result of net increases in income from grants, donations and fundraising.

Grant income is the predominate source of funding for CANH, primarily from the public and not-for-profit sectors. In 2023-2024 grant income grew to **£798,340** from **£622,194** in the prior year. The significant streams of grant income received from our core funders include:

- **£266,159** from North Hertfordshire Council, of which £208,134 represents the core grant in support our general advice service, available to anyone in North Hertfordshire.
- **£175,313** from Hertfordshire County Council for the provision of specialist advice and casework for those in need of crisis support; Out of Hours Adviceline service; and to help us respond to the increased demand on our service caused by the cost-of-living crisis.
- **£142,500** from Letchworth Garden City Heritage Foundation for Specialist advice and casework in benefits and debt for Letchworth residents. Financial capability support delivered in community settings, online and on a one-to-one basis.
- **£110,500** from settle for the provision of Specialist advice and casework in benefits and debt for settle tenants in North Herts.

Grants are typically awarded for fixed terms of up to three years, a significant number of these grants were due to expire during 2024. Despite the significant pressures on public sector funding, CANH has been successful in retaining a number of its existing grants, whilst attracting new funding to extend its service. These successes help provide for a level of financial stability for 2023/24 and beyond. CANH is very grateful to its core funders for this on-going support.

However, it remains a strategic priority for CANH to continue working closely with its core funders in order to maintain existing funding, whilst identifying and securing additional income from a more diverse mix of sources.

Funds received from donations and fundraising activities are a small but important source of income for CANH. In 2023-2024 income from donations and fundraising was **£20,461**, up from **£16,321** in the previous year. The increase in donations raised provides evidence of the impact that CANH has on their clients.

Our Funders

Our main funders during the period were:

- North Herts Council/North Herts Council Housing Department
- South Cambridgeshire District Council
- settle
- Letchworth Garden City Heritage Foundation
- Hertfordshire County Council
- Hertfordshire Citizen's Advice – Communications support
- National Association of Citizen's Advice Bureau – CSDF Support
- Graham Rowlandson Foundation
- Letchworth Foodbank and the Trussell Trust

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as **CITIZENS ADVICE NORTH HERTFORDSHIRE**

Expenditure

In 2023-2024 the total resources expended in running the charity grew to **£802,893** from **£668,896** in the previous year. Detailed below are the key areas of expenditure:

			31/03/24	31/03/23
	Unrestricted	Restricted	Total	Total
Expense type	Funds	Funds	Funds	Funds
	£	£	£	£
Salaries and other employment costs	136,391	509,108	645,499	541,146
Staff & Volunteer expenses	5,706	7,484	13,190	8,837
Office expenses	19,532	66,293	85,825	63,498
Premises	6,767	29,352	36,119	31,641
Governance	201	1,076	1,277	1,790
Other, including Hardship fund	631	2,818	3,449	6,452
Other Apportionment	25,925	-25,925	-	-
Depreciation- Equipmt, Fxt&Ftgs	17,534	-	17,534	15,532
Total resources expended	212,687	590,206	802,893	668,896

Key highlights

Salaries and other employment costs

The growth in salaries and other employment costs to **£645,499** from **£541,146** in the previous year highlights the continued investment in our people to meet the increased service need. The average number of full-time equivalents was 18, up from 16 in the previous year.

CANH continues to review its staff remuneration in order to remain competitive and, where possible, help offset the adverse impacts on our staff of rising living costs. However, there continues to be significant upward pressure on salaries and other employment costs as a result of two key challenges:

- The adverse impact on employees of inflation and the cost-of-living crisis.
- The shortages of qualified people in the broader labour force and the impact this has on retaining existing staff and recruiting new staff

The ability of CANH to recoup these additional costs, due to the terms of its existing funding contracts, is limited. This is a key financial risk for CANH.

Non-salary expense categories

Significant effort has been employed to closely manage non-salary expenses, whilst maintaining investments in staff training and office equipment. These efforts have helped limit the rise in non-salary expenses to **£157,394** from **£127,750** in the previous year. This net increase is primarily due to additional expenditure on IT equipment and maintenance services. The outlook for 2024-25 could

see further increases due to the inflationary pressures on bought-in services. The ability of CANH to recoup these additional costs, due to the terms of its existing funding contracts, is limited.

Balance Sheet

As of 31st March 2024, CANH held Total Funds of **£353,480**, this compares to **£310,807** on the 31st March 2023. The increase in Total Funds over the period of **£42,674** represents the net surplus for the current financial year. This net surplus was an improved status and is consistent with CANH's strategic priorities for 2022 to 2025.

CANH continues to benefit from a strong cash flow. The total cash and cash equivalents as at 31st March 2024 were **£350,797** compared to **£427,374** as at the end of the previous year. This decrease in cash and cash equivalents is offset by a decrease in Creditors to **£87,362** from **£241,550** for the previous year, leaving net current assets at **£329,135**, up from **£268,928** in the previous year.

Reserves policy

Deciding the level of reserves that a charity needs to hold is an important part of financial management and forward financial planning. Failure to do this may result in reserves levels which are either:

- Too high, which could unnecessarily limit the amount spent on charitable activities and the potential benefits a charity can provide; or
- too low, which could put the charity at risk of continuing its activities due to unexpected financial difficulties, increasing the risks of unplanned and unmanaged closure and insolvency

CANH Trustees, on a regular basis, review the total amount and designation of reserves to ensure they are at a level that enables CANH to manage financial risk and income volatility over the medium to long term. The level of reserves should enable CANH to maintain an optimal level of service, whilst meeting its financial commitments as and when they fall due.

Reserves represent the total unrestricted funds at a point in time. As at 31st March 2024, CANH held **£353,480** of unrestricted funds, of which **£108,173** is held as general funds required to cover possible deficits in future years, and **£245,307** has been designated to cover the following:

- net book value of tangible fixed assets of £24,345;
- operating risks and exceptional costs of £12,500, and hardship funds of £928;
- opportunities and other future investments of £75,000; and
- £115,000 to cover key financial risk scenarios including income, liquidity, and cessation risks.

Finally, one key risk indicator is the level of reserves (unrestricted funds), less net book value of tangible fixed assets, as a proportion of annualised general running costs. As at 31st March 2024 CANH held reserves sufficient to cover over five months' worth of operating costs. This falls within the National Association of Citizens Advice low risk category of three to six months' worth of costs.

Investment of Reserves

CANH's policies govern the Investment of Reserves, which includes guidelines on asset mix and types of investments including equity fund investments. As at 31st March 2024 CANH held:

- £350,797 of its assets in cash and cash like securities; and
- £64,057 invested in the Fidelity Index World Fund P Accumulation fund.

Trustees review the investments at least annually to ensure it is consistent with liquidity and performance requirements of CANH.

Going Concern

The financial position and performance have been outlined in the financial review. The trustees have assessed our position and concluded that CANH is well-placed to meet our liabilities as they fall due and to manage the business risks we face. This position is supported by a strong cash flow, sufficient reserves, good relationships with our key funders and a proven ability to secure new income. Our planning and reporting processes, including financial projections, take into consideration the current economic climate and its potential impact on our various sources of income and planned expenditure.

We have therefore adopted the going concern basis of preparation of these financial statements on the basis that we have concluded there is a reasonable expectation that we have sufficient resources to continue in operational existence for the foreseeable future, being at least 12 months from the date of approval of these financial statements.

Approvals

The Report of the Trustees, incorporating a Strategic Report are approved by order of the Board of Trustees, as the company directors, on 19th September 2024 and signed on its behalf by:

A handwritten signature in dark ink, consisting of a stylized 'R' followed by a long horizontal stroke that curves slightly upwards at the end.

R. Thackeray- Trustee - Chair

Reference and Administrative Details

Registered Name

The charity and company registered name is North Hertfordshire and District Citizens Advice Bureau. The charity operates under the name Citizens Advice North Hertfordshire (CANH).

Registered Company number

04194542 (England and Wales)

Registered Charity number

1086489

Chief Executive

R Waters

Company Secretary

R Waters

Registered principal office

49 Station Road,
Letchworth,
Herts. SG6 3BQ

Other offices

Town Hall
Melbourn Street
Royston
Herts. SG8 7DA

Independent examiner

Bradshaw Johnson
Chartered Accountants
Croft Chambers, 11 Bancroft
Hitchin
Herts. SG5 1JQ

Bankers

CCLA Investment Management Ltd
COIF Charity Funds
Senator House
85 Queen Victoria Street
London EC4V 4ET

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent ME19 4JQ

Solicitors

BWB Solicitors
10 Queen Street Place
London
EC4R 1BE

Heckford
19 Leys Avenue
Letchworth
Herts. SG6 3EB

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF NORTH
HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU ('the company')**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity's trustees of the Company (and 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 accounts 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 charity'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

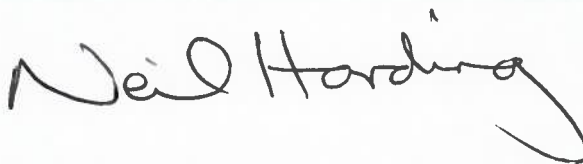
Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of Institute of Chartered Accountants in England and Wales which is one of the listed bodies.

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

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.

Neil Harding FCA
Institute of Chartered Accountants in England and Wales
Bradshaw Johnson
Chartered Accountants
Croft Chambers, 11 Bancroft
Hitchin
Hertfordshire SG5 1JQ



Date: 30th September 2024

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

STATEMENT OF FINANCIAL ACTIVITY
IN THE YEAR TO 31 MARCH 2024

				31/03/2024	31/03/2023
	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds £	Total Funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	20,461	-	20,461	16,321
Charitable activities					
Grants receivable	6	208,134	590,206	798,340	622,194
Other trading activities	4	2,160	-	2,160	3,080
Investment income	5	<u>24,606</u>	<u>-</u>	<u>24,606</u>	<u>2,560</u>
Total		255,361	590,206	845,566	644,155
EXPENDITURE ON					
Charitable activities					
Running the charity	7	212,687	590,206	802,893	668,896
Net gains on investments		<u>-</u>	<u>-</u>	<u>-</u>	<u>2,667</u>
NET INCOME		42,673	-	42,673	22,074
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>310,807</u>	<u>-</u>	<u>310,807</u>	<u>332,881</u>
Total funds carried forward		<u>353,480</u>	<u>-</u>	<u>353,480</u>	<u>310,807</u>

Continuing Operations

All income and expenditure have arisen from continuing activities.



NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as **CITIZENS ADVICE NORTH HERTFORDSHIRE**

STATEMENT OF FINANCIAL POSITION
31 MARCH 2024

				31/03/2024	31/03/2023
	Note	Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
		£	£	£	£
Fixed Assets					
Tangible assets	12	24,345	-	24,345	41,879
Current assets					
Debtors and prepayments	13	1,643	-	1,643	30,928
Investments	14	64,057	-	64,057	52,176
Cash at bank		285,807	64,990	350,797	427,374
		351,507	64,990	416,497	510,478
Creditors					
(Amounts falling due in one year)	15	(22,372)	(64,990)	(87,362)	(241,550)
NET CURRENT ASSETS		329,135	-	329,135	268,928
TOTAL ASSETS LESS CURRENT LIABILITIES		353,480	-	353,480	310,807
NET ASSETS		353,480	-	353,480	310,807
FUNDS					
Unrestricted funds	16			353,480	310,807
Restricted funds				-	-
TOTAL FUNDS				353,480	310,807

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

STATEMENT OF FINANCIAL POSITION – continued

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for:

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006; and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The financial statements were approved by the Board of Trustees and authorised for issue on 21st September 2023 and were signed on its behalf by:



– R. Thackeray– Trustee - Chair

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
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STATEMENT OF CASH FLOWS
FOR YEAR ENDED 31 MARCH 2024

	Notes	3/31/2024 £	3/31/2023 £
Net income for the reporting period (as per the Statement of Financial Activities)	1	42,674	(22,074)
Adjustments for:			
Depreciation charges		17,534	15,533
Gains/losses on investments		(11,881)	(2,667)
Interest received			(2,560)
Fund Management fees		-	91
Debtors (increase/decrease)		14,452	(8,902)
Creditors (increase/decrease)		(139,355)	189,512
Net cash generated from operating activities		(76,577)	168,933
Cash flows from investing activities			
Sale of investments		-	-
Purchase of tangible assets		-	-
Purchase of current asset investments		-	-
Interest Received			2,560
Net cash generated from/used in investing activities		-	2,560
Net change in cash and cash equivalents in reporting period		(76,577)	171,493
Cash and cash equivalents at the beginning of the reporting period		427,374	255,881
Cash and cash equivalents at the end of the reporting period		350,797	427,374

NOTES TO THE STATEMENT OF CASHFLOWS FOR THE YEAR ENDING 31 MARCH 2024

1. ANALYSIS OF CHANGES IN NET FUNDS

	As at 01/04/2023 £	Cash flow £	Other non- cash £	As at 31/03/2024 £
Net cash				
Cash at bank	427,374	(76,577)	-	350,797
Total	427,374	(76,577)	-	350,797
Liquid Resources				
Deposits included in cash	-	-	-	-
Current asset investments	52,176	-	11,882	64,058
	<u>52,176</u>	<u>-</u>	<u>11,882</u>	<u>64,058</u>
Total	479,550	(76,577)	11,882	414,855

NOTES TO THE FINANCIAL STATEMENTS FOR YEAR ENDED 31 MARCH 2024

1. STATEMENT OF COMPLIANCE

North Hertfordshire and District Citizens Advice Bureau is a charitable company incorporated in England. The registered office is: 49 Station Road, Letchworth Garden City, Hertfordshire, SG6 3BQ

The charitable company's financial statements have been prepared in compliance with Charities SORP (FRS 102) as it applies to the financial statements for the year ended 31 March 2024.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

North Hertfordshire and District Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102.

After making enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements as outlined in the Statement of Trustees' Responsibilities.

Income

All income is included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants are recognised in full in the Statement of Financial Activities in the year in which they are receivable.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes attributable VAT which cannot be recovered, and is reported as part of the expenditure to which it relates.

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
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Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

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

2. ACCOUNTING POLICIES - continued

Tangible fixed assets

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

- Fixtures and fittings: 10% on cost
- Computer equipment: 20% on cost

Minor additions of less than £1,000, or other additions as agreed by the Trustee Board, are not capitalised.

Taxation

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

Fund accounting

- Unrestricted funds are available for use at the discretion of the Trustees in the furtherance of the general objectives of the charity.
- Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.
- Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

Pensions

During the year, the charitable company operated a pension scheme with the National Employment Savings Trust (NEST). Contributions payable for the year are charged in the statement of financial activities.

Legal status of the charitable company

In the event of the charitable company being wound up, each Trustee (being a member of the charity) has undertaken to contribute to the assets of the charitable company such amounts as required but not exceeding £1. This guarantee extends until one year after a Trustee ceases to be a member. The Trustees are directors of the charitable company.

Debtors and prepayments

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.

Cash at bank and in hand

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
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Cash at bank includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

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

2. ACCOUNTING POLICIES - continued

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Financial instruments

The investments are managed on behalf of the charity by Fidelity International.

Investments are stated at market value as of 25th March 2024. The market value is derived from the Valuation Statement supplied by Fidelity International.

The Statement of Financial Activities include the net gains and losses (realised and unrealised) arising on the revaluations and disposals throughout the year.

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

3. DONATIONS AND LEGACIES

	31/03/24	31/03/23
	£	£
Donations	<u>20,461</u>	<u>16,321</u>

4. OTHER TRADING ACTIVITIES

	31/03/24	31/03/23
	£	£
Fund raising	<u>2,160</u>	<u>3,080</u>

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

5. INVESTMENT INCOME

	31/03/24	31/03/23
	£	£
	<u>24,606</u>	<u>2,560</u>

6. INCOME FROM CHARITABLE ACTIVITIES

	31/03/24	31/03/23
	£	£
Grants Receivable	<u>798,340</u>	<u>622,194</u>

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

Grantor	Funded Activity			31/03/24	31/03/23
		Unrestricted	Restricted	Total	Total
		Funds	Funds	Funds	Funds
		£	£	£	£
North Herts Council	Core Grant - General Advice	208,134		208,134	153,900
North Herts Council	Court Desk - Homelessness Prevention		27,857	27,857	26,530
North Herts Council	Health Protection Board - Rural Outreach		18,168	18,168	11,159
North Herts Council	Moving Forward Together		12,000	12,000	20,500
South Cambs District Council	General Advice		21,000	21,000	17,850
settle	Financial Inclusion		110,500	110,500	106,000
Letchworth Garden City Heritage Foundation	Financial Health		142,500	142,500	107,450
Hertfordshire County Council	Crisis Intervention		29,587	29,587	28,748
Hertfordshire County Council	Crisis Enhancement		19,050	19,050	-
Hertfordshire County Council	Out of Hours Advice		98,101	98,101	35,204

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
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Hertfordshire County Council	Cost of Living - Generalist Adviser	28,575	28,575	9,525
Hertfordshire Police & Crime Commissioner	Scams Advice	2,500	2,500	2,500
Hertfordshire Community Foundation	Frank Litchfield		-	5,000
Hertfordshire Citizens Advice	Communications Support	11,666	11,666	3,334
Graham Rowlandson Foundation	Disability Benefits Advice	10,000	10,000	10,000
National Association of Citizens Advice Bureaux	CSDf	12,750	12,750	-
National Association of Citizens Advice Bureaux	Energy Advice Programme		-	27,485
Trussell Trust Re Letchworth Foodbank	Financial Inclusion	45,952	45,952	22,006
Various other one off funding	Various		-	35,003
Total		208,134	590,206	798,340
				622,194

7. TOTAL RESOURCES EXPENDED

			31/03/24	31/03/23
	Unrestricted	Restricted	Total	Total
Expense type	Funds	Funds	Funds	Funds
	£	£	£	£
Salaries and other employment costs	136,391	509,108	645,499	541,146
Staff & Volunteer expenses	5,706	7,484	13,190	8,837
Office expenses	19,532	66,293	85,825	63,498
Premises	6,767	29,352	36,119	31,641
Governance	201	1,076	1,277	1,790
Other, including Hardship fund	631	2,818	3,449	6,452
Other Apportionment	25,925	-25,925	-	-
Depreciation- Equipmt, Fxt&Ftgs	17,534	-	17,534	15,532
Total resources expended	212,687	590,206	802,893	668,896

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

8. NET INCOME/(EXPENDITURE)

	31/03/24	31/03/23
	£	£
Depreciation - owned assets	<u>17,534</u>	<u>15,532</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

10. STAFF COSTS

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

	31/03/24	31/03/23
Average monthly number of employees	28	28
Average monthly number of employees (Full time Equivalent)	18	16

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

	31/03/24	31/03/23
Employment costs	Total	Total
	£	£
Wages and salaries	580,716	484,427
Social security costs	42,481	38,094
Pension costs	<u>22,302</u>	<u>18,625</u>
Total	<u>645,499</u>	<u>541,146</u>

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

Key Management Personnel

CANH has identified the key management personnel as the executive team, as highlighted in the strategic report. Total employment costs for key management personnel are as follows:

	31/03/24	31/03/23
	Total	Total
	£	£
Employment costs	155,655	204,367

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

11. 2023 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	31/03/23		
	Unrestricted	Restricted	Total
	Funds	Funds	Funds
	£	£	£
INCOME AND ENDOWMENTS FROM			
Donations and legacies	16,321	-	16,321
Charitable activities			
Grants receivable	188,903	433,291	622,194
Other trading activities	3,080	-	3,080
Investment income	2,560	-	2,560
Total	210,864	433,291	644,155
EXPENDITURE ON			
Charitable activities			
Running the charity	235,605	433,291	668,896
Net gains on investments	2,667	-	2,667
NET INCOME	-22,074	-	-22,074
RECONCILIATION OF FUNDS			
Total funds brought forward	332,881	-	332,881
Total funds carried forward	310,807	-	310,807

NOTES TO THE FINANCIAL STATEMENTS - continued

FOR YEAR ENDED 31 MARCH 2024

12. TANGIBLE FIXED ASSETS

	Fixtures, Fittings & Computers
	£
Cost	
At 1/4/23	289,301
Additions	-
At 31/3/24	289,301
Depreciation	
At 1/4/23	247,422
Charge for the year	17,534
At 31/3/24	264,956
Net Book Value	
At 31/3/24	24,345
At 31/3/23	41,879

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31/03/24	31/03/23
	£	£
Trade debtors (Accrued income)	-	30,413
Prepayments	1,643	515

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

	<u>1,643</u>	<u>30,928</u>
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14. CURRENT ASSET INVESTMENTS

	31/03/24	31/03/23
	£	£
Listed investments	<u>64,057</u>	<u>52,176</u>

This is made up as follows:

	31/03/24
	£
Listed investments:	64,057

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Unrestricted	Restricted	31/03/24	31/03/23
	Funds	Funds	Total	Total
	£	£	£	£
Accrued Expenses	5,190		5,190	1,300
Deferred Income		64,990	64,990	220,352
Other Creditors	<u>17,182</u>		<u>17,182</u>	<u>19,898</u>
	<u>22,372</u>	<u>64,990</u>	<u>87,362</u>	<u>241,550</u>

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as **CITIZENS ADVICE NORTH HERTFORDSHIRE**

16. MOVEMENT IN FUNDS

		As at 31/03/23	Incoming Resources	Resources Expended		Tranfers Between Funds	31/03/24
		£	£	£	£	£	£
Unrestricted Funds							
General Fund		65,500	255,360	(212,687)	42,674	-	108,173
Designated Funds							
Designated Funds invested in Fixed Assets		41,879	-	-	-	-	41,879
Designated Funds for baseline running costs		115,000	-	-	-	-	115,000
Designated funds for operating risks and exception costs		12,500	-	-	-	-	12,500
Designated Fund for opportunities and future investments		75,000	-	-	-	-	75,000
Designated Hardship fund		928	-	-	-	-	928
Total Unrestricted Funds		310,807	240,733	(198,060)	42,674	-	353,480
Restricted Funds							
Grantor	Funded Activity						
North Herts Council	Court Desk - Homelessness Prevention	-	27,857	(27,857)	-	-	-
North Herts Council	Health Protection Board - Rural Outreach	-	18,168	(18,168)	-	-	-
North Herts Council	Moving Forward Together	-	12,000	(12,000)	-	-	-
South Cambs District Council	General Advice	-	21,000	(21,000)	-	-	-
settle	Financial Inclusion	-	110,500	(110,500)	-	-	-
settle	Welfare Benefits	-	-	-	-	-	-
Letchworth Garden City Heritage Foundation	Financial Health	-	142,500	(142,500)	-	-	-
Hertfordshire County Council	Crisis Intervention	-	29,587	(29,587)	-	-	-
Hertfordshire County Council	Crisis Enhancement Energy	-	19,050	(19,050)	-	-	-
Hertfordshire County Council	Out of Hours Advice	-	98,101	(98,101)	-	-	-
Hertfordshire County Council	Cost of Living - Generalist Adviser	-	28,575	(28,575)	-	-	-
Hertfordshire Police & Crime Commissioner	Scams Advice	-	2,500	(2,500)	-	-	-
Hertfordshire Citizens Advice	Communications Support	-	11,666	(11,666)	-	-	-
Graham Rowlandson Foundation	Disability Benefits Advice	-	10,000	(10,000)	-	-	-
Nat' Assoc. of Citizens Advice Bureaux	CSDF	-	12,750	(12,750)	-	-	-
Trussell Trust Re Letchworth Foodbank	Financial Inclusion	-	45,952	(45,952)	-	-	-
Total Restricted Funds		-	590,206	(590,206)	-	-	-
TOTAL FUNDS		310,807	830,939	(788,266)	42,674	-	353,480

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

16.

Purposes of Restricted Funds

North Herts Council - Homelessness Prevention: This fund provides representation and debt advice to clients finding themselves in financial hardship and facing threatened homelessness.

North Herts Council – Health Protection Board Rural Outreach: this enables CANH to extend access to our services in rural areas, with an emphasis on the issues that are most affecting residents post-Covid and during the cost-of-living crisis.

North Herts Council – Moving Forward Together: Information, signposting, and advice to help prepare residents to take up employment or volunteering opportunities

South Cambridgeshire District Council – General Advice: This fund provides for general advice and specialist (disability) welfare advice to the residents of South Cambridgeshire. It supports the provision of outreach service in Melbourn.

settle: This fund provides support for the delivery of money advice to help clients with debt issues to budget their income and expenditure, enabling them to draw up acceptable and realistic repayment plans for priority creditors.

Letchworth Garden City Heritage Foundation – Financial Health: This fund provides for specialist advice and casework in benefits and debt for Letchworth residents. Financial capability support delivered in community settings, online and on a one-to-one basis.

Hertfordshire County Council - Crisis Intervention: This project, funded by Hertfordshire County Council, provides in-depth support and casework for people with urgent or complex needs through debt, benefits, housing, or other advice.

Hertfordshire Police & Crime Commissioner - Scams Champion: Community talks and workshops to raise awareness of scams and what to do if you are a victim of one.

Hertfordshire County Council - Household Support Fund: In 2021/22 and 2022/23 Citizens Advice North Hertfordshire participated in the distribution of Household Support Funds, an initiative sponsored by the Department of Work and Pensions, to make funds available for distribution to support those most in need to help with the significantly rising living costs.

Hertfordshire County Council - Hertfordshire Family Centres: Advice and support for families at outreach locations. A three-month pilot project to provide generalist advice to families at local Family Centres in Baldock, Royston and Hitchin.

Hertfordshire County Council – Out of Hours Hertfordshire Advice: Information, signposting, and advice on all enquiry areas.

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

16. MOVEMENT IN FUNDS – continued

Hertfordshire County Council – Cost of Living Generalist Adviser: Additional resource to help us respond to the increased demand on our service caused by the cost-of-living crisis. Information, signposting, and advice.

Hertfordshire Police & Crime Commissioner – Scams Advice: Community talks and workshops to raise awareness of scams and what to do if you are a victim of one.

Hertfordshire Community Foundation – Frank Litchfield: A pilot scheme to help increase access to our services in rural areas, with an emphasis on the issues that are most affecting residents post-Covid and during the cost-of-living crisis.

Hertfordshire Citizens Advice – Communications Support: Provide support for Hertfordshire Citizens Advice communications strategy.

Graham Rowlandson Foundation: This project, funded by the Graham Rowlandson Foundation, provides advice and support to clients needing help with disability benefits.

Help to Claim: This project (provided by grants from National Association of Citizens Advice Bureaux originating from the Department of Work and Pensions) provides support for clients making their initial Universal Credit applications.

Energy Advice Programme: This fund (provided by grants from the National Association of Citizens Advice Bureaux originating from energy suppliers) supports the delivery of group sessions to frontline staff and community groups on energy advice, and the delivery of energy advice appointments to clients. In addition, it has funded an Energy Champion role to engage with local stakeholders, provide peer-to-peer support and training within the Citizens Advice network regionally and to assess the impact of advice.

Money and Pensions Service: These funds provided by the Money and Pensions Service supports a debt advice service.

Trussell Trust Re Letchworth Foodbank – Financial Inclusion: Specialist advice and casework in benefits and debt for people needing food bank support.

Purposes of Unrestricted Funds

General: This fund reflects the accumulated surplus arising from the general activity of the charity after allocating income and expenditure to other funds where appropriate and consistent with the policy of the charity.

Designated - Investments in Fixed Assets: This fund represents amounts set aside to fund the depreciation of the fit-out costs associated with relocation in 2016 to the charity's current main office in Letchworth.

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

Designated - Baseline Running Costs: This fund provides for the impact of key financial risk scenarios including income, liquidity, and cessation risks, which could result from a significant decrease in core funding.

Designated - Operating Risks and Exceptional Costs: This fund provides for the financial impact of exceptional items that are not covered in the annual planning cycle, including operating risks that could result in an exceptional cost.

Designated - Opportunities and Future Investments: To provide financial resources to cover the costs of investment in people and resources to better support existing and anticipated growth in client demand for advice services. This includes future investments in IT equipment.

Designated - Hardship: this represents a fund established by donations to be used for discretionary hardship payments to clients (e.g., local travel costs related to accessing our advice or resolving an issue).

17. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024.

18. LEASING COMMITMENTS

The company signed a new lease in June 2016 on its principal office (which is also its registered office) for a period of 15 years (with a break option after 10 years) from 30 June 2016 at the rate of £19,800 per annum (including VAT at the current rate of 20%). Its commitments are as follows:

		31/03/24	31/03/23
		£	£
Due within one year		20,810	19,800
Due within two to five years	Min	107,235	84,302
	Max	136,105	101,578

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.



northhertscab.org.uk

Published September 2023

Citizens Advice North Hertfordshire is the operating name of North Hertfordshire & District Citizens Advice Bureau

Registered charity number 1086489

Company number: 4194542

Citizens Advice membership number: 70/0004

Registered by the Financial Conduct Authority FRN 617683

Registered office: 49 Station Road, Letchworth Garden City, Herts, SG6 3BQ

Telephone: 01462 688000

Accounts

REGISTERED COMPANY NUMBER: 04194542

REGISTERED CHARITY NUMBER: 1086489

**REPORT OF THE TRUSTEES AND
INDEPENDENTLY EXAMINED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023
FOR
NORTH HERTFORDSHIRE AND DISTRICT
CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH
HERTFORDSHIRE**



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REPORT OF THE TRUSTEES

Introduction

As the cost of living crisis continues to hit and many of our clients find themselves with insufficient income to cover the essentials, the demand for our services is increasing. Compared to 2021/22, 45% more of the residents of North Hertfordshire found themselves in financial crisis this year, with queries on housing and utilities both up by 49% in 2022-23. With inflation peaking at 11.1%, the highest since the 1980s, people are turning to Citizens Advice North Hertfordshire as a vital lifeline that provides them with high quality, impartial and trusted advice that helps them find solutions in these extremely difficult times.

As a result of our help, 68% of clients said they felt less stressed, depressed or anxious, and 74% said their problem was resolved within 3 months of reaching out for our help. We have done a lot of work this year to make our services more available and easily accessible, and carried out over 100 preventative events and workshops in our local community. All the fantastic work you will read about in this report is testament to the wonderful staff, volunteers, funders and supporters we are incredibly proud to have.

However, the range and complexity of the issues our residents face are not going away any day soon. While we continue to squeeze as much value out of every pound in funding we receive, we also recognise the need to grow our funding in order to anticipate and address the sheer volume of challenging and complicated issues our clients will face in 2023/24.

Darren Coyle, MBE

Chair of the Trustees

About Citizens Advice North Hertfordshire

Citizens Advice North Hertfordshire (CANH) is an independent local charity, whose principal activity is the provision of a free, confidential, impartial, independent service of information, advice, guidance, and support to anyone in North Hertfordshire and South Cambridgeshire.

We work in partnership with other local voluntary, statutory and private agencies to help solve people's practical problems and improve their quality of life. The engagement we have with our clients and partners helps us develop our advice services in response to the changing needs of our community.

Clients can access advice in-person, by telephone, email, video link or webchat. We operate across the whole of North Hertfordshire and parts of South Cambridgeshire via our main office in Letchworth Garden City and outreach services from our office in Royston and other facilities in the towns and villages across the area.

Our service is delivered by our highly trained people, a mixture of c. 50 local volunteers and c. 30 employed staff.

We are a member of the national Citizens Advice network and our services are provided in strict accordance with the aims and principles of the National Association of Citizens Advice and the requirements of the Advice Quality Standard. We are regulated for money advice by the Financial Conduct Authority.

Our Aims

Citizens Advice North Hertfordshire wants to improve the lives and wellbeing of people in our community who are or would be disadvantaged without our intervention or advocacy. We want to move them:

- from reliant to self-reliant
- from crisis to stability in their lives
- from vulnerable to being secure
- from disengaged to engaged

Our key aims are:

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

Our Values

Client centred: We put our clients first, treating them with care, compassion, and humility.

Caring: We are kind to all, open and honest in our communication and champion a no-blame culture.

Enterprising: We commit to continually learning and embrace change in order to best serve our clients.

Collaborative: We are one team. We share our skills, insight and enthusiasm and will tackle tough or complex situations with courage and candour.

Professional: We are resourceful, always accountable and aim to work to the highest standards.

How We Helped - 2022/23

Information and Advice

CANH provide a general advice service available to anyone in North Hertfordshire and parts of South Cambridgeshire. Additionally, we work in partnership with the nine other local Citizens Advice offices in Hertfordshire to provide Hertfordshire Adviceline and other specialist services.

Clients can access our services five days a week in-person, by telephone, email and video link. We operate out of our main office in Letchworth Garden City as well as providing in-person advice from our office in Royston, the Melbourn Hub and from other partner locations across the district. Information about our services is provided on our website (www.northhertscab.org.uk).

North Herts Council provides a grant towards our core costs which supports our general advice service. South Cambridgeshire District Council provides a grant to support residents in the area. Our general advice service provides signposting, assisted information and detailed advice. CANH also supports a range of funded projects, providing specialist advice and casework services.

In 2022/23 CANH supported 5,807 people with 11,965 different issues.

Of the 5,807 people we supported:

- 60% of our clients have a disability or long-term health condition (9% more than last year)
- 57% are social tenants
- 32% of our clients are in work
- 17% are from racially minoritized groups.

The top ten issues we advised on during 2022-23 were:

Enquiry Area	Number of Issues 2022/23
Benefits	3414
Debt	1880
Housing	1632
Relationships & Family	779
Charitable Support & Food Banks	663
Utilities	623
Employment	526
Legal	519
Consumer	514
Financial Services & Capability	251

Research and Campaigns

We identify cases of injustice in matters of social policy and work at both a local level and through the Citizens Advice network to bring about change.

In 2022/23 we:

- Met with two of our MPs, Bim Afolami and Sir Oliver Heald, to discuss the impact of the rise in the cost of living on their constituents
- Contributed to national Citizens Advice campaigns on solving problems with pre-payment meters, encouraging uptake of Pension Credit and uprating benefits in line with inflation
- Produced two reports illustrating the impact of the rise in the cost of living on local people
- Took part in Scams Awareness Fortnight, Consumer Week, Take 5 and Talk Money Week to raise awareness locally.

Community Engagement

Our Community Engagement team works to reach more people than we can with our individual advice service. In 2022/23 we ran a programme of workshops on Financial Capability, Coping with the Cost of Living, Scams Awareness and Prevention and Energy. In total 110 workshops, events and outreach sessions were held both online and in-person. Our cost of living and financial capability workshops reached 260 people during the year.

In addition, we:

- Launched our new website (www.northhertscab.org.uk) to improve our online information and make it easier for the local community to access advice and to support us
- Maintained regular postings on Facebook, Twitter, Instagram and Linked In to let people know how we can help, sharing useful information and amplifying our campaigns
- Ran a weekly column in The Comet and Royston Crow covering a range of advice topics and keeping the community updated on our services and ways to support us
- Ran articles in other local publications including parish magazines
- Attended a range of events throughout the year offering information and an introduction to our services. This included attending Ashwell Show, Walsworth Festival, Slipper Swaps in local libraries, the Letchworth Schools Partnership outreach sessions, and coffee mornings for Ukrainian guests.
- We regularly attend community network meetings organised by North Herts Council and others.

Household Support Fund

In 2022/23 CANH participated in the distribution of Household Support Funds, an initiative set up by the Dept of Work and Pensions, to make funds available for distribution to support those most in need to help with the significantly rising living costs. CANH distributed:

- £16,000 of supermarket vouchers (via Herts County Council who also funded us to deliver accompanying advice)
- £4,500 of energy grants (via North Herts Council).

Our Services

Generalist Advice Services

North Hertfordshire General Advice (funded by North Herts Council) - Information, signposting and advice on all enquiry areas available in-person in Letchworth, Royston & Hitchin, via email, telephone and Herts Adviceline.

South Cambridgeshire General Advice (funded by South Cambridgeshire District Council) - Information, signposting, and advice on all enquiry areas available in-person at Melbourn Hub and Royston, via email and telephone.

Out of Hours Hertfordshire Adviceline (funded by Hertfordshire County Council and delivered cross-county by Citizens Advice North Herts and Citizens Advice Stevenage) - Information, signposting, and advice on all enquiry areas.

Cost of Living Generalist Advice (funded by Hertfordshire County Council) - Additional resource to help us respond to the increased demand on our service caused by the cost-of-living crisis. Information, signposting, and advice.

Moving Forwards Together (funded via North Herts Council and delivered in Partnership with Create Community & North Herts & Stevenage SCV) - Information, signposting, and advice to help prepare residents to take up employment or volunteering opportunities.

Rural Outreach (funded by North Herts Council Health Protection Board and the Frank Litchfield Foundation) - Increase access to our services in rural areas, with an emphasis on the issues that are most affecting residents post-Covid and during the cost-of-living crisis.

Advice in British Sign Language (funded by Hertfordshire County Council and delivered by Citizens Advice Welwyn-Hatfield to our clients) - Information, signposting, and advice on all enquiry areas.

Household Support Fund (additional advice funded by Hertfordshire County Council) - HSF vouchers have been one of our advice tools this year. We received some funding alongside the vouchers to support the accompanying advice.

Specialist Advice Services

Financial Inclusion for settle tenants (funded by settle) - Specialist advice and casework in benefits and debt for settle tenants in North Herts.

Letchworth Financial Health (funded by the Letchworth Garden City Heritage Foundation) - Specialist advice and casework in benefits and debt for Letchworth residents. Financial capability support delivered in community settings, online and on a one-to-one basis.

Letchworth Food bank Financial Inclusion (funded by the Trussell Trust via Letchworth Food bank) - Specialist advice and casework in benefits and debt for people needing food bank support.

Homelessness Prevention (funded by North Herts Council) - Specialist housing advice and court desk representation service for clients facing eviction from their properties.

Energy Advice (three programmes funded by Big Energy Saving Network, BEIS and Southern Gas Network via Citizens Advice) - Advice on energy bills, energy saving and efficiency, fuel debt, smart meters, and carbon monoxide safety measures, given in group and one to one sessions.

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

Crisis Intervention (funded by Hertfordshire County Council) - Specialist Advice and casework for those in need of crisis support. An additional energy advice offer was funded for 2022/23 in response to the cost-of-living crisis.

Disability Benefits Advice (funded by the Graham Rowlandson Foundation) - Specialist Advice and casework for those applying for and appealing disability benefits decisions.

Scams Champion (funded by the Hertfordshire Police & Crime Commissioner) - Community talks and workshops to raise awareness of scams and what to do if you are a victim of one.

Welfare Benefits Appeals (funded by Hertfordshire County Council and delivered cross-county by Citizens Advice Stevenage) - Advice for residents appealing benefits decisions. We can refer our clients in this situation to this service, capacity allowing.

Herts Economic Recovery Team (funded by Hertfordshire County Council and delivered cross-county by Citizens Advice Hertsmere and Citizens Advice Watford) - Debt advice and casework for vulnerable residents. We can refer our clients to this service, capacity allowing.

Who We Helped - 2022/23

CANH's advice services are available to everyone with most of our time spent helping those who are most in need. Typically, these are people in crisis situations, those with one or more markers of vulnerability, and those in poverty.

Inflation and the increasing cost of essentials continues to affect everyone in our community. This means we saw a widening of our client base last year with more people seeking advice for the first time, and an increase of the number of people in employment who need support with debt, benefits, energy, housing and crisis support. The complexity of client cases continues to increase, and we are seeing more clients who are unable to access support services elsewhere due to funding and capacity challenges across the voluntary sector.

Examples of the people we helped

Sarah's Story*

Sarah and her husband are disabled and live with their children in private rented accommodation. Sarah's disability causes her significant pain, restricts her mobility and affects her ability to stand or sit for long periods of time. She attends a pain clinic, is on medication from her GP for depression and anxiety, and has been referred to the NHS Wellbeing Service. Her husband is studying a university course and does casual delivery work. The couple receive various benefits, including Universal Credit.

A Work Capability Assessment had deemed Sandra fit for work and she approached Citizens Advice for support in challenging the decision. Following an unsuccessful mandatory reconsideration, our adviser helped Sandra to lodge an appeal. The tribunal upheld the appeal and classed Sandra as having limited capability for work and work-related activity. As a result, Sandra and her husband receive over £350 extra a month on their Universal Credit claim.

Olive's Story*

Olive, aged 50, has two part-time jobs that earn her approximately £600 per month. She lives with her partner and elder son, who are both employed in the construction industry, and her teenage son. When Olive contacted CANH, the family were already struggling financially owing to the cost of living crisis. Now, with her partner soon to be made redundant, the family were confronted with a sudden drop in income of £400 a week. Olive wondered how the family would be able to afford the basics and make ends meet.

Our adviser carried out a full benefit check on Olive's behalf. He discovered that she was entitled to more than £250 Universal Credit per month and talked her through the application process. Owing to the family's short-term financial crisis, he also issued a fuel voucher and a supermarket voucher. Together, these amounted to £200 of immediate financial assistance. Olive was immensely grateful for the help given and shared her positive experience on social media.

**Client names changed for confidentiality purposes*

Our Impact on the local community

Solving practical problems has wide ranging and long-lasting positive effects on individuals and our local community.

People are financially better off as a result of our advice.

We generated £1.8 million in financial outcomes for our clients in 2022/23. These financial outcomes include benefits gained, debts managed, debts written off and refunds gained.

This means that people have more money in their pocket, are better able to manage any debt and have increased confidence in managing their money.

People's health is improved as a result of our advice.

As well as financial outcomes for individuals and our community, practical advice has a positive impact on people's health. Last year: ¹

- 68% of clients reported feeling less stressed, depressed or anxious after receiving advice from CANH
- 45% felt that their physical health had improved.

Solving practical problems means that people are better able to cope with and participate in everyday life, including improved relationships with others and being better able to remain in or find employment.

Our advice has a wider positive impact on our local community

For every £1 invested in our service in 2022/23, we generated: ²

- **£2.78** in savings to government and public services (fiscal benefits) total of: £1,535,891
- **£17.51** in wider economic and social benefits (public value) total of: £9,657,826
- **£8.71** in financial value to the people we help (specific outcomes to individuals) total of £4,803,330.

¹ Data from Q4 2022/23 Client Experience survey – a follow up survey conducted by national Citizens Advice with CANH clients between 3 and 6 months after receiving our advice

² Data from National Citizens Advice's Treasury approved financial data modelling tool

What our clients are telling us

As part of our client survey, we asked people we have helped about their experience of the service: ³

- 86% would recommend our service.
- 85% said that we helped them find a way forward
- 74% said that their problem was fully or partially resolved after our advice

Examples of CANH Client Feedback include:

"If it wasn't for my 2 advisers' help, I wouldn't be alive."

"Could not have managed without them. I would be in a terrible mess financially and health wise if not for their 100% help."

"I found both of the specialists that I had conversations with were very understanding and sympathetic to my problems. Several options were given for me to take whichever I wished. Whilst I still have decisions to make I am now aware of what help and assistance is available to me."

"Just brilliant and informative. I feel stronger and less stressed moving forward."

"Words cannot explain. Thanks a million to everyone at CAB. They have worked very hard to make a huge difference."

"I cannot thank this service enough. I'm sure I would be 6 feet under if I didn't get the help they supplied as I didn't see a light to the end of my problems."

"The CAB have certainly changed my life. I feel less stressed and have a better handle of my circumstances and how to embrace them."

³ Data from Q4 2022/23 Client Experience survey – a follow up survey conducted by national Citizens Advice with CANH clients between 3 and 6 months after receiving our advice

Our Future Plans

The cost-of-living crisis started to affect our clients, staff and volunteers towards the end of Q4 2021/22 and has worsened during 2022/23. We are seeing demand for our services increase as people who were just about managing tip into crisis, and more people who are in work need advice and help as costs rise quicker than salary and benefits. Financial vulnerability is becoming the norm for more people in North Hertfordshire. Over the past 18 months we have seen a rise in the number of people with negative budgets, who are relying on food banks and hardship grants and who are unable to pay their energy bills.

CANH is now very definitely a multi-channel service, providing our information and advice via telephone, Adviceline, email and video call along with face-to-face services. Our recent access survey confirmed that local residents want this multi-channel offer to remain and that they still value being able to access in-person advice at locations convenient to where they live and work.

Our workload has increased with both the number of issues per client and the number of contacts needed to move people forward increasing year on year, reflecting the complexity of problems that people are facing.

Our strategic priorities for 2022-25 are:

- **Provide high quality relevant advice services to the people who need us, via the most accessible channel for them:** Continue to develop relevant, accessible, flexible, and inclusive services to ensure that clients can get the help they need, via the most convenient channel for them, and ensure that we can respond quickly and effectively to changes to the external environment and possible funding opportunities that these changes may bring. Continue to meet the requirements of the Quality of Advice Assessment.
- **Maintain financial sustainability for the long term:** continue to build the long-term financial sustainability of our charity by securing funding from a more diverse mix of sources, maintaining, or increasing support from our long-standing funders, effective management of costs, and judicious use of reserves to ensure CANH can maintain on-going, long-term support to our local residents.
- **Work as effectively and efficiently as possible to make the best use of our resources and to meet as much demand as possible:** Explore and implement methods of managing demand in an effective and efficient way including: internal capacity building, partnership working, delivering preventative advice and education, and developing our digital skills and services.
- **Work collaboratively and ensure we are an integral part of the community:** Engage the community effectively to ensure awareness of our services in all our communities, guarantee their voices are heard on the big issues, attract more volunteers, and develop a support network and partnerships across the district.
- **Value and reward our team:** Make CANH an even better place to work and volunteer, improving our offer to our team and ensuring our people management is of the highest standards.
- **Become a more environmentally sustainable organisation:** Commit to reducing the environmental impact of our services and start our journey to net zero.

STRATEGIC REPORT

Structure, Governance and Management

Legal status

North Hertfordshire and District Citizens Advice Bureau is a registered company and charity, incorporated on 4 April 2001 and registered as a charity on 4 May 2001.

The charity operates under the name Citizens Advice North Hertfordshire (CANH).

The organisation is a charitable company limited by guarantee. It does not have a share capital. It is not liable for corporation tax on its investment income, nor on other income derived from carrying out its charitable objectives and applied for that purpose.

The company was established under a Memorandum of Association and is governed under its Articles of Association (as adopted by a special resolution passed at a General Meeting held on 25 March 2019), which include the objectives and powers of the charitable company.

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Our people

Our team consists of highly skilled individuals acting as trustees, executive managers, advisers, and support staff, who are either employed as paid staff or volunteer their services.

On average throughout the year CANH employed 28 part-time and full-time paid staff, which equates to an average full-time equivalent of 16 people.

For 2022-23 the average number of volunteers was 50, which equates to an average full-time equivalent of 7.5 people. Our volunteers make a significant contribution, estimated to be worth over £295,000, to both the charity and the wider local community.

CANH recruited and trained 13 new volunteers in 2022/23 as part of its on-going recruitment of new volunteers. We continued our successful Easter and summer holiday work experience scheme to introduce 6th form and university students to our advice and campaigning work and to raise awareness of volunteering with a younger age group.

Organisation structure

The charity is run by a Board of Trustees, currently 8 members, all of which are volunteers (see list below), who are also Directors of the Company, who meet at least quarterly. A Chief Executive has been appointed to manage the day-to-day operations of the charity.

Our Trustees and Directors of the Company

Currently serving Trustees

S J Clarke	
D Coyle	Chair
D M Currie	
C Hayward	Vice Chair
L Platten-Hawes	
S. Ross	Appointed 02/03/2023
R P Thackeray	Treasurer
F Weir	

Trustees who resigned during the period

A W Kuczys	Resigned 13/09/2022
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Our management team

R. Waters	Chief Executive Officer and Company Secretary
L. Fraser	Head of Advice & Quality
P. Vieira	Head of Resources
B. Morris	Head of Community Engagement

Statement of Trustee Responsibilities

The trustees (who are also the directors of North Hertfordshire and District Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

Recruitment and appointment of new Trustees

Trustee vacancies are advertised from time to time. Applicants are invited for an interview, with a resulting recommendation being made as to their suitability for appointment as a Trustee.

Each individual member Trustee is elected (or re-elected) at an Annual General Meeting, which is held no more than 15 months after the previous meeting (a limited number of Trustees may be co-opted between Annual General Meetings). Co-opted trustees, and one third of other trustees, must stand down at each AGM, but may stand for re-election. However, subject to limited exceptions, a trustee who has served for at least 9 years will not be eligible for re-election. The Trustees elect a Chair, Vice Chair and Treasurer from among their number, normally at the first Trustee Board meeting following the AGM. Trustees are provided with a thorough induction process, and follow a training and development plan to support them with their role.

Public Benefit

The Charity Commissions guidance on public benefit includes two key principles, namely:

- Principle 1: There must be identifiable benefit or benefits
- Principle 2: Benefit must be to the public, or a section of the public

The principal activity of CANH is the provision of a free, confidential, impartial, independent service of information, advice, guidance, and support to anyone in North Hertfordshire and South Cambridgeshire. This is to meet the charity's objects of promoting any charitable purpose for the public benefit by the advancement of education, protection and preservation of health and relief of poverty, sickness, and distress.

The benefits to the public of carrying out this principal activity have been clearly identified and articulated in this report.

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in exercising their powers and duties and are satisfied that the charity does meet the public benefit requirements.

Risk and Internal Controls

Our trustees are responsible for the effective management of risk and for making sure that internal controls are in place and operating as designed. The Trustee Board conducted their periodic review of our policy on Risk Strategy.

Our strategy towards risk and our risk appetite are as follows:

- To manage risks which are in line with our strategic objectives
- To avoid risks which are not in line with our strategic objectives and/or could jeopardise the survival of the organisation
- Where risks are agreed to be in line with strategy, to act to mitigate the likely impact and have contingency plans in place.

Throughout the year, the CEO identifies new risks and validates existing risks, assesses the likelihood, impact and appetite for each risk, the plans for managing them and the adequacy of those plans. This is then recorded in the CANH Risk Register.

CANH operate a robust system of internal financial controls as laid out in various policies and procedures. On a periodic basis the Trustee Board review and agree on budgeting systems and financial reports.

On a quarterly basis, the Trustee Board assess the key risks facing CANH, the severity of those risks and the plans to mitigate the likely impact of those risks.

The Trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to major risks.

Financial Report

Income

In 2022-23 CANH received grants and other income totalling **£644,155**, up from **£639,065** in the prior year. This growth is a result of net increases in income from grants, donations and fundraising.

Grant income is the predominate source of funding for CANH, primarily from the public and not-for-profit sectors. In 2022-2023 grant income grew to **£622,194** from **£610,321** in the prior year. The significant streams of grant income received from our core funders include:

- **£212,089** from North Hertfordshire Council, of which £153,900 represents the core grant in support our general advice service, available to anyone in North Hertfordshire.
- **£107,450** from Letchworth Garden City Heritage Foundation for Specialist advice and casework in benefits and debt for Letchworth residents. Financial capability support delivered in community settings, online and on a one-to-one basis.
- **£106,000** from settle for the provision of Specialist advice and casework in benefits and debt for settle tenants in North Herts.
- **£73,477** from Hertfordshire County Council for the provision of specialist advice and casework for those in need of crisis support; Out of Hours Adviceline service; and to help us respond to the increased demand on our service caused by the cost-of-living crisis.

Grants are typically awarded for fixed terms of up to three years, a significant number of these grants were due to expire during 2023. Despite the significant pressures on public sector funding, CANH has been successful in retaining a number of its existing grants, whilst attracting new funding to extend its service. These successes help provide for a level of financial stability for 2023/24 and beyond. CANH is very grateful to its core funders for this on-going support.

However, it remains a strategic priority for CANH to continue working closely with its core funders in order to maintain existing funding, whilst identifying and securing additional income from a more diverse mix of sources.

Funds received from donations and fundraising activities are a small but important source of income for CANH. In 2022-2023 income from donations and fundraising was **£16,321**, down from **£28,164** in the previous year. Although there was a decrease in money raised, these funds still provide an important source of income.

Our Funders

Our main funders during the period were:

- North Herts Council/North Herts Council Housing Department
- South Cambridgeshire District Council
- settle
- Letchworth Garden City Heritage Foundation
- Hertfordshire County Council
- National Association of Citizens Advice for Energy Advice Programme
- Hertfordshire Community Foundation
- Graham Rowlandson Foundation
- Hertfordshire Police and Crimes Commissioner
- Letchworth Foodbank and the Trussell Trust

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Expenditure

In 2022-2023 the total resources expensed in running the charity grew to **£668,896** from **£620,432** in the previous year. Detailed below are the key areas of expenditure:

Expense type	Unrestricted	Restricted	31/03/23	31/03/22
	Funds	Funds	Total	Total
	£	£	£	£
Salaries and other employment costs	192,517	348,629	541,146	503,271
Staff & Volunteer expenses	5,131	3,706	8,837	10,523
Office expenses	34,984	28,514	63,498	45,363
Premises	14,408	17,233	31,641	27,339
Governance	1,077	713	1,790	1,374
Other, including Hardship fund	3,223	3,229	6,452	17,030
Other Apportionment	(31,267)	31,267	-	-
Depreciation- Equipmt, Fxt&Ftgs	15,532	-	15,532	15,532
Total resources expensed	235,605	433,291	668,896	620,432

Key highlights

Salaries and other employment costs

The growth in salaries and other employment costs to **£541,146** from **£503,271** in the previous year highlights the continued investment in our people to meet the increased service need. The average number of full-time equivalents was 16, up from 15 in the previous year.

CANH continues to review its staff remuneration in order to remain competitive and, where possible, help offset the adverse impacts on our staff of rising living costs. However, there continues to be significant upward pressure on salaries and other employment costs as a result of two key challenges:

- The adverse impact on employees of inflation and the cost-of-living crisis.
- The shortages of qualified people in the broader labour force and the impact this has on retaining existing staff and recruiting new staff

The ability of CANH to recoup these additional costs, due to the terms of its existing funding contracts, is limited. This is a key financial risk for CANH.

Non-salary expense categories

Significant effort has been employed to closely manage non-salary expenses, whilst maintaining investments in staff training and office equipment. These efforts have helped limit the rise in non-salary expenses to **£127,750** from **£117,161** in the previous year. This net increase is primarily due to additional expenditure on IT equipment and maintenance services. The outlook for 2023-24 could see further increases due to the inflationary pressures on bought-in services. The ability of CANH to recoup these additional costs, due to the terms of its existing funding contracts, is limited.

Balance Sheet

As of 31st March 2023, CANH held Total Funds of **£310,807**, this compares to **£332,881** on the 31st March 2022. The decrease in Total Funds over the period of **£22,074** represents the net deficit for the current financial year. This net deficit was planned and is consistent with CANH's strategic priorities for 2022 to 2025.

CANH continues to benefit from a strong cash flow. The total cash and cash equivalents as at 31st March 2023 were **£427,374** compared to **£255,881** as at the end of the previous year. This increase in cash and cash equivalents is offset by an increase in creditors to **£241,550** from **£52,038** for the previous year, leaving net current assets at **£268,928**, down from **£275,469** from the previous year.

Reserves policy

Deciding the level of reserves that a charity needs to hold is an important part of financial management and forward financial planning. Failure to do this may result in reserves levels which are either:

- Too high, which could unnecessarily limit the amount spent on charitable activities and the potential benefits a charity can provide; or
- too low, which could put the charity at risk of continuing its activities due to unexpected financial difficulties, increasing the risks of unplanned and unmanaged closure and insolvency

CANH Trustees, on a regular basis, review the total amount and designation of reserves to ensure they are at a level that enables CANH to manage financial risk and income volatility over the medium to long term. The level of reserves should enable CANH to maintain an optimal level of service, whilst meeting its financial commitments as and when they fall due.

Reserves represent the total unrestricted funds at a point in time. As at 31st March 2023, CANH held **£310,807** of unrestricted funds, of which **£65,500** is held as general funds required to cover possible deficits in future years, and **£245,307** has been designated to cover the following:

- net book value of tangible fixed assets of £41,879;
- operating risks and exceptional costs of £12,500, and hardship funds of £928;
- opportunities and other future investments of £75,000; and
- £115,000 to cover key financial risk scenarios including income, liquidity, and cessation risks.

Finally, one key risk indicator is the level of reserves (unrestricted funds), less net book value of tangible fixed assets, as a proportion of annualised general running costs. As at 31st March 2023 CANH held reserves sufficient to cover over four months' worth of operating costs. This falls within the National Association of Citizens Advice low risk category of three to six months' worth of costs.

Investment of Reserves

CANH's policies govern the Investment of Reserves, which includes guidelines on asset mix and types of investments including equity fund investments. As at 31st March 2023 CANH held:

- £427,374 of its assets in cash and cash like securities; and
- £52,176 invested in the Fidelity Index World Fund P Accumulation fund.

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operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

Trustees review the investments at least annually to ensure it is consistent with liquidity and performance requirements of CANH.

Going Concern

The financial position and performance have been outlined in the financial review. The trustees have assessed our position and concluded that CANH is well-placed to meet our liabilities as they fall due and to manage the business risks we face. This position is supported by a strong cash flow, sufficient reserves, good relationships with our key funders and a proven ability to secure new income. Our planning and reporting processes, including financial projections, take into consideration the current economic climate and its potential impact on our various sources of income and planned expenditure.

We have therefore adopted the going concern basis of preparation of these financial statements on the basis that we have concluded there is a reasonable expectation that we have sufficient resources to continue in operational existence for the foreseeable future, being at least 12 months from the date of approval of these financial statements.

Approvals

The Report of the Trustees, incorporating a Strategic Report are approved by order of the Board of Trustees, as the company directors, on 21st September 2023 and signed on its behalf by:

.....

D. Coyle – Trustee - Chair

Reference and Administrative Details

Registered Name

The charity and company registered name is North Hertfordshire and District Citizens Advice Bureau. The charity operates under the name Citizens Advice North Hertfordshire (CANH).

Registered Company number

04194542 (England and Wales)

Registered Charity number

1086489

Chief Executive

R Waters

Company Secretary

R Waters

Registered principal office

49 Station Road,
Letchworth,
Herts. SG6 3BQ

Other offices

Town Hall
Melbourn Street
Royston
Herts. SG8 7DA

Thomas Bellamy House*
Bedford Road
Hitchin
Herts. SG5 1HL

* Citizens Advice North Hertfordshire vacated Thomas Bellamy House in May 2022.

Independent examiner

Bradshaw Johnson
Chartered Accountants
Croft Chambers, 11 Bancroft
Hitchin
Herts. SG5 1JQ

Bankers

CCLA Investment Management Ltd
COIF Charity Funds
Senator House
85 Queen Victoria Street
London EC4V 4ET

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent ME19 4JQ

Solicitors

BWB Solicitors
10 Queen Street Place
London
EC4R 1BE

Heckford
19 Leys Avenue
Letchworth
Herts. SG6 3EB

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF NORTH
HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU ('the company')**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023.

Responsibilities and basis of report

As the charity's trustees of the Company (and 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 accounts 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 charity'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

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of Institute of Chartered Accountants in England and Wales which is one of the listed bodies.

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

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.

Neil Harding FCA
Institute of Chartered Accountants in England and Wales
Bradshaw Johnson
Chartered Accountants
Croft Chambers, 11 Bancroft
Hitchin
Hertfordshire SG5 1JQ

Date: 27th September 2023

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

	Notes	Unrestricted Funds £	Restricted Funds £	31/03/2023 Total Funds £	31/03/2022 Total Funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	16,321	-	16,321	28,164
Charitable activities					
Grants receivable	6	188,903	433,291	622,194	610,321
Other trading activities	4	3,080	-	3,080	523
Investment income	5	<u>2,560</u>	<u>-</u>	<u>2,560</u>	<u>58</u>
Total		210,864	433,291	644,155	639,065
EXPENDITURE ON					
Charitable activities					
Running the charity	7	235,605	433,291	668,896	620,432
Net gains on investments		<u>2,667</u>	<u>-</u>	<u>2,667</u>	<u>3,333</u>
NET INCOME	-	22,074	-	- 22,074	21,966
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>332,881</u>	<u>-</u>	<u>332,881</u>	<u>310,915</u>
Total funds carried forward		<u><u>310,807</u></u>	<u><u>-</u></u>	<u><u>310,807</u></u>	<u><u>332,881</u></u>

Continuing Operations

All income and expenditure have arisen from continuing activities.

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STATEMENT OF FINANCIAL POSITION
31 MARCH 2023

				31/03/2023	31/03/2022
	Note	Unrestricted Funds £	Restricted Funds £	Total Funds £	Total Funds £
Fixed Assets					
Tangible assets	12	41,879	-	41,879	57,412
Current assets					
Debtors and prepayments	13	30,928	-	30,928	22,026
Investments	14	52,176	-	52,176	49,600
Cash at bank		207,022	220,352	427,374	255,881
		<u>290,126</u>	<u>220,352</u>	<u>510,478</u>	<u>327,507</u>
Creditors					
(Amounts falling due in one year)	15	<u>(21,198)</u>	<u>(220,352)</u>	<u>(241,550)</u>	<u>(52,038)</u>
NET CURRENT ASSETS		<u>268,928</u>	<u>-</u>	<u>268,928</u>	<u>275,469</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>310,807</u>	<u>-</u>	<u>310,807</u>	<u>332,881</u>
NET ASSETS		<u>310,807</u>	<u>-</u>	<u>310,807</u>	<u>332,881</u>
FUNDS					
Unrestricted funds	16			310,807	332,881
Restricted funds				<u>-</u>	<u>-</u>
TOTAL FUNDS				<u>310,807</u>	<u>332,881</u>

STATEMENT OF FINANCIAL POSITION - continued
31 MARCH 2023

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

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for:

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006; and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The financial statements were approved by the Board of Trustees and authorised for issue on 21st September 2023 and were signed on its behalf by:

.....

D. Coyle – Trustee - Chair

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as **CITIZENS ADVICE NORTH HERTFORDSHIRE**

STATEMENT OF CASH FLOWS
FOR YEAR ENDED 31 MARCH 2023

	Notes	31/03/2023 £	31/03/2022 £
Net income for the reporting period (as per the Statement of Financial Activities)	1	(22,074)	21,966
Adjustments for:			
Depreciation charges		15,533	15,532
Gains/losses on investments		(2,667)	(3,333)
Interest received		(2,560)	(58)
Fund Management fees		91	-
Debtors (increase/decrease)		(8,902)	(3,791)
Creditors (increase/decrease)		189,512	(1,457)
Net cash generated from operating activities		168,933	28,859
Cash flows from investing activities			
Sale of investments		-	281
Purchase of tangible assets		-	-
Purchase of current asset investments		-	-
Interest Received		2,560	58
Net cash generated from/used in investing activities		2,560	339
Net change in cash and cash equivalents in reporting period		171,493	29,198
Cash and cash equivalents at the beginning of the reporting period		255,881	226,682
Cash and cash equivalents at the end of the reporting period		427,374	255,881

NOTES TO THE STATEMENT OF CASHFLOWS FOR THE YEAR ENDING 31 MARCH 2023

1. ANALYSIS OF CHANGES IN NET FUNDS

	As at 01/04/2022 £	Cash flow £	Other non- cash changes £	As at 31/03/2023 £
Net cash				
Cash at bank	255,881	171,493	-	427,374
Total	255,881	171,493	-	427,374
Liquid Resources				
Deposits included in cash	-	-	-	-
Current asset investments	49,600	-	2,576	52,176
	49,600	-	2,576	52,176
Total	305,481	171,493	2,576	479,550

NOTES TO THE FINANCIAL STATEMENTS
FOR YEAR ENDED 31 MARCH 2023

1. STATEMENT OF COMPLIANCE

North Hertfordshire and District Citizens Advice Bureau is a charitable company incorporated in England. The registered office is: 49 Station Road, Letchworth Garden City, Hertfordshire, SG6 3BQ

The charitable company's financial statements have been prepared in compliance with Charities SORP (FRS 102) as it applies to the financial statements for the year ended 31 March 2023.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

North Hertfordshire and District Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102.

After making enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements as outlined in the Statement of Trustees' Responsibilities.

Income

All income is included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants are recognised in full in the Statement of Financial Activities in the year in which they are receivable.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes attributable VAT which cannot be recovered, and is reported as part of the expenditure to which it relates.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

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

2. ACCOUNTING POLICIES - continued

Tangible fixed assets

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

- Fixtures and fittings: 10% on cost
- Computer equipment: 20% on cost

Minor additions of less than £1,000, or other additions as agreed by the Trustee Board, are not capitalised.

Taxation

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

Fund accounting

- Unrestricted funds are available for use at the discretion of the Trustees in the furtherance of the general objectives of the charity.
- Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.
- Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

Pensions

During the year, the charitable company operated a pension scheme with the National Employment Savings Trust (NEST). Contributions payable for the year are charged in the statement of financial activities.

Legal status of the charitable company

In the event of the charitable company being wound up, each Trustee (being a member of the charity) has undertaken to contribute to the assets of the charitable company such amounts as required but not exceeding £1. This guarantee extends until one year after a Trustee ceases to be a member. The Trustees are directors of the charitable company.

Debtors and prepayments

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.

Cash at bank and in hand

Cash at bank includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

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

2. ACCOUNTING POLICIES - continued

Financial instruments

The investments are managed on behalf of the charity by Fidelity International.

Investments are stated at market value as at 10th May 2023. The market value is derived from the Valuation Statement supplied by Fidelity International.

The Statement of Financial Activities include the net gains and losses (realised and unrealised) arising on the revaluations and disposals throughout the year.

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

3. DONATIONS AND LEGACIES

	31/03/23	31/03/22
	£	£
Donations	<u>16,321</u>	<u>28,164</u>

4. OTHER TRADING ACTIVITIES

	31/03/23	31/03/22
	£	£
Fund raising	<u>3,080</u>	<u>523</u>

5. INVESTMENT INCOME

	31/03/23	31/03/22
	£	£
Deposit Account Interest	<u>2,560</u>	<u>58</u>

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as **CITIZENS ADVICE NORTH HERTFORDSHIRE**

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

6. INCOME FROM CHARITABLE ACTIVITIES

	31/03/23	31/03/22
	£	£
Grants Receivable	<u>622,194</u>	<u>610,321</u>

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

Grantor	Funded Activity	Unrestricted Funds	Restricted Funds	31/03/23 Total Funds	31/03/22 Total Funds
		£	£	£	£
North Herts Council	Core Grant - General Advice	153,900	-	153,900	200,900
North Herts Council	Court Desk - Homelessness Prevention	-	26,530	26,530	26,010
North Herts Council	Health Protection Board - Rural Outreach	-	11,159	11,159	-
North Herts Council	Moving Forward Together	-	20,500	20,500	-
South Cambs District Council	General Advice	-	17,850	17,850	17,850
settle	Financial Inclusion	-	106,000	106,000	76,950
settle	Welfare Benefits	-	-	-	19,311
Letchworth Garden City Heritage Foundation	Financial Health	-	107,450	107,450	100,000
Hertfordshire County Council	Crisis Intervention	-	28,748	28,748	26,518
Hertfordshire County Council	Household Support Fund	-	-	-	13,500
Hertfordshire County Council	Herts Family Centre	-	-	-	8,400
Hertfordshire County Council	Out of Hours Advice	-	35,204	35,204	-
Hertfordshire County Council	Cost of Living - Generalist Adviser	-	9,525	9,525	-
Hertfordshire Police & Crime Commissioner	Scams Advice	-	2,500	2,500	-
Hertfordshire Community Foundation	Frank Litchfield	-	5,000	5,000	-
Hertfordshire Citizens Advice	Communications Support	-	3,334	3,334	-
Graham Rowlandson Foundation	Disability Benefits Advice	-	10,000	10,000	10,000
National Association of Citizens Advice Bureaux	Help to Claim	-	-	-	51,561
National Association of Citizens Advice Bureaux	Energy Advice Programme	-	27,485	27,485	15,956
National Association of Citizens Advice Bureaux	Money and Pensions Service (MaPS)	-	-	-	7,021
Trussell Trust Re Letchworth Foodbank	Financial Inclusion	-	22,006	22,006	-
Various other one off funding	Various	35,003	-	35,003	36,344
Total		<u>188,903</u>	<u>433,291</u>	<u>622,194</u>	<u>610,321</u>

7. TOTAL RESOURCES EXPENDED

Expense type	Unrestricted Funds	Restricted Funds	31/03/23 Total Funds	31/03/22 Total Funds
	£	£	£	£
Salaries and other employment costs	192,517	348,629	541,146	503,271
Staff & Volunteer expenses	5,131	3,706	8,837	10,523
Office expenses	34,984	28,514	63,498	45,363
Premises	14,408	17,233	31,641	27,339
Governance	1,077	713	1,790	1,374
Other, including Hardship fund	3,223	3,229	6,452	17,030
Other Apportionment	(31,267)	31,267	-	-
Depreciation- Equipmt, Fxt&Ftgs	15,532	-	15,532	15,532
Total resources expended	<u>235,605</u>	<u>433,291</u>	<u>668,896</u>	<u>620,432</u>

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

8. NET INCOME/(EXPENDITURE)

	31/03/23	31/03/22
	£	£
Depreciation - owned assets	<u>15,532</u>	<u>15,532</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

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

10. STAFF COSTS

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

	31/03/23	31/03/22
Average monthly number of employees	28	26
Average monthly number of employees (Full time Equivalent)	16	15

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

	31/03/23	31/03/22
Employment costs	Total	Total
	£	£
Wages and salaries	484,427	452,678
Social security costs	38,094	33,992
Pension costs	<u>18,625</u>	<u>16,601</u>
Total	<u>541,146</u>	<u>503,271</u>

Key Management Personnel

CANH has identified the key management personnel as the executive team, as highlighted in the strategic report. Total employment costs for key management personnel are as follows:

	31/03/23	31/03/22
	Total	Total
	£	£
Employment costs	204,367	197,552

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

11. 2022 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	31/03/22 Total Funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	28,164	-	28,164
Charitable activities			
Grants receivable	237,244	373,077	610,321
Other trading activities	522	-	522
Investment income	58	-	58
Total	265,988	373,077	639,065
EXPENDITURE ON			
Charitable activities			
Running the charity	247,355	373,077	620,432
Net gains on investments	3,333	-	3,333
NET INCOME	21,966	-	21,966
RECONCILIATION OF FUNDS			
Total funds brought forward	310,915	-	310,915
Total funds carried forward	332,881	-	332,881

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

12. TANGIBLE FIXED ASSETS

	Fixtures, Fittings & Computers £
Cost	
At 1/4/22	289,301
Additions	<u>-</u>
At 31/3/23	289,301
Depreciation	
At 1/4/22	231,889
Charge for the year	<u>15,533</u>
At 31/3/23	247,422
Net Book Value	
At 31/3/23	41,879
At 31/3/22	<u>57,412</u>

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31/03/23	31/03/22
	£	£
Trade debtors (Accrued income)	30,413	21,107
Prepayments	<u>515</u>	<u>919</u>
	30,928	22,026

14. CURRENT ASSET INVESTMENTS

	31/03/23	31/03/22
	£	£
Listed investments	<u>52,176</u>	<u>49,600</u>

This is made up as follows:

	31/03/23
	£
Listed investments:	
As per valuation statement dated 10 May 2023	<u>52,176</u>

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as **CITIZENS ADVICE NORTH HERTFORDSHIRE**

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

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Unrestricted Funds	Restricted Funds	31/03/23 Total	31/03/22 Total
	£	£	£	£
Accrued Expenses	1,300		1,300	30,000
Deferred Income		220,352	220,352	-
Other Creditors	19,898		19,898	22,038
	21,198	220,352	241,550	52,038

16. MOVEMENT IN FUNDS

	As at 01/04/22 £	Incoming Resources £	Resources Expended £	Net gains and losses £	Transfers Between Funds £	As at 31/03/23 £
Unrestricted Funds						
General Fund	70,492	210,864	(218,523)	2,667	-	65,500
Designated Funds						
Designated Funds invested in Fixed Assets	57,412	-	(15,532)	-	-	41,879
Designated Funds for baseline running costs	115,000	-	-	-	-	115,000
Designated funds for operating risks and exception costs	12,500	-	-	-	-	12,500
Designated Fund for opportunities and future investments	75,000	-	-	-	-	75,000
Designated Hardship fund	2,478	-	(1,550)	-	-	928
Total Unrestricted Funds	332,881	210,864	(235,605)	2,667	-	310,807
Restricted Funds						
Grantor						
North Herts Council						
North Herts Council						
North Herts Council						
South Cambs District Council						
settle						
settle						
Letchworth Garden City Heritage Foundation						
Hertfordshire County Council						
Hertfordshire County Council						
Hertfordshire County Council						
Hertfordshire County Council						
Hertfordshire County Council						
Hertfordshire Police & Crime Commissioner						
Hertfordshire Community Foundation						
Hertfordshire Citizens Advice						
Graham Rowlandson Foundation						
Nat' Assoc. of Citizens Advice Bureaux						
Nat' Assoc. of Citizens Advice Bureaux						
Nat' Assoc. of Citizens Advice Bureaux						
Trussell Trust Re Letchworth Foodbank						
Funded Activity						
Court Desk - Homelessness Prevention	-	26,530	(26,530)	-	-	-
Health Protection Board - Rural Outreach	-	11,159	(11,159)	-	-	-
Moving Forward Together	-	20,500	(20,500)	-	-	-
General Advice	-	17,850	(17,850)	-	-	-
Financial Inclusion	-	106,000	(106,000)	-	-	-
Welfare Benefits	-	-	-	-	-	-
Financial Health	-	107,450	(107,450)	-	-	-
Crisis Intervention	-	28,748	(28,748)	-	-	-
Household Support Fund	-	-	-	-	-	-
Herts Family Centre	-	-	-	-	-	-
Out of Hours Advice	-	35,204	(35,204)	-	-	-
Cost of Living - Generalist Adviser	-	9,525	(9,525)	-	-	-
Scams Advice	-	2,500	(2,500)	-	-	-
Frank Litchfield	-	5,000	(5,000)	-	-	-
Communications Support	-	3,334	(3,334)	-	-	-
Disability Benefits Advice	-	10,000	(10,000)	-	-	-
Help to Claim	-	-	-	-	-	-
Energy Advice Programme	-	27,485	(27,485)	-	-	-
Money and Pensions Service (MaPS)	-	-	-	-	-	-
Financial Inclusion	-	22,006	(22,006)	-	-	-
Total Restricted Funds	-	433,291	(433,291)	-	-	-
TOTAL FUNDS	332,881	644,155	(668,896)	2,667	-	310,807

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as **CITIZENS ADVICE NORTH HERTFORDSHIRE**

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

16. MOVEMENT IN FUNDS – continued

	As at 01/04/21 £	Incoming Resources £	Resources Expended £	Net gains and losses £	Transfers Between Funds £	As at 31/03/22 £
Unrestricted Funds						
General Fund	56,025	265,988	(229,854)	3,333	- 25,000	70,492
Designated Funds						
Designated Funds invested in Fixed Assets	72,944	-	(15,532)	-	-	57,412
Designated Funds for baseline running costs	85,000	-	-	-	30,000	115,000
Designated funds for operating risks and exception costs	23,500	-	-	-	11,000	12,500
Designated Fund for opportunities and future investments	69,000	-	-	-	6,000	75,000
Designated Hardship fund	4,448	-	(1,970)	-	-	2,478
Total Unrestricted Funds	310,915	265,988	(247,355)	3,333	-	332,881
Restricted Funds						
Grantor						
North Herts Council						
Court Desk - Homelessness Prevention	-	26,010	(26,010)	-	-	-
North Herts Council						
Health Protection Board - Rural Outreach	-	-	-	-	-	-
North Herts Council						
Moving Forward Together	-	-	-	-	-	-
South Cambs District Council						
General Advice	-	17,850	(17,850)	-	-	-
settle						
Financial Inclusion	-	76,950	(76,950)	-	-	-
settle						
Welfare Benefits	-	19,311	(19,311)	-	-	-
Letchworth Garden City Heritage Foundation						
Financial Health	-	100,000	(100,000)	-	-	-
Hertfordshire County Council						
Crisis Intervention	-	26,518	(26,518)	-	-	-
Hertfordshire County Council						
Household Support Fund	-	13,500	(13,500)	-	-	-
Hertfordshire County Council						
Herts Family Centre	-	8,400	(8,400)	-	-	-
Hertfordshire County Council						
Out of Hours Advice	-	-	-	-	-	-
Hertfordshire County Council						
Cost of Living - Generalist Adviser	-	-	-	-	-	-
Hertfordshire Police & Crime Commissioner						
Scams Advice	-	-	-	-	-	-
Hertfordshire Community Foundation						
Frank Litchfield	-	-	-	-	-	-
Hertfordshire Citizens Advice						
Communications Support	-	-	-	-	-	-
Graham Rowlandson Foundation						
Disability Benefits Advice	-	10,000	(10,000)	-	-	-
Nat' Assoc. of Citizens Advice Bureaux						
Help to Claim	-	51,561	(51,561)	-	-	-
Nat' Assoc. of Citizens Advice Bureaux						
Energy Advice Programme	-	15,956	(15,956)	-	-	-
Nat' Assoc. of Citizens Advice Bureaux						
Money and Pensions Service (MaPS)	-	7,021	(7,021)	-	-	-
Trussell Trust Re Letchworth Foodbank						
Financial Inclusion	-	-	-	-	-	-
Total Restricted Funds	-	373,077	(373,077)	-	-	-
TOTAL FUNDS	310,915	639,065	(620,432)	3,333	-	332,881

Purposes of Restricted Funds

North Herts Council - Homelessness Prevention: This fund provides representation and debt advice to clients finding themselves in financial hardship and facing threatened homelessness.

North Herts Council – Health Protection Board Rural Outreach: this enables CANH to extend access to our services in rural areas, with an emphasis on the issues that are most affecting residents post-Covid and during the cost-of-living crisis.

North Herts Council – Moving Forward Together: Information, signposting, and advice to help prepare residents to take up employment or volunteering opportunities

South Cambridgeshire District Council – General Advice: This fund provides for general advice and specialist (disability) welfare advice to the residents of South Cambridgeshire. It supports the provision of outreach service in Melbourn.

settle: This fund provides support for the delivery of money advice to help clients with debt issues to budget their income and expenditure, enabling them to draw up acceptable and realistic repayment plans for priority creditors.

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

16. MOVEMENT IN FUNDS – continued

Letchworth Garden City Heritage Foundation – Financial Health: This fund provides for specialist advice and casework in benefits and debt for Letchworth residents. Financial capability support delivered in community settings, online and on a one-to-one basis.

Hertfordshire County Council - Crisis Intervention: This project, funded by Hertfordshire County Council, provides in-depth support and casework for people with urgent or complex needs through debt, benefits, housing, or other advice.

Hertfordshire Police & Crime Commissioner - Scams Champion: Community talks and workshops to raise awareness of scams and what to do if you are a victim of one.

Hertfordshire County Council - Household Support Fund: In 2021/22 and 2022/23 Citizens Advice North Hertfordshire participated in the distribution of Household Support Funds, an initiative sponsored by the Department of Work and Pensions, to make funds available for distribution to support those most in need to help with the significantly rising living costs.

Hertfordshire County Council - Hertfordshire Family Centres: Advice and support for families at outreach locations. A three-month pilot project to provide generalist advice to families at local Family Centres in Baldock, Royston and Hitchin.

Hertfordshire County Council – Out of Hours Hertfordshire Advice: Information, signposting, and advice on all enquiry areas.

Hertfordshire County Council – Cost of Living Generalist Adviser: Additional resource to help us respond to the increased demand on our service caused by the cost-of-living crisis. Information, signposting, and advice.

Hertfordshire Police & Crime Commissioner – Scams Advice: Community talks and workshops to raise awareness of scams and what to do if you are a victim of one.

Hertfordshire Community Foundation – Frank Litchfield: A pilot scheme to help increase access to our services in rural areas, with an emphasis on the issues that are most affecting residents post-Covid and during the cost-of-living crisis.

Hertfordshire Citizens Advice – Communications Support: Provide support for Hertfordshire Citizens Advice communications strategy.

Graham Rowlandson Foundation: This project, funded by the Graham Rowlandson Foundation, provides advice and support to clients needing help with disability benefits.

Help to Claim: This project (provided by grants from National Association of Citizens Advice Bureaux originating from the Department of Work and Pensions) provides support for clients making their initial Universal Credit applications.

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

16. MOVEMENT IN FUNDS – continued

Energy Advice Programme: This fund (provided by grants from the National Association of Citizens Advice Bureaux originating from energy suppliers) supports the delivery of group sessions to frontline staff and community groups on energy advice, and the delivery of energy advice appointments to clients. In addition, it has funded an Energy Champion role to engage with local stakeholders, provide peer-to-peer support and training within the Citizens Advice network regionally and to assess the impact of advice.

Money and Pensions Service: These funds provided by the Money and Pensions Service supports a debt advice service.

Trussell Trust Re Letchworth Foodbank – Financial Inclusion: Specialist advice and casework in benefits and debt for people needing food bank support.

Purposes of Unrestricted Funds

General: This fund reflects the accumulated surplus arising from the general activity of the charity after allocating income and expenditure to other funds where appropriate and consistent with the policy of the charity.

Designated - Investments in Fixed Assets: This fund represents amounts set aside to fund the depreciation of the fit-out costs associated with relocation in 2016 to the charity's current main office in Letchworth.

Designated - Baseline Running Costs: This fund provides for the impact of key financial risk scenarios including income, liquidity, and cessation risks, which could result from a significant decrease in core funding.

Designated - Operating Risks and Exceptional Costs: This fund provides for the financial impact of exceptional items that are not covered in the annual planning cycle, including operating risks that could result in an exceptional cost.

Designated - Opportunities and Future Investments: To provide financial resources to cover the costs of investment in people and resources to better support existing and anticipated growth in client demand for advice services. This includes future investments in IT equipment.

Designated - Hardship: this represents a fund established by donations to be used for discretionary hardship payments to clients (e.g., local travel costs related to accessing our advice or resolving an issue).

17. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2023.

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

18. LEASING COMMITMENTS

The company signed a new lease in June 2016 on its principal office (which is also its registered office) for a period of 15 years (with a break option after 10 years) from 30 June 2016 at the rate of £19,800 per annum (including VAT at the current rate of 20%). Its commitments are as follows:

		31/03/23	31/03/22
		£	£
Due within one year		19,800	19,800
Due within two to five years	Min	85,363	84,302
	Max	106,797	101,578

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.



northhertscab.org.uk

Published September 2023

Citizens Advice North Hertfordshire is the operating name of North Hertfordshire & District Citizens Advice Bureau

Registered charity number 1086489

Company number: 4194542

Citizens Advice membership number: 70/0004

Registered by the Financial Conduct Authority FRN 617683

Registered office: 49 Station Road, Letchworth Garden City, Herts, SG6 3BQ

Telephone: 01462 688000

Accounts

REGISTERED COMPANY NUMBER: 04194542

REGISTERED CHARITY NUMBER: 1086489

**REPORT OF THE TRUSTEES AND
INDEPENDENTLY EXAMINED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022
FOR
NORTH HERTFORDSHIRE AND DISTRICT
CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH
HERTFORDSHIRE**



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REPORT OF THE TRUSTEES

Introduction

2021/22 has been another year of uncertainty and difficulty, with the effects of COVID receding as the year progressed but with a new significant challenge emerging in the shape of the cost of living crisis. These twin shocks have proven – more than ever – the value of Citizens Advice North Hertfordshire, with our organisation demonstrating incredible resilience and ability to adapt in order to help its residents navigate a continuously evolving and challenging context.

Over £2 million in financial outcomes generated for the people we helped, amongst whom over 50% have a disability or long-term health condition. 90% of the people we helped confirming they would recommend our service, in which every £1 invested generates £18.15 in wider economic and social benefits. These are just some of the statistics you will read in this report that go just part of the way of telling the story of the incredible impact our work has had.

As we look ahead, we expect to see demand for our services rise, as those out of work but also increasingly those in work needing even more specialist support on the day-to-day costs of living, debt, employment, benefits and housing. We will continue to use our own limited resources in the most effective ways. We will also need to seek out opportunities to increase our funding, while staying true to our mission, in order to help more people find a way forward in these extremely challenging times.

As Chair I am hugely impressed by, and grateful for, the unwavering commitment and tenacity of our staff and volunteers, who go above and beyond to ensure that Citizens Advice North Hertfordshire helps to meet the pressing needs of people in our communities. A huge thank you to our staff, volunteers, partners and funders, without whom we could not do what we do.

Darren Coyle, MBE

Chair of the Trustees

About Citizens Advice North Hertfordshire

Citizens Advice North Hertfordshire (CANH) is an independent local charity, whose principle activity is the provision of a free, confidential, impartial, independent service of information, advice, guidance and support to anyone in North Hertfordshire and South Cambridgeshire.

We work in partnership with other local voluntary, statutory and private agencies to help solve people's practical problems and improve their quality of life. The engagement we have with our clients and partners helps us develop our advice services in response to the changing needs of our community.

Clients can access advice in-person, by telephone, email, video link or webchat. We operate across the whole of North Hertfordshire and parts of South Cambridgeshire via our main office in Letchworth Garden City and outreach services from our office in Royston and other facilities in the towns and villages across the area.

Our service is delivered by our highly trained people, a mixture of c. 50 local volunteers and c. 26 employed staff.

We are a member of the national Citizens Advice network and our services are provided in strict accordance with the aims and principles of the National Association of Citizens Advice and the requirements of the Advice Quality Standard. We are regulated for money advice by the Financial Conduct Authority.

Our Aims

Citizens Advice North Hertfordshire wants to improve the lives and wellbeing of people in our community who are or would be disadvantaged without our intervention or advocacy. We want to move them:

- from reliant to self-reliant
- from crisis to stability in their lives
- from vulnerable to being secure
- from disengaged to engaged

Our key aims are:

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

Our Values

Client centred: We put our clients first, treating them with care, compassion, and humility.

Caring: We are kind to all, open and honest in our communication and champion a no-blame culture.

Enterprising: We commit to continually learning and embrace change in order to best serve our clients.

Collaborative: We are one team. We share our skills, insight and enthusiasm and will tackle tough or complex situations with courage and candour.

Professional: We are resourceful, always accountable and aim to work to the highest standards.

How We Helped - 2021/22

Information and Advice

CANH provide a general advice service available to anyone in North Hertfordshire and parts of South Cambridgeshire. Additionally, we work in partnership with the nine other local Citizens Advice offices in Hertfordshire as part of a consortium to provide Hertfordshire Adviceline.

Clients can access our services five days a week in-person, by telephone, email, video link and web-chat. We operate out of our main office in Letchworth Garden City as well as providing in-person advice from our office in Royston, the Melbourn Hub and from other partner locations across the district. In 2021/22 we provided advice from our office in Hitchin (closed in May 2022). Information about our services is provided on our website (www.northhertscab.org.uk).

North Hertfordshire Council provides a grant towards our core costs which supports our general advice service. South Cambridgeshire District Council provides a grant to support residents in the area. Our general advice service provides signposting, assisted information and detailed advice. CANH also supports a range of funded projects, providing specialist advice and casework services.

Research and Campaigns

We identify cases of injustice in matters of social policy and work at both a local level and through the Citizens Advice network to bring about change.

We reported social policy issues to national Citizens Advice on behalf of clients, including contributing to campaigns to keep the £20 Universal Credit uplift, raising awareness of the EU Settlement Scheme and Breathing Space and taking part in Stop Loan Sharks Week and Scams Awareness Fortnight.

We met with one of our local MPs, Sir Oliver Heald, to discuss the cost of living crisis, and campaigned to ensure that local residents know how to claim Council Tax Reduction. We also had a weekly column in our local paper which we used to promote various advice issues of relevance to a wide section of our local community.

Community Engagement

We have a growing programme of activities providing preventative talks and workshops in the areas of energy advice and financial capability as well as general awareness raising activities to ensure that people who need us know how we can help and how they can access us.

We developed a programme of financial capability workshops that were delivered online and in-person. We continued our active Facebook and Twitter accounts and added Instagram. One of our projects started a money matters Facebook peer support group. We organised a successful fundraising walk that not only raised much needed funds, but gave us an opportunity to engage with local businesses and residents to talk about how they can support us.

Household Support Fund

In 2021/22 CANH participated in the distribution of Household Support Funds, an initiative set up by the Dept of Work and Pensions, to make funds available for distribution to support those most in need to help with the significantly rising living costs. CANH distributed:

- £39,410 of supermarket vouchers (via Herts County Council who also funded us to deliver accompanying advice)
- £13,500 of energy grants (via North Herts Council)

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

Our Funded Projects

Our General Advice service, funded by North Herts Council and South Cambridgeshire District Council, provides information, signposting and advice. Where appropriate, it also acts as conduit to our range of specialist and casework services, which are defined and funded by our project sponsors. Our funded projects in 2021/22 were:

Debt & Benefits Specialist Advice for settle tenants (funded by settle)

Letchworth Financial Health provides debt and benefits advice, financial capability workshops, and community outreach on all things money in Letchworth (funded by the Letchworth Garden City Heritage Foundation)

Help to Claim provided support to clients with making initial Universal Credit Claims. This is a national service, delivered by local Citizens Advice organisations funded by the Department for Work and Pensions via National Citizens Advice

Crisis Intervention provides debt and benefits casework for those with urgent and complex needs (funded by Hertfordshire County Council)

Disability Benefits Form Filling (funded by the Graham Rowlandson Foundation)

Welfare Benefits Appeals: our clients benefit from the services of a county-wide benefits appeals specialist (funded by Hertfordshire County Council and based at Citizens Advice Stevenage)

Homelessness Prevention is a service for those with rent and mortgage arrears, including court desk representation (funded by North Herts Council)

Energy Advice Project provides one to one energy and smart meter advice to fuel poor and vulnerable clients who are struggling to pay their bills (funded through contributions from the energy suppliers' Warm Home Discount obligations via National Citizens Advice).

Big Energy Savings Network provides energy information and advice to consumers in an outreach setting (funded by BEIS via National Citizens Advice)

Carbon Monoxide Advice provides carbon monoxide awareness information (funded by Southern Gas Network via National Citizens Advice)

Advice in British Sign Language: our clients benefit from the services of a county-wide BSL adviser (funded by Hertfordshire County Council and based at Citizens Advice Welwyn-Hatfield)

Advice & Support for Families was a pilot project to provide generalist advice at family centres in Hitchin, Baldock and Royston (funded by Hertfordshire Family Centres)

Who We Helped 2021/22

CANH's advice services are available to everyone with most of our time spent helping those who are most in need. Typically, these are people in crisis situations, those with one or more markers of vulnerability, and those in poverty.

The past two years have been dominated by COVID and CANH has played a crucial role in supporting North Hertfordshire residents through uncertain and difficult times. We saw some enquiry areas (e.g. debt) recede during the pandemic while others increased (e.g. employment) reflecting the government protection measures in place at the time, and we flexed our services accordingly. Over the last 12 months the need for support with benefits and debt has been on the rise as we started to learn to live with COVID and the cost of living crisis started to take hold.

The demand for our services increased with both the number of issues per client and the number of contacts needed to move people forward increasing year on year, reflecting the complexity of problems that people are facing.

The support we provided

Last year CANH supported 5,988 people with 12,472 different issues.

Of the 5,988 people we supported

- 51% of our clients have a disability or long-term health condition (8% more than last year)
- 13% are over 65 (2% more than last year)
- 39% of our clients are in work: (the proportion of unemployed clients fell by 6% last year)
- 19% are from ethnic minorities

The top ten issues we advised on during 2021-22 were:

Types of Issue	Number of Issues Raised
Benefits & Tax Credit & Universal Credit	5,542
Debt	1,716
Housing	1,307
Relationships & Family	718
Food Banks & Charitable Support	650
Employment	599
Legal	390
Consumer Goods & Services	329
Utilities & Communications	320
Financial Services & Capability	176

Amy's story*

Amy came to us desperate for help. She had been widowed the previous year and has significant physical and mental health challenges. Since her husband died she has been struggling to make ends meet, can't afford to eat properly or pay all her bills, and has fallen into debt. Amy was under severe stress which was causing her health problems to get worse.

Our Adviser assessed Amy's circumstances and was able to increase Amy's income and stabilise her situation by:

- Giving the client a £100 supermarket voucher from the Household Support Fund;
- Successfully applying for Personal Independence Payment and securing a back payment of nearly £3,000
- Sorting out some deductions that were being wrongly taken from her Universal Credit
- Ensuring that her water tariff was adjusted so Amy was no longer overpaying
- Contacting Amy's creditors and secured a write off of most of her debts.

"I honestly can't thank you enough for your help sorting out my benefits and debt. After 7 months of struggling I feel like I can now relax a bit."

**Client name changed for confidentiality purposes*

Our Impact on the local community - 2021/22

Solving practical problems has wide ranging and long-lasting positive effects on individuals and our local community.

People are financially better off as a result of our advice.

We generated £2 million in financial outcomes for our clients in 2021/22. These financial outcomes include benefits gained, debts managed, debts written off and refunds gained.

This means that people have more money in their pocket, are better able to manage any debt and have increased confidence in managing their money.

People's health is improved as a result of our advice.

As well as financial outcomes for individuals and our community, practical advice has a positive impact on people's health. Last year:

- 86% of clients reported feeling less stressed, depressed or anxious after receiving advice from CANH
- 71% felt that their physical health had improved. ¹

Solving practical problems means that people are better able to cope with and participate in everyday life, including improved relationships with others and being better able to remain in or find employment.

Our advice has a wider positive impact on our local community

For every £1 invested in CANH in 2021/22 we generated:

- £2.66 in savings to government and public services (fiscal benefits)
- £18.15 in wider economic and social benefits (public value)
- £10.85 in financial value to the people we help (specific outcomes to individuals) ²

¹ Data from Q4 2021/22 Client Experience survey – a follow up survey conducted by national Citizens Advice with CANH clients between 3 and 6 months after receiving our advice

² Data from National Citizens Advice's Treasury approved financial data modelling tool

What our clients are telling us

As part of our client survey we asked people we've helped about their experience of the service:

- 90% would recommend our service. ³
- 87% said that we helped them find a way forward
- 78% said that our service was easy to access
- 77% said that they would not have been able to solve their problem without our support
- 75% said that their problem was fully or partially resolved after our advice

Examples of CANH Client Feedback include:

"A totally invaluable service. I would not be able to navigate all the red tape and bureaucracy that I am caught up in having to deal with. Citizens Advice is literally a lifesaver"

"Good as ever and better than most other social services."

"I can now sleep at night without the worry of increasing debts"

³ Data from Q4 2021/22 Client Experience survey – a follow up survey conducted by national Citizens Advice with CANH clients between 3 and 6 months after receiving our advice

Our Future Plans

It is clear that we are a crucial service to many in our community, and are becoming more so as our community tries to cope with the current cost of living crisis. We are a successful and effective organisation but we need to evolve to meet the challenges of the current external environment and work to ensure we remain strong and resilient.

Our strategic priorities for 2022-25 are:

Provide high quality relevant advice services to the people who need us, via the most accessible channel for them: Continue to develop relevant, accessible, flexible and inclusive services to ensure that clients can get the help they need, via the most convenient channel for them, and ensure that we can respond quickly and effectively to changes to the external environment and possible funding opportunities that these changes may bring. Continue to meet the requirements of the Quality of Advice Assessment.

Maintain financial sustainability for the long term: continue to build the long-term financial sustainability of our charity by securing funding from a more diverse mix of sources, maintaining or increasing support from our long-standing funders, effective management of costs, and judicious use of reserves to ensure CANH can maintain on-going, long-term support to our local residents.

Work as effectively and efficiently as possible to make the best use of our resources and to meet as much demand as possible: Explore and implement methods of managing demand in an effective and efficient way including: internal capacity building, partnership working, delivering preventative advice and education, and developing our digital skills and services

Work collaboratively and ensure we are an integral part of the community: Engage the community effectively to ensure awareness of our services in all of our communities, guarantee their voices are heard on the big issues, attract more volunteers, and develop a support network and partnerships across the District

Value and reward our team: Make CANH an even better place to work and volunteer, improving our offer to our team and ensuring our people management is of the highest standards

Become a more environmentally sustainable organisation: Commit to reducing the environmental impact of our services and start our journey to net zero.

STRATEGIC REPORT

STRUCTURE, GOVERNANCE AND MANAGEMENT

Legal status

North Hertfordshire and District Citizens Advice Bureau is a registered company and charity, incorporated on 4 April 2001 and registered as a charity on 4 May 2001.

The charity operates under the name Citizens Advice North Hertfordshire (CANH).

The organisation is a charitable company limited by guarantee. It does not have a share capital. It is not liable for corporation tax on its investment income, nor on other income derived from carrying out its charitable objectives and applied for that purpose.

The company was established under a Memorandum of Association and is governed under its Articles of Association (as adopted by a special resolution passed at a General Meeting held on 25 March 2019), which include the objectives and powers of the charitable company.

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Our people

Our team consists of highly skilled individuals acting as trustees, executive managers, advisers and support staff, who are either employed as paid staff or volunteer their services.

On average throughout the year CANH employed 26 part-time and full-time paid staff, which equates to an average full-time equivalent of 15 people.

For 2021-22 the average number of volunteers was 50, which equates to an average full-time equivalent of 8 people. Our volunteers make a significant contribution, estimated to be worth over £495,000, to both the charity and the wider local community.

CANH recruited and trained 21 new volunteers in 2021/22 as part of its on-going recruitment of new volunteers. We started a successful Easter and summer holiday work experience scheme to introduce 6th form and university students to our advice and campaigning work and to raise awareness of volunteering with a younger age group.

Organisation structure

The charity is run by a Board of Trustees, currently 8 members, all of which are volunteers (see list below), who are also Directors of the Company, who meet at least quarterly. A Chief Executive has been appointed to manage the day to day operations of the charity.

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

Our Trustees and Directors of the Company

Currently serving Trustees

S J Clarke	
D Coyle	Appointed 17.6.21; Chair from 21.10.21
D M Currie	Appointed 17.6.21
C Hayward	Vice Chair from 21.10.21
A W Kuczys	Company Secretary
L Platten-Hawes	
R P Thackeray	Treasurer
F Weir	

Trustees who resigned during the period

J R Bishop	Resigned 20.10.21
M J Chammings	Resigned 20.10.21
A S Laycock	Resigned 23.9.21

Our Management team

R. Waters	Chief Executive Officer
L. Fraser	Head of Advice & Quality
P. Vieira	Head of Resources
B. Morris	Head of Community Engagement
C. Bennett	Community Engagement Manager
R. Hamlyn	Specialist Advice Manager

Statement of Trustee Responsibilities

The trustees (who are also the directors of North Hertfordshire and District Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

Recruitment and appointment of new Trustees

Trustee vacancies are advertised from time to time. Applicants are invited for an interview, with a resulting recommendation being made as to their suitability for appointment as a Trustee.

Each individual member Trustee is elected (or re-elected) at an Annual General Meeting, which is held no more than 15 months after the previous meeting (a limited number of Trustees may be co-opted between Annual General Meetings). Co-opted trustees, and one third of other trustees, must stand down at each AGM, but may stand for re-election. However, subject to limited exceptions, a trustee who has served for at least 9 years will not be eligible for re-election. The Trustees elect a Chair, Vice Chair and Treasurer from among their number, normally at the first Trustee Board meeting following the AGM. Trustees are provided with a thorough induction process, and follow a training and development plan to support them with their role.

Public Benefit

The Charity Commissions guidance on public benefit includes two key principles, namely:

- Principle 1: There must be identifiable benefit or benefits
- Principle 2: Benefit must be to the public, or a section of the public

The principal activity of CANH is the provision of a free, confidential, impartial, independent service of information, advice, guidance and support to anyone in North Hertfordshire and South Cambridgeshire. This is to meet the charity's objects of promoting any charitable purpose for the public benefit by the advancement of education, protection and preservation of health and relief of poverty, sickness and distress.

The benefits to the public of carrying out this principle activity have been clearly identified and articulated in this report.

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in exercising their powers and duties and are satisfied that the charity does meet the public benefit requirements.

Risk and Internal Controls

Our trustees are responsible for the effective management of risk and for making sure that internal controls are in place and operating as designed. The Trustee Board conducted their periodic review of our policy on Risk Strategy.

Our strategy towards risk and our risk appetite are as follows:

- To manage risks which are in line with our strategic objectives
- To avoid risks which are not in line with our strategic objectives and/or could jeopardise the survival of the organisation
- Where risks are agreed to be in line with strategy, to act to mitigate the likely impact and have contingency plans in place

Throughout the year, the CEO identifies new risks and validates existing risks, assesses the likelihood, impact and appetite for each risk, the plans for managing them and the adequacy of those plans. This is then recorded in the CANH Risk Register.

CANH operate a robust system of internal financial controls as laid out in various policies and procedures. On a periodic basis the Trustee Board review and agree on budgeting systems and financial reports.

On a quarterly basis, the Trustee Board assess the key risks facing CANH, the severity of those risks and the plans to mitigate the likely impact of those risks.

The Trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to major risks.

FINANCIAL REPORT

Income

In 2021-22 CANH received grants and other income totalling £639,065, up from £594,771 in the prior year. This growth is a result of net increases in income from grants, donations and fundraising.

Grant income is the predominate source of funding for CANH, primarily from the public and not-for-profit sectors. In 2021-2022 grant income grew to £610,321 from £587,218 in the prior year. The significant streams of grant income received include:

- £226,910 from North Hertfordshire District Council to support our general advice service, available to anyone in North Hertfordshire; and homelessness prevention service to support those with rent and mortgage arrears, including court desk representation.
- £100,000 from Letchworth Garden City Heritage Foundation for debt and benefits specialist advice, including financial capability workshops, and community outreach on all things concerning money.
- £96,261 from settle for the provision of debt and benefits specialist advice to settle tenants
- £51,561 from National Citizens Advice for participation in the universal credit Help to Claim programme sponsored by the Dept of Work and Pensions

Grants are typically awarded for fixed terms of up to three years or as one-off payments. A significant number of CANH's fixed term contracts are due to expire in the coming twelve months. Although the charity has well-established relationships with its core funders, there are no guarantees that these contracts will be renewed and income retained, especially with significant pressure on the availability of public sector funding. This is a key financial risk for CANH.

A strategic priority for CANH is to work closely with its core funders in order to retain existing funding, whilst identifying and securing additional income from a more diverse mix of sources.

One of those sources is funds received from donations and fundraising activities. This represents a small but important source of income for CANH. In 2021-2022 income from donations and fundraising grew to £28,164 from £4,997 in the previous year. This increase was a result of renewed focus on fundraising events post the lifting of COVID restrictions.

Our Funders

Our main funders during the period were:

- North Herts Council/North Herts Council Housing Department
- South Cambridgeshire District Council
- settle
- Letchworth Garden City Heritage Foundation
- Hertfordshire County Council
- National Association of Citizens Advice
- Money and Pensions Service, sponsored by Dept. of Work & Pensions
- Hertfordshire Community Foundation
- Graham Rowlandson Foundation
- Big Energy Savings Network (BEIS)
- Southern Gas Network via National Citizens Advice
- Department of Work and Pensions via National Citizens Advice
- Hertfordshire Family Centre
- Household Support Fund, sponsored by Dept. of Work & Pensions

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operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

Expenditure

In 2021-2022 the total resources expensed in running the charity grew to £620,432 from £546,580 in the previous year. Detailed below are the key areas of expenditure:

Expense type	Total (£) 31/03/22	Total (£) 31/03/21
Salaries and other employment costs	503,271	435,293
Staff & Volunteer expenses	10,523	5,122
Office expenses	45,363	55,223
Premises	27,339	28,982
Governance	1,374	1,222
Other, including Hardship fund	17,030	5,206
Other Apportionment	-	-
Depreciation- Equipmt, Fxt&Ftgs	15,532	15,532
Total resources expensed	620,432	546,580

Key highlights

Salaries and other employment costs

The growth in salaries and other employment costs to £503,271 from £435,293 in the previous year highlights the continued investment in people to meet the increased service need. The average number of full-time equivalents was 15, up from 13 in the previous year.

Looking forward, there is significant upward pressure on salaries and other employment costs as a result of three key challenges:

- The adverse impact on employees of inflation and the cost of living crisis.
- The shortages of qualified people in the broader labour force and the impact this has on retaining existing staff and recruiting new staff
- An increase in employer national insurance contributions of 1.25%, which is projected to increase the cost of employment by c. £6,000 in 2022-2023.

The ability of CANH to recoup these additional costs, due to the terms of its existing funding contracts, is limited. This is a key financial risk for CANH

Non-salary expense categories

Significant effort has been employed to closely manage non-salary expenses, whilst maintaining investments in staff training and office equipment. This has resulted in a net decrease in non-salary expenses of c. £6,000 on the previous year. However, the outlook for 2022-23 could see increases due to the inflationary pressures on bought in services. The ability of CANH to recoup these additional costs, due to the terms of its existing funding contracts, is limited.

Other – Distributions from the Hardship and Household Support funds

CANH participated in the distribution of Household Support Funds, an initiative set up by the Dept of Work and Pensions to make funds available for distribution to support those most in need to help with the significantly rising living costs. CANH distributed £13,500 during 2021-2022. Funding of this activity is likely to continue into 2022-23 due to the on-going pressures of the cost of living crisis.

Balance Sheet

As of 31st March 2022, CANH held Total Funds of £332,881 (all of which are unrestricted), this compares to £310,915 on the 31st March 2021. The increase in Total Funds over the period of £21,966 represents the net of income received and outgoings relating to the running of the general advice service and specific projects.

CANH continue to benefit from a strong cash flow supported by our funders. The total cash and cash equivalents as at 31st March 2022 were £255,881, compared to £226,682 as at the end of the previous year.

Reserves policy

Deciding the level of reserves that a charity needs to hold is an important part of financial management and forward financial planning. Failure to do this may result in reserves levels which are either:

- higher than necessary and may tie up money unnecessarily. Holding excessive reserves can unnecessarily limit the amount spent on charitable activities and the potential benefits a charity can provide;
- too low, increasing the risk to the charity's ability to carry on its activities in future in the event of financial difficulties, and increasing the risks of unplanned and unmanaged closure and insolvency

CANH Trustees, on a regular basis, review the total amount and designation of reserves to ensure they are at a level that enables CANH to manage financial risk and income volatility over the medium to long term. The level of reserves should enable CANH to maintain an optimal level of service, whilst meeting its financial commitments as and when they fall due.

Reserves represent the total unrestricted funds at a point in time. As at 31st March 2022, CANH held £332,881 of unrestricted funds, of which £70,491 is held as general funds required to cover planned deficits in 2022-2023, and £262,390 have been designated to cover the following:

- net book value of tangible fixed assets of £57,412;
- exceptional costs of £12,500 and hardship funds of £2,478;
- opportunities and other future investments of £75,000; and
- £115,000 to cover key financial risk scenarios including income, liquidity and cessation risks.

Finally, one key risk indicator is the level of reserves (unrestricted funds), less net book value of tangible fixed assets, as a proportion of annualised general running costs. As at 31st March 2022 CANH held reserves to cover over five months' worth of general costs. This falls within the National Association of Citizens Advice low risk category of three to six months' worth of costs.

Investments

CANH's policies govern the Investment of Reserves, which includes guidelines on asset mix and types of investments including equity fund investments. As at 31st March 2022 CANH held:

- £255,881 of its assets in cash and cash like securities; and
- £49,600 invested in the Fidelity Index World Fund P Accumulation fund.

Trustees review the investments at least annually to ensure it is consistent with liquidity and performance requirements of CANH.

Going Concern

The financial position and performance have been outlined in the financial review. The trustees have assessed our position and concluded that CANH is well-placed to meet our liabilities as they fall due and to manage the business risks we face. This position is supported by a strong cash flow, sufficient reserves, good relationships with our key funders and a proven ability to secure new services. Our planning and reporting processes, including financial projections, take into consideration the current economic climate and its potential impact on our various sources of income and planned expenditure.

We have therefore adopted the going concern basis of preparation of these financial statements on the basis that we have concluded there is a reasonable expectation that we have sufficient resources to continue in operational existence for the foreseeable future, being at least 12 months from the date of approval of these financial statements.

Approvals

The Report of the Trustees, incorporating a Strategic Report are approved by order of the Board of Trustees, as the company directors, on 9th September 2022 and signed on its behalf by:

.....

D. Coyle – Trustee - Chair

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

Reference and Administrative Details

Registered Name

The charity and company registered name is North Hertfordshire and District Citizens Advice Bureau. The charity operates under the name Citizens Advice North Hertfordshire (CANH).

Registered Company number

04194542 (England and Wales)

Registered Charity number

1086489

Chief Executive

R Waters

Company Secretary

A W Kuczys

Registered principal office

49 Station Road,
Letchworth,
Herts. SG6 3BQ

Other offices

Town Hall
Melbourn Street
Royston
Herts. SG8 7DA

Thomas Bellamy House*
Bedford Road
Hitchin
Herts. SG5 1HL

* Citizens Advice North Hertfordshire vacated Thomas Bellamy House in May 2022.

Independent examiner

Bradshaw Johnson
Chartered Accountants
Croft Chambers, 11 Bancroft
Hitchin
Herts. SG5 1JQ

Bankers

CCLA Investment Management Ltd
COIF Charity Funds
Senator House
85 Queen Victoria Street
London EC4V 4ET

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent ME19 4JQ

Solicitors

BWB Solicitors
10 Queen Street Place
London
EC4R 1BE

Heckford
19 Leys Avenue
Letchworth
Herts. SG6 3EB

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF NORTH
HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU ('the company')**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

Responsibilities and basis of report

As the charity's 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 accounts 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 charity'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

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of Institute of Chartered Accountants in England and Wales which is one of the listed bodies.

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

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.

Neil Harding FCA
Institute of Chartered Accountants in England and Wales
Bradshaw Johnson
Chartered Accountants
Croft Chambers, 11 Bancroft
Hitchin
Hertfordshire SG5 1JQ

Date: 10 September 2022

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

	Notes	Unrestricted Funds £	Restricted Funds £	31/03/2022 Total Funds £	31/03/2021 Total Funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	28,164		28,164	4,997
Charitable activities					
Grants receivable	6	237,244	373,077	610,321	587,218
Other trading activities	4	523	-	523	2,171
Investment income	5	58	-	58	385
Total		265,988	373,077	639,065	594,771
EXPENDITURE ON					
Charitable activities					
Running the charity	7	247,355	373,077	620,432	546,580
Net gains on investments		3,333	-	3,333	1,268
NET INCOME		21,966	-	21,966	49,459
RECONCILIATION OF FUNDS					
Total funds brought forward		310,915	-	310,915	261,456
Total funds carried forward		332,881	-	332,881	310,915

Continuing Operations

All income and expenditure have arisen from continuing activities.

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as **CITIZENS ADVICE NORTH HERTFORDSHIRE**

STATEMENT OF FINANCIAL POSITION
31 MARCH 2022

				31/03/2022	31/03/2021
	Note	Unrestricted Funds £	Restricted Funds £	Total Funds £	Total Funds £
Fixed Assets					
Tangible assets	12	57,412	-	57,412	72,944
Current assets					
Debtors and prepayments	13	22,026	-	22,026	18,235
Investments	14	49,600	-	49,600	46,549
Cash at bank		255,881	-	255,881	226,682
		<u>327,507</u>	<u>-</u>	<u>327,507</u>	<u>291,466</u>
Creditors					
(Amounts falling due in one year)	15	<u>(52,038)</u>	<u>-</u>	<u>(52,038)</u>	<u>(53,495)</u>
NET CURRENT ASSETS		<u>275,469</u>	<u>-</u>	<u>275,469</u>	<u>237,971</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>332,881</u>	<u>-</u>	<u>332,881</u>	<u>310,915</u>
NET ASSETS		<u>332,881</u>	<u>-</u>	<u>332,881</u>	<u>310,915</u>
FUNDS					
Unrestricted funds	16			332,881	310,915
Restricted funds				<u>-</u>	<u>-</u>
TOTAL FUNDS				<u>332,881</u>	<u>310,915</u>

STATEMENT OF FINANCIAL POSITION - continued
31 MARCH 2022

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

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for:

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006; and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The financial statements were approved by the Board of Trustees and authorised for issue on 9 September 2022 and were signed on its behalf by:

.....

D. Coyle – Trustee - Chair

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as **CITIZENS ADVICE NORTH HERTFORDSHIRE**

STATEMENT OF CASH FLOWS
FOR YEAR ENDED 31 MARCH 2022

	Notes	31/03/2022 £	31/03/2021 £
Net income for the reporting period (as per the Statement of Financial Activities)	1	21,966	49,459
Adjustments for:			
Depreciation charges		15,532	15,532
Gains/losses on investments		(3,333)	(1,268)
Interest received		(58)	(385)
Fund Management fees			19
Debtors (increase/decrease)		(3,791)	(8,367)
Creditors (increase/decrease)		(1,457)	39,361
Net cash generated from operating activities		<u>28,859</u>	<u>94,351</u>
Cash flows from investing activities			
Sale of investments		281	-
Purchase of tangible assets		-	-
Purchase of current asset investments			(45,300)
Interest Received		58	385
Net cash generated from/used in investing activities		<u>339</u>	<u>(44,915)</u>
Net change in cash and cash equivalents in reporting period		29,198	49,436
Cash and cash equivalents at the beginning of the reporting period		226,682	177,246
Cash and cash equivalents at the end of the reporting period		<u><u>255,881</u></u>	<u><u>226,682</u></u>

NOTES TO THE STATEMENT OF CASHFLOWS FOR THE YEAR ENDING 31 MARCH 2022

1. ANALYSIS OF CHANGES IN NET FUNDS

	As at 01/04/2021 £	Cash flow £	Other non- cash changes £	As at 31/03/2022 £
Net cash				
Cash at bank	226,682	29,198		255,881
Total	226,682	29,198	-	255,881
Liquid Resources				
Deposits included in cash	-	-	-	-
Current asset investments	46,549	(281)	3,333	49,600
	46,549	(281)	3,333	49,600
Total	273,231	28,917	3,333	305,481

NOTES TO THE FINANCIAL STATEMENTS
FOR YEAR ENDED 31 MARCH 2022

1. STATEMENT OF COMPLIANCE

North Hertfordshire and District Citizens Advice Bureau is a charitable company incorporated in England. The registered office is: 49 Station Road, Letchworth Garden City, Hertfordshire, SG6 3BQ

The charitable company's financial statements have been prepared in compliance with Charities SORP (FRS 102) as it applies to the financial statements for the year ended 31 March 2022.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

North Hertfordshire and District Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102.

After making enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements as outlined in the Statement of Trustees' Responsibilities.

Income

All income is included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants are recognised in full in the Statement of Financial Activities in the year in which they are receivable.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes attributable VAT which cannot be recovered, and is reported as part of the expenditure to which it relates.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

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

2. ACCOUNTING POLICIES - continued

Tangible fixed assets

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

- Fixtures and fittings: 10 % on cost
- Computer equipment: 20% on cost

Minor additions of less than £1,000, or other additions as agreed by the Trustee Board, are not capitalised.

Taxation

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

Fund accounting

- Unrestricted funds are available for use at the discretion of the Trustees in the furtherance of the general objectives of the charity.
- Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.
- Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

Pensions

During the year, the charitable company operated a pension scheme with the National Employment Savings Trust (NEST). Contributions payable for the year are charged in the statement of financial activities.

Legal status of the charitable company

In the event of the charitable company being wound up, each Trustee (being a member of the charity) has undertaken to contribute to the assets of the charitable company such amounts as required but not exceeding £1. This guarantee extends until one year after a Trustee ceases to be a member. The Trustees are directors of the charitable company.

Debtors and prepayments

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.

Cash at bank and in hand

Cash at bank includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

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

2. ACCOUNTING POLICIES - continued

Financial instruments

The investments are managed on behalf of the charity by Fidelity International.

Investments are stated at market value as at 15 March 2022. The market value is derived from the Valuation Statement supplied by Fidelity International.

The Statement of Financial Activities include the net gains and losses (realised and unrealised) arising on the revaluations and disposals throughout the year.

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

3. DONATIONS AND LEGACIES

	31/03/22	31/03/21
	£	£
Donations	<u>28,164</u>	<u>4,997</u>

4. OTHER TRADING ACTIVITIES

	31/03/22	31/03/21
	£	£
Fund raising	<u>523</u>	<u>2,171</u>

5. INVESTMENT INCOME

	31/03/22	31/03/21
	£	£
Deposit Account Interest	<u>58</u>	<u>385</u>

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as **CITIZENS ADVICE NORTH HERTFORDSHIRE**

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

6. INCOME FROM CHARITABLE ACTIVITIES

	31/03/22	31/03/21
	£	£
Grants Receivable	<u>610,321</u>	<u>587,218</u>

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

Grantor	Funded Activity	Unrestricted Funds	Restricted Funds	31/03/22 Total Funds	31/03/21 Total Funds
		£	£	£	£
North Herts District Council	General Advice	200,900	-	200,900	147,900
North Herts District Council	Better Living	-	-	-	50,000
North Herts District Council	Court Desk - Homelessness Prevention	-	26,010	26,010	25,500
South Cambs District Council	General Advice	-	17,850	17,850	17,850
settle	Financial Inclusion	-	76,950	76,950	47,940
settle	Welfare Benefits	-	19,311	19,311	13,794
Letchworth Garden City Heritage Foundation	Financial Health	-	100,000	100,000	95,000
Hertfordshire County Council	Crisis Intervention	-	26,518	26,518	31,998
National Association of Citizens Advice Bureaux	Help to Claim	-	51,561	51,561	53,194
National Association of Citizens Advice Bureaux	Energy Advice Programme	-	15,956	15,956	9,240
National Association of Citizens Advice Bureaux	Big Energy Saving Network	-	-	-	5,500
National Association of Citizens Advice Bureaux	BEIS - Adviceline chat	-	-	-	22,600
National Association of Citizens Advice Bureaux	Money and Pensions Service (MaPS)	-	7,021	7,021	21,592
Graham Rowlandson Foundation	Disability Benefits Advice	-	10,000	10,000	10,000
Hertfordshire County Council	Household Support Fund	-	13,500	13,500	-
Hertfordshire County Council	Herts Family Centre	-	8,400	8,400	-
Various other one off funding	Various	36,344	-	36,344	35,110
Total		<u>237,244</u>	<u>373,077</u>	<u>610,321</u>	<u>587,218</u>

7. TOTAL RESOURCES EXPENDED

Expense type	Unrestricted Funds	Restricted Funds	31/03/22 Total Funds	31/03/21 Total Funds
	£	£	£	£
Salaries and other employment costs	221,968	281,303	503,271	435,293
Staff & Volunteer expenses	8,593	1,930	10,523	5,122
Office expenses	44,363	1,000	45,363	55,223
Premises	26,959	380	27,339	28,982
Governance	1,374	-	1,374	1,222
Other, including Hardship fund	3,386	13,644	17,030	5,206
Other Apportionment	(74,820)	74,820	-	-
Depreciation- Equipmt, Fxt&Ftgs	15,532	-	15,532	15,532
Total resources expended	<u>247,355</u>	<u>373,077</u>	<u>620,432</u>	<u>546,580</u>

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

8. NET INCOME/(EXPENDITURE)

	31/03/22	31/03/21
	£	£
Depreciation - owned assets	<u>15,532</u>	<u>15,532</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

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

10. STAFF COSTS

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

	31/03/22	31/03/21
Average monthly number of employees	26	22
Average monthly number of employees (Full time Equivalent)	15	13

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

	31/03/22	31/03/21
Employment costs	Total	Total
	£	£
Wages and salaries	452,678	394,468
Social security costs	33,992	25,349
Pension costs	<u>16,601</u>	<u>15,476</u>
Total	<u>503,271</u>	<u>435,293</u>

CANH has identified the key management personnel as the executive team, as highlighted in the strategic report. Total remuneration for key management personnel was £197,552 (2021: £167,254).

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

11. 2021 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	31/03/21 Total Funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	4,997		4,997
Charitable activities			
Grants receivable	183,010	404,208	587,218
Other trading activities	2,171	-	2,171
Investment income	385	-	385
Total	190,563	404,208	594,771
EXPENDITURE ON			
Charitable activities			
Running the charity	142,372	404,208	546,580
Net gains on investments	1,268	-	1,268
NET INCOME	49,459	-	49,459
RECONCILIATION OF FUNDS			
Total funds brought forward	261,456	-	261,456
Total funds carried forward	310,915	-	310,915

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

12. TANGIBLE FIXED ASSETS

	Fixtures, Fittings & Computers
	£
Cost	
At 1/4/21	289,301
Additions	<u>-</u>
At 31/3/22	289,301
Depreciation	
At 1/4/21	216,357
Charge for the year	<u>15,532</u>
At 31/3/22	<u>231,889</u>
Net Book Value	
At 31/3/22	<u>57,412</u>
At 31/3/21	<u>72,944</u>

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31/03/22	31/03/21
	£	£
Trade debtors (Accrued income)	21,107	18,235
Prepayments	<u>919</u>	<u>-</u>
	<u>22,026</u>	<u>18,235</u>

14. CURRENT ASSET INVESTMENTS

	31/03/22	31/03/21
	£	£
Listed investments	<u>49,600</u>	<u>46,549</u>

This is made up as follows:

	31/03/22
	£
Listed investments:	
As per valuation statement dated 15 March 2022	<u>49,600</u>

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as **CITIZENS ADVICE NORTH HERTFORDSHIRE**

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

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31/03/22	31/03/21
	£	£
Accrued Expenses	22,038	21,536
Other Creditors	30,000	31,959
	<u>52,038</u>	<u>53,495</u>

16. MOVEMENT IN FUNDS

	As at 01/04/21 £	Incoming Resources £	Resources Expended £	Net gains and losses £	Transfers Between Funds £	As at 31/03/22 £
Unrestricted Funds						
General Fund	56,025	265,988	(229,854)	3,333	(25,000)	70,492
Designated Funds						
Designated Funds invested in Fixed Assets	72,944	-	(15,532)	-		57,412
Designated Funds for baseline running costs	85,000	-	-	-	30,000	115,000
Designated funds for operating risks and exception costs	23,500	-	-	-	(11,000)	12,500
Designated Fund for opportunities and future investments	69,000	-	-	-	6,000	75,000
Designated Hardship fund	4,448	-	(1,969)	-	-	2,478
Total Unrestricted Funds	<u>310,915</u>	<u>265,988</u>	<u>(247,355)</u>	<u>3,333</u>	<u>-</u>	<u>332,881</u>
Restricted Funds						
Grantor						
North Herts District Council						
South Cambs District Council						
settle						
settle						
Letchworth Garden City Heritage Foundation						
Hertfordshire County Council						
Hertfordshire County Council						
Hertfordshire County Council						
Graham Rowlandson Foundation						
Nat' Assoc. of Citizens Advice Bureaux						
Nat' Assoc. of Citizens Advice Bureaux						
Nat' Assoc. of Citizens Advice Bureaux						
Nat' Assoc. of Citizens Advice Bureaux						
Nat' Assoc. of Citizens Advice Bureaux						
Total Restricted Funds	<u>-</u>	<u>373,077</u>	<u>(373,077)</u>	<u>-</u>	<u>-</u>	<u>-</u>
TOTAL FUNDS	<u>310,915</u>	<u>639,065</u>	<u>(620,432)</u>	<u>3,333</u>	<u>-</u>	<u>332,881</u>

In accordance with the Reserves Policy the trustees have consolidated a number of designated funds into one designated fund entitled Designated Fund for Operating Risks and Exception Costs. The opening balances in the table above have been adjusted accordingly.

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as **CITIZENS ADVICE NORTH HERTFORDSHIRE**

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

16. MOVEMENT IN FUNDS – continued

	As at 01/04/20 £	Incoming Resources £	Resources Expended £	Net gains and losses £	Transfers Between Funds £	As at 31/03/21 £
Unrestricted Funds						
General Fund	52,002	188,793	(124,538)	1,268	(61,500)	56,025
Designated Funds						
Designated Funds invested in Fixed Assets	88,476	-	(15,532)	-	-	72,944
Designated Funds for baseline running costs	85,000	-	-	-	-	85,000
Designated Service Charge fund	9,500	-	-	-	1,500	11,000
Designated Project Termination costs	5,000	-	-	-	-	5,000
Designated Personnel Insurance fund (sickness and injury)	7,500	-	-	-	-	7,500
Designated COVID 19	6,000	-	-	-	(6,000)	-
Designated IT Equipment fund	3,000	-	-	-	6,000	9,000
Designated Opportunities fund	-	-	-	-	60,000	60,000
Designated Hardship fund	4,978	1,770	(2,300)	-	-	4,448
Total Unrestricted Funds	261,456	190,563	(142,370)	1,268	-	310,915
Grantor						
Funded Activity						
North Herts District Council	-	25,500	(25,500)	-	-	-
North Herts District Council	-	50,000	(50,000)	-	-	-
South Cambs District Council	-	17,850	(17,850)	-	-	-
settle	-	-	-	-	-	-
settle	-	61,734	(61,734)	-	-	-
Letchworth Garden City Heritage Foundation	-	95,000	(95,000)	-	-	-
Hertfordshire County Council	-	31,998	(31,998)	-	-	-
Hertfordshire County Council	-	-	-	-	-	-
Hertfordshire County Council	-	-	-	-	-	-
Graham Rowlandson Foundation	-	10,000	(10,000)	-	-	-
Nat' Assoc. of Citizens Advice Bureaux	-	53,194	(53,194)	-	-	-
Nat' Assoc. of Citizens Advice Bureaux	-	9,240	(9,240)	-	-	-
Nat' Assoc. of Citizens Advice Bureaux	-	5,500	(5,500)	-	-	-
Nat' Assoc. of Citizens Advice Bureaux	-	22,600	(22,600)	-	-	-
Nat' Assoc. of Citizens Advice Bureaux	-	21,592	(21,592)	-	-	-
Total Restricted Funds	-	404,208	(404,208)	-	-	-
TOTAL FUNDS	261,456	594,771	(546,578)	1,268	-	310,915

Purposes of Restricted Funds

North Herts District Council - Homelessness Prevention: This fund provides representation and debt advice to clients finding themselves in financial hardship and facing threatened homelessness.

South Cambridgeshire District Council – General Advice: This fund provides for general advice and specialist (disability) welfare advice to the residents of South Cambridgeshire. It supports the provision of outreach service in Melbourn.

settle: This fund provides support for the delivery of money advice to help clients with debt issues to budget their income and expenditure, enabling them to draw up acceptable and realistic repayment plans for priority creditors.

Letchworth Garden City Heritage Foundation – Financial Health: This fund provides funding for part-time working to provide welfare rights advice and financial capability support for clients.

Hertfordshire County Council - Crisis Intervention: This project, funded by Hertfordshire County Council, provides in-depth support and casework for people with urgent or complex needs through debt, benefits, housing or other advice.

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

16. MOVEMENT IN FUNDS – continued

Hertfordshire County Council - Household Support Fund: In 2021/22 Citizens Advice North Hertfordshire participated in the distribution of Household Support Funds, an initiative sponsored by the Department of Work and Pensions, to make funds available for distribution to support those most in need to help with the significantly rising living costs.

Hertfordshire County Council - Hertfordshire Family Centres: Advice and support for families at outreach locations. A three-month pilot project to provide generalist advice to families at local Family Centres in Baldock, Royston and Hitchin.

Graham Rowlandson Foundation: This project, funded by the Graham Rowlandson Foundation, provides advice and support to clients needing help with disability benefits.

Energy Advice Programme: This fund (provided by grants from the National Association of Citizens Advice Bureaux originating from energy suppliers) supports the delivery of group sessions to frontline staff and community groups on energy advice, and the delivery of energy advice appointments to clients. In addition, it has funded an Energy Champion role to engage with local stakeholders, provide peer-to-peer support and training within the Citizens Advice network regionally and to assess the impact of advice.

Big Energy Savings Network provides energy information and advice to consumers in an outreach setting (funded by BEIS via National Citizens Advice)

Help to Claim: This project (provided by grants from National Association of Citizens Advice Bureaux originating from the Department of Work and Pensions) provides support for clients making their initial Universal Credit applications.

Money and Pensions Service: These funds provided by the Money and Pensions Service supports a debt advice service.

Purposes of Unrestricted Funds

General: This fund reflects the accumulated surplus arising from the general activity of the charity after allocating income and expenditure to other funds where appropriate and consistent with the policy of the charity.

Designated - Investments in Fixed Assets: This fund represents amounts set aside to fund the depreciation of the fit-out costs associated with relocation in 2016 to the charity's current main office in Letchworth.

Designated - Baseline Running Costs: This fund provides for the impact of key financial risk scenarios including income, liquidity and cessation risks, which could result from a significant decrease in core funding.

Designated - Operating Risks and Exceptional Costs: This fund provides for the financial impact of exceptional items that are not covered in the annual planning cycle, including operating risks that could result in an exceptional cost.

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

16. MOVEMENT IN FUNDS – continued

Designated - Opportunities and Future Investments: To provide financial resources to cover the costs of investment in people and resources to better support existing and anticipated growth in client demand for advice services. This includes future investments in IT equipment.

Designated - Project Termination Costs; This fund was established to cover costs associated with the termination of fixed-term projects. Funds now consolidated into fund for Baseline running costs.

Designated - Covid-19 Fund: This fund was established to cover costs associated with the COVID - 19 crisis. Funds now released

Designated - Personnel Insurance: This fund is intended to provide for the costs of providing cover for staff should the charity experience abnormally high levels of absence due to sickness and injury. Fund now consolidated into fund for Operating Risks and Exceptional costs.

Designated - Service Charges: This fund is to provide for periodic maintenance costs of the charity's Letchworth premises. Fund now consolidated into fund for Operating Risks and Exceptional costs

Designated - IT Equipment: This fund is to provide for the cost of future server replacement and unexpected future IT expenditure that is necessary to enable the charity to maintain its level of service to clients. Funds now consolidated into fund for Opportunities and Future investments.

Designated - Hardship: this represents a fund established by a donation to be used for discretionary hardship payments to clients (e.g. local travel costs related to accessing our advice or resolving an issue).

17. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

18. LEASING COMMITMENTS

Leasing commitments are as follows:

		31/03/22	31/03/21
		£	£
Due within one year		19,800	19,800
Due within two to five years	Min	84,302	83,240
	Max	101,578	96,359

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.



northhertscab.org.uk

Published September 2022

Citizens Advice North Hertfordshire is the operating name of North Hertfordshire & District Citizens Advice Bureau

Registered charity number 1086489

Company number: 4194542

Citizens Advice membership number: 70/0004

Registered by the Financial Conduct Authority FRN 617683

Registered office: 49 Station Road, Letchworth Garden City, Herts, SG6 3BQ

Telephone: 01462 688000

Accounts

REGISTERED COMPANY NUMBER: 04194542
REGISTERED CHARITY NUMBER: 1086489

REPORT OF THE TRUSTEES AND
INDEPENDENTLY EXAMINED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021
FOR
NORTH HERTFORDSHIRE AND DISTRICT
CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH
HERTFORDSHIRE

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

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FOR THE YEAR ENDED 31 MARCH 2021

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NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
(REGISTERED NUMBER: 04194542)
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The governing document of the charity is its Articles of Association, as adopted by a special resolution passed at a General Meeting held on 25 March 2019.

The charity is a company limited by guarantee. It does not have a share capital. It is not liable for corporation tax on its investment income, nor on other income derived from carrying out its charitable objectives and applied for that purpose.

The charity operates under the name Citizens Advice North Hertfordshire (CANH).

OBJECTIVES AND ACTIVITIES

Charitable objectives

The principal activity of the charitable company continued to be the provision of a free, confidential, impartial, independent service of information, advice, guidance and support to anyone in North Hertfordshire and South Cambridgeshire. This is to meet the charity's objects of promoting any charitable purpose for the advancement of education, protection and preservation of health and relief of poverty, sickness and distress.

Our key aims are as follows:

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

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

We meet these objectives through providing a general advice service across the district; we are open five days a week to the public. Clients can access advice, in person and by telephone, email, video link and webchat. We have a main office in Letchworth with two outreach offices in Hitchin and Royston as well as outreach services in other towns and villages. Information is also available via our website.

We also identify cases of injustice in matters of social policy and work at both a local level and through national Citizens Advice to bring about change. The focus is on our clients as individuals, giving them fair treatment and quality service.

Around 80% of our workers are volunteers and they add considerably to the level of service we are able to provide to the community and our clients.

This service is provided in strict accordance with the aims and principles of the National Association of Citizens Advice Bureaux (operating as Citizens Advice) and the requirements of their Advice Quality Standard.

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
(REGISTERED NUMBER: 04194542)
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

OBJECTIVES AND ACTIVITIES

Public benefit

The Trustees have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers or duties. The Trustees are satisfied that the charity does meet the public benefit requirements.

Principle 1: There must be identifiable benefit or benefits

The Trustees believe that they have paid due regard to the Charity Commission's guidance on public benefit in deciding what activities the charity should undertake. In particular, the Trustees consider how the current and future activities of the charity contribute to its aim and objectives.

The benefits are clearly identifiable. The benefits the charity provides are the provision of a free, confidential, impartial, independent service of information, advice, guidance and support. Information, advice, guidance and support is provided in many areas such as (but not limited to) benefits, debt, employment, housing and legal matters. In the financial year ended 31 March 2021 the charity dealt with 11,250 issues. This meets the charity's aims of providing the advice people need for the problems they face and improving the policies and practices that affect people's lives. The latter is achieved by identifying problems with policies and practices that become apparent from client contacts and then taking appropriate action, for instance, liaising with the relevant organisation capable of resolving the problem or raising the profile of the issue to the national Citizens Advice service.

Principle 2: Benefit must be to the public, or a section of the public

The benefits the charity provides are available, free of charge, to anyone living or working in North Hertfordshire or South Cambridgeshire, including (from time-to-time) restricted projects providing services in surrounding areas.

The Trustees and management of the charity seek to ensure that clients can self-refer to our service via a variety of channels and obtain information and advice or referrals to partner organisations who are better able to help the client. We offer appointments across sites in the market towns of Hitchin, Letchworth and Royston and outreach in additional outlying locations.

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
(REGISTERED NUMBER: 04194542)
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

STRATEGIC REPORT

Achievement and performance

Review of Activities and Achievements

2020/21 saw us change our service delivery model as Covid-19 forced the shutdown of our face to face services. Over 400 local residents a month were using our face to face services prior to the pandemic. Although we were able to offer some in-person services at our Letchworth office during periods of lockdown, we supported most clients remotely with staff and volunteers working from home. We provided advice via telephone (Herts Adviceline and a new local number), email and webchat (a new service for us), and added video calls later in the year. Our staff and volunteers rose to the challenge and our service continued uninterrupted throughout the year.

During 2020/21:

- We had 13,148 contacts with service-users, helping 5,229 unique clients
- We achieved £1.6 million in financial outcomes for our clients
- We helped clients with a total of 11,250 different issues and problems
- We reported social policy issues to national Citizens Advice on behalf of clients, including contributing to campaigns to keep the £20 Universal Credit uplift, improve furlough terms and highlighting problems with digital exclusion.
- Benefits and debt were the two issues we most frequently gave advice on. We saw significant increases in demand for employment advice and food bank vouchers, driven by the pandemic. Housing enquiries also increased.

During the financial year the charity achieved the following aims and objectives:

- Through the Crisis Intervention project (funded by Hertfordshire County Council), provided debt and benefits casework to support those with urgent and complex needs
- Continued our service to support clients with disability benefit applications by training experienced volunteers as specialists (funded by the Graham Rowlandson Foundation, facilitated through the Hertfordshire Community Foundation)
- Provided energy advice and awareness sessions (supported by funding from various energy suppliers via the National Association of Citizens Advice)
- Continued to provide a homelessness prevention service for people with rent or mortgage arrears (funded by North Hertfordshire District Council)
- Provided support to clients with making initial Universal Credit Claims through our Help to Claim service funded by the Department for Work and Pensions via National Citizens Advice. This is a national service, delivered by local Citizens Advice organisations.
- Worked in partnership with settle to support tenants. Our Financial Inclusion case-worker based in settle's office provides support to its most vulnerable and at risk tenants through benefits and debt advice and we added a second specialist adviser this year, to support tenants with complex welfare benefits issues.
- Set up and started delivering our new Letchworth Financial Health project funded by the Letchworth Garden City Heritage Foundation. This project provides individual debt and benefits advice, community financial capability sessions, and aims to raise awareness of money matters throughout the town.
- Provided a Money and Pensions Service funded debt advice project in partnership with Citizens Advice.
- Provided advice and information to people affected by a scam as part of our Hertfordshire Citizens Advice Service Scams Awareness project funded by the Police and Crime Commissioner for Hertfordshire
- Recruited and trained new volunteers remotely to take on different roles within the organisation (with 4 volunteers moving on to secure paid employment locally)
- Reviewed and revised our service delivery and three-year business plan in response to Covid-19.

On average throughout the year, the organisation employed 21.75 part-time and full-time paid staff, which equates to a full-time equivalent of 13.07 people. Our volunteers include advice workers, administrators, casework assistants, fundraisers, receptionists, research and campaign workers and members of the Trustee Board, all of whom have worked hard to provide a service to our clients and have contributed time conservatively estimated to be worth over £610,000 in value for hours of work given to the charity and the local community.

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
(REGISTERED NUMBER: 04194542)
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

STRATEGIC REPORT

Financial review

In the year 2020/2021 the organisation received grants and other income totalling £596,039 and had outgoings totalling £546,580. The surplus of £49,459 has been added to the reserves brought forward. The income and outgoings include all those relating to the running of the general advice service and those relating to specific projects. On the balance sheet the organisation holds £310,915 of unrestricted funds, of which £72,944 is invested in Fixed Assets and £237,971 in general and designated funds. It is the charity's policy where possible to maintain unrestricted reserves of at least 3 months' general running costs.

Our main funders during the year were:

- North Hertfordshire District Council/North Hertfordshire District Council Housing Department
- South Cambridgeshire District Council
- settle
- Letchworth Garden City Heritage Foundation
- Hertfordshire County Council via Hertfordshire Citizens Advice Service
- National Association of Citizens Advice
- Money and Pensions Service
- CAF Coronavirus Emergency Fund
- Graham Rowlandson Foundation
- Big Energy Savings Network
- Hertfordshire Police and Crime Commissioner's Office via Hertfordshire Citizens Advice Service

Reserves policy

The Trustees, on a regular basis, review the amount and designation of reserves to ensure they are appropriate to support the organisation's activities and associated risks. One key risk measure is the level of reserves as a proportion of annualised costs. During this financial year Citizen's Advice North Herts held reserves to cover over four months' worth of general costs. This falls within the Citizens Advice low risk category of three to six months' worth of costs.

Additionally, the Trustees have set up specific funds to meet certain expenditure and provide financial resources to mitigate certain risks to which the charity is exposed. At 31 March 2021, a new Opportunities Fund of £60,000 was established. This fund provides the financial resources to cover the costs of investment in people and resources in order to better support existing, and anticipated growth in client demand for advice services. Although the investments have been made the costs are not fully covered by contracted baseline income. The financial plan over the next two years assumes a target to increase net funding to finance the additional costs going forward. However, whilst CANH has been successful in the past at attracting new funding there is significant risk in meeting these targets especially in the current climate.

Risk Assessment

The Trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to major risks.

The recommended national Citizens Advice policy on Information Assurance has been adopted. Information risks have been assessed through regular reviews and compliance with this policy has been confirmed.

Investments

CANH's policies govern the Investment of Reserves, which includes guidelines on asset mix and types of investments including equity fund investments. As at 31st March 2020 CANH held a significant proportion of its assets in cash. With interest rates at an all-time low the board decided to invest £45,000 of cash assets into an investment fund held with CAF bank in order to enhance returns on its cash assets. As at 31st March 2021, £25,000 was invested in the Fidelity Index World Fund P Accumulation fund, the remaining balance of £20,000 was held in cash awaiting investment. As at the 31st March 2021 the value of the investments and cash was £46,548. Trustees review the investment at least annually to ensure it is consistent with liquidity and performance requirements of CANH.

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
(REGISTERED NUMBER: 04194542)
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

STRATEGIC REPORT

Future plans

We began and ended the year in lockdown. Our recovery plan is based on the learning we gained from how we adapted our service to meet the needs of our customers. As we plan for recovery, we anticipate that we will see high levels of queries around benefits, debt, GVA, family, and employment and that demand on our service could increase further.

Planned priorities include:

- Finding new ways to reach the most vulnerable and hard to reach in the community by developing our outreach services further.
- Embedding our multi- channel service
- Continuing to develop our service plan and testing /piloting arrangements such as video linked interviews
- Increasing the level of advice supervision to enable us to help more local residents and take on more volunteers. We know our service needs to grow to meet demand
- Rolling out our new face to face appointment- based service in response to our customer survey
- Continuing to focus on the quality of our advice
- Undertaking more community engagement and preventative work
- Continuing to attract more diverse people to work and volunteer in our organisation and
- Improving our Equality, Diversity and Inclusivity work more generally
- Focusing on the well being of our workforce in adapting to long-term remote working
- We have limited resources and we face higher levels of public and political scrutiny. We need to clearly measure and communicate our impact, and demonstrate good governance.
- Develop and implement our community engagement plans to further promote our charity and encourage by volunteering and encouraging community financial support.

Concurrent to the major programme we will continue to provide advice, guidance and support to the most vulnerable in our catchment area.

More detailed objectives are documented in the charitable company's business and development plan.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The organisation is a charitable company limited by guarantee, incorporated on 4 April 2001 and registered as a charity on 4 May 2001. The company was established under a Memorandum of Association and is governed under its Articles of Association (as adopted by a special resolution passed at a General Meeting held on 25 March 2019), which include the objectives and powers of the charitable company.

Recruitment and appointment of new Trustees

Trustee vacancies are advertised from time to time. Applicants are invited for an interview, with a resulting recommendation being made as to their suitability for appointment as a Trustee.

Each individual member Trustee is elected (or re-elected) at an Annual General Meeting, which is held no more than 15 months after the previous meeting (a limited number of Trustees may be co-opted between Annual General Meetings). Co-opted trustees, and one third of other trustees, must stand down at each AGM, but may stand for re-election. However, subject to limited exceptions, a trustee who has served for at least 9 years will not be eligible for re-election. The Trustees elect a Chair, Vice Chair and Treasurer from among their number, normally at the first Trustee Board meeting following the AGM.

Organisation structure

The charity is run by a Board of Trustees, currently 11 members, who are also Directors of the Company, who meet at least quarterly. A Chief Executive has been appointed to manage the day to day operations of the charity.

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
(REGISTERED NUMBER: 04194542)
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

REFERENCE AND ADMINISTRATIVE DETAILS

Trustees

J R Bishop	
M J Chammings	Chair
S J Clarke	
D Coyle	Appointed 17.06.21
D M Currie	Appointed 17.06.21
C Hayward	Appointed 19.03.21
A W Kuczys	Company Secretary
A S Laycock	Vice Chair
B C Morris	Resigned 14.10.20
L Platten - Hawes	
R Thackeray	Treasurer
F Weir	

Registered Company number
04194542

Registered Charity number
1086489

Chief Executive
R Waters

Company Secretary
A W Kuczys

Registered principal office
49 Station Road
Letchworth
Hertfordshire
SG6 3BQ

Other offices	
Town Hall	Thomas Bellamy House
Melbourn Street	Bedford Road
Royston	Hitchin
Hertfordshire	Hertfordshire
SG8 7DA	SG5 1HL

Independent examiner
Bradshaw Johnson
Chartered Accountants
Croft Chambers
11 Bancroft
Hitchin
Hertfordshire
SG5 1JQ

Bankers	
CCLA Investment Management Ltd	CAF Bank Ltd
COIF Charity Funds	25 Kings Hill Avenue
Senator House	Kings Hill
85 Queen Victoria Street	West Malling
London EC4V 4ET	Kent ME19 4JQ

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
(REGISTERED NUMBER: 04194542)
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

Solicitors

BWB Solicitors
10 Queen Street Place
London
EC4R 1BE

Heckford Norton
19 Leys Avenue
Letchworth
SG6 3EB

STATEMENT OF TRUSTEES' RESPONSIBILITIES

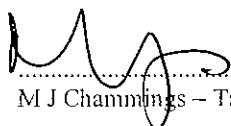
The trustees (who are also the directors of North Hertfordshire and District Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

Approved by order of the Board of Trustees on 9 September 2021 and signed on its behalf by:



M J Chammings – Trustee - Chair

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
NORTH HERTFORDSHIRE AND DISTRICT
CITIZENS ADVICE BUREAU

Independent examiner's report to the trustees of North Hertfordshire and District Citizens Advice Bureau ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

Responsibilities and basis of report

As the charity's 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 accounts 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 charity'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.

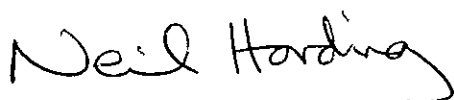
Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of Institute of Chartered Accountants in England and Wales which is one of the listed bodies.

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

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.



Neil Harding FCA
Institute of Chartered Accountants in England and Wales
Bradshaw Johnson
Chartered Accountants
Croft Chambers
11 Bancroft
Hitchin
Hertfordshire
SG5 1JQ

Date: 10 September 2021

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	4,997	-	4,997	22,381
Charitable activities					
Grants receivable	4	183,010	404,208	587,218	466,108
Other trading activities	5	2,171	-	2,171	1,557
Investment income	6	<u>385</u>	<u>-</u>	<u>385</u>	<u>644</u>
Total		190,563	404,208	594,771	490,690
EXPENDITURE ON					
Charitable activities					
Running of the charity	7,8	<u>142,372</u>	<u>404,208</u>	<u>546,580</u>	<u>449,900</u>
NET INCOME		49,459	-	49,459	40,790
Net gain on investments	12	1,268	-	1,268	-
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>261,456</u>	<u>-</u>	<u>261,456</u>	<u>220,666</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>310,915</u></u>	<u><u>-</u></u>	<u><u>310,915</u></u>	<u><u>261,456</u></u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
(REGISTERED NUMBER: 04194542)
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

STATEMENT OF FINANCIAL POSITION
31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
FIXED ASSETS					
Tangible assets	12	72,944	-	72,944	88,476
CURRENT ASSETS					
Debtors	13	18,235	-	18,235	9,868
Investments	14	46,549	-	46,549	-
Cash at bank		<u>226,682</u>	<u>-</u>	<u>226,682</u>	<u>177,246</u>
		291,466	-	291,466	187,114
CREDITORS					
Amounts falling due within one year	15	(53,495)	-	(53,495)	(14,134)
		<u>237,971</u>	<u>-</u>	<u>237,971</u>	<u>172,980</u>
NET CURRENT ASSETS					
		310,915	-	310,915	261,456
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>310,915</u>	<u>-</u>	<u>310,915</u>	<u>261,456</u>
FUNDS	16				
Unrestricted funds				310,915	261,456
TOTAL FUNDS				<u>310,915</u>	<u>261,456</u>

The notes form part of these financial statements

NORTH HERTFORDSHIRE AND DISTRICT
CITIZENS ADVICE BUREAU (REGISTERED NUMBER: 04194542)
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

STATEMENT OF FINANCIAL POSITION - continued
31 MARCH 2021

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The financial statements were approved by the Board of Trustees and authorised for issue on 9 September 2021 and were signed on its behalf by:



M J Chammings – Trustee - Chair

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

Notes	2021 £	2020 £
Cash flows from operating activities		
Cash generated from operations	94,469	42,697
Interest paid	(137)	(95)
Fund management fees	<u>19</u>	<u>-</u>
Net cash provided by operating activities	<u>94,351</u>	<u>42,602</u>
 Cash flows from investing activities		
Purchase of tangible fixed assets	-	(14,151)
Purchase of current asset investments	(45,300)	-
Interest received	<u>385</u>	<u>644</u>
Net cash used in investing activities	<u>(44,915)</u>	<u>(13,507)</u>
 Change in cash and cash equivalents in the reporting period	 49,436	 29,095
Cash and cash equivalents at the beginning of the reporting period	<u>177,246</u>	<u>148,151</u>
 Cash and cash equivalents at the end of the reporting period	 <u>226,682</u>	 <u>177,246</u>

The notes form part of these financial statements

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

NOTES TO THE STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

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

	2021 £	2020 £
Net income for the reporting period (as per the Statement of Financial Activities)	49,459	40,790
Adjustments for:		
Depreciation charges	15,532	14,589
Gains on investments	(1,268)	-
Interest received	(385)	(644)
Interest paid	137	95
(Increase)/decrease in debtors	(8,367)	7,921
Increase/(decrease) in creditors	39,361	(20,054)
Net cash provided by operations	<u>94,469</u>	<u>42,697</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.20 £	Cash flow £	At 31.3.21 £
Net cash			
Cash at bank	<u>177,246</u>	<u>49,436</u>	<u>226,682</u>
	<u>177,246</u>	<u>49,436</u>	<u>226,682</u>
Liquid resources			
Deposits included in cash	-	-	-
Current asset investments	<u>-</u>	<u>46,549</u>	<u>46,549</u>
	<u>-</u>	<u>46,549</u>	<u>46,549</u>
Total	<u>177,246</u>	<u>95,985</u>	<u>273,231</u>

The notes form part of these financial statements

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1. STATEMENT OF COMPLIANCE

North Hertfordshire and District Citizens Advice Bureau is a charitable company incorporated in England. The registered office is: 49 Station Road, Letchworth Garden City, Hertfordshire, SG6 3BQ

The charitable company's financial statements have been prepared in compliance with Charities SORP (FRS 102) as it applies to the financial statements for the year ended 31 March 2021.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

North Hertfordshire and District Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102.

After making enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements as outlined in the Statement of Trustees' Responsibilities.

Income

All income is included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants are recognised in full in the Statement of Financial Activities in the year in which they are receivable.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes attributable VAT which cannot be recovered, and is reported as part of the expenditure to which it relates.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Tangible fixed assets

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

Fixtures and fittings	- 10 % on cost
Computer equipment	- 20% on cost

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NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

2. ACCOUNTING POLICIES - continued

Tangible fixed assets

Minor additions of less than £1,000, or other additions as agreed by the Trustee Board, are not capitalised.

Taxation

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

Fund accounting

- Unrestricted funds are available for use at the discretion of the Trustees in the furtherance of the general objectives of the charity.

- Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

- Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

Pensions

During the year, the charitable company operated a pension scheme with the National Employment Savings Trust (NEST). Contributions payable for the year are charged in the statement of financial activities.

Legal status of the charitable company

In the event of the charitable company being wound up, each Trustee (being a member of the charity) has undertaken to contribute to the assets of the charitable company such amounts as required but not exceeding £1. This guarantee extends until one year after a Trustee ceases to be a member. The Trustees are directors of the charitable company.

Debtors and prepayments

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.

Cash at bank and in hand

Cash at bank includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Financial instruments

The investments are managed on behalf of the charity by Fidelity International.

Investments are stated at market value as at the balance sheet date. The market value is derived from the Valuation Statement supplied by CAF.

The Statement of Financial Activities include the net gains and losses (realised and unrealised) arising on the revaluations and disposals throughout the year.

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

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NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

3. DONATIONS AND LEGACIES

	2021	2020
	£	£
Donations	<u>4,997</u>	<u>22,381</u>

4. INCOME FROM CHARITABLE ACTIVITIES

	2021	2020
Activity	£	£
Grants receivable	<u>587,218</u>	<u>466,108</u>

Included within income relating to grants receivable are the following grants:

	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
North Hertfordshire District Council	147,900	75,500	223,400	220,000
South Cambridgeshire District Council	-	17,850	17,850	17,850
settle	-	61,734	61,734	47,000
Letchworth Garden City Heritage Foundation	-	95,000	95,000	56,000
Hertfordshire County Council	-	31,998	31,998	26,352
National Association of Citizens Advice Bureaux	-	112,126	112,126	68,006
Graham Rowlandson Foundation	-	10,000	10,000	10,500
Various other one off funding	<u>35,110</u>	-	<u>35,110</u>	<u>20,400</u>
	<u>183,010</u>	<u>404,208</u>	<u>587,218</u>	<u>466,108</u>

5. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Fundraising events	<u>2,171</u>	<u>1,557</u>

6. INVESTMENT INCOME

	2021	2020
	£	£
Deposit account interest	<u>385</u>	<u>644</u>

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NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

7. TOTAL RESOURCES EXPENDED

	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
<u>Direct Charitable Expenditure</u>				
Employment costs	189,690	245,603	435,293	339,077
Insurance	1,581	-	1,581	1,607
Rent and rates	20,757	-	20,757	21,122
Utilities	3,830	-	3,830	3,743
Equipment costs	277	61	338	2,648
Other premises costs	3,795	-	3,795	4,742
Travel expenses	235	149	384	9,494
Training costs	2,411	1,004	3,415	1,733
Telephone	9,060	6,239	15,299	8,166
Recruitment costs	535	-	535	107
Postage and stationery	4,888	581	5,469	7,357
Computer software and maintenance	16,270	5,522	21,792	12,269
Payroll expenses	1,657	-	1,657	1,560
Refreshments	-	-	-	1,249
Fees and memberships	8,899	187	9,086	8,282
Consultancy	542	60	602	4,484
Sundry expenses	1,541	140	1,681	554
Independent examination	1,120	-	1,120	1,092
AGM expenses	-	-	-	375
Legal fees	-	102	102	132
Hardship payments	2,300	-	2,300	1,505
Publicity and promotion	2,012	-	2,012	4,013
Other apportionment	(144,560)	144,560	-	-
Depreciation	15,532	-	15,532	14,589
	<u>142,372</u>	<u>404,208</u>	<u>546,580</u>	<u>449,900</u>

8. NET INCOME/(EXPENDITURE)

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

	2021 £	2020 £
Depreciation - owned assets	<u>15,532</u>	<u>14,589</u>

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NOTES TO THE FINANCIAL STATEMENTS - continued
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9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

For the year ended 31 March 2021, trustees' expenses was £Nil (£656 for the year ended 31 March 2020).

10. STAFF COSTS

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

	31.3.21	31.3.20
Average monthly number of employees	<u>22</u>	<u>19</u>

	31.3.21	31.3.20
Average monthly number of employees (full-time equivalents)	<u>13</u>	<u>10</u>

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

Employment costs

	2021	2020
	£	£
Wages and salaries, including locums	394,468	308,591
Social security costs	25,349	18,859
Pension costs	<u>15,476</u>	<u>11,627</u>
	<u>435,293</u>	<u>339,077</u>

The key management personnel of the charity who were remunerated for the year ended 31 March 2021 (and the year ended 31 March 2020) comprise the Chief Executive Officer, Head of Advice and Quality, Head of Resources, Dep. Head of Service Management, Project Manager, Head of Communication. The total employee benefits of the key management personnel of the charity were £167,254 (2020: £84,722).

11. 2020 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	22,381	-	22,381
Charitable activities			
Grants receivable	145,400	320,708	466,108
Other trading activities	1,557	-	1,557
Investment income	<u>644</u>	<u>-</u>	<u>644</u>
Total	169,982	320,708	490,690
EXPENDITURE ON			

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NOTES TO THE FINANCIAL STATEMENTS - continued
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11. 2020 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
Charitable activities			
Running of the charity	129,192	320,708	449,900
NET INCOME	40,790	-	40,790

RECONCILIATION OF FUNDS

Total funds brought forward	220,666	-	220,666
TOTAL FUNDS CARRIED FORWARD	<u>261,456</u>	<u>-</u>	<u>261,456</u>

12. TANGIBLE FIXED ASSETS

	Fixtures, fittings & computers £
COST	
At 1 April 2020 and 31 March 2021	<u>289,301</u>
DEPRECIATION	
At 1 April 2020	200,825
Charge for year	<u>15,532</u>
At 31 March 2021	<u>216,357</u>
NET BOOK VALUE	
At 31 March 2021	<u>72,944</u>
At 31 March 2020	<u>88,476</u>

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade debtors	<u>18,235</u>	<u>9,868</u>

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NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

14. CURRENT ASSET INVESTMENTS

	2021 £	2020 £
Listed investments	<u>46,549</u>	<u>-</u>

This is made up as follows:

	2021 £
Listed investments:	
- at purchase price	25,000
- gain on investment	1,268
Cash available for investment	<u>20,281</u>
	<u>46,549</u>

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Other creditors	31,959	1,667
Accrued expenses	<u>21,536</u>	<u>12,467</u>
	<u>53,495</u>	<u>14,134</u>

16. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	52,002	65,523	(61,500)	56,025
Designated Investment in Fixed Assets	88,476	(15,534)	-	72,942
Designated IT Equipment fund	3,000	-	6,000	9,000
Designated Personnel Insurance fund	7,500	-	-	7,500
Designated Running Costs fund	85,000	-	-	85,000
Designated Hardship fund	4,978	(530)	-	4,448
Designated Service Charge fund	9,500	-	1,500	11,000
Designated COVID-19 fund	6,000	-	(6,000)	-
Designated Project Termination Costs	5,000	-	-	5,000
Designated Opportunities fund	<u>-</u>	<u>-</u>	<u>60,000</u>	<u>60,000</u>
	<u>261,456</u>	<u>49,459</u>	<u>-</u>	<u>310,915</u>
TOTAL FUNDS	<u>261,456</u>	<u>49,459</u>	<u>-</u>	<u>310,915</u>

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operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

16. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	188,793	(124,538)	1,268	65,523
Designated Investment in Fixed Assets	-	(15,534)	-	(15,534)
Designated Hardship fund	<u>1,770</u>	<u>(2,300)</u>	<u>-</u>	<u>(530)</u>
	190,563	(142,372)	1,268	49,459
Restricted funds				
NHDC - Homelessness Prevention	25,500	(25,500)	-	-
settle	61,734	(61,734)	-	-
Letchworth Garden City Heritage				
Foundation	95,000	(95,000)	-	-
Energy Advise Programme	9,240	(9,240)	-	-
South Cambridgeshire District Council	17,850	(17,850)	-	-
Crisis Intervention	31,998	(31,998)	-	-
Big Energy Savings Network	5,500	(5,500)	-	-
Graham Rowlandson Foundation	10,000	(10,000)	-	-
Help to Claim	53,194	(53,194)	-	-
NHDC - Better Living Support	50,000	(50,000)	-	-
BEIS - Adviceline chat	22,600	(22,600)	-	-
Money and Pensions Service	<u>21,592</u>	<u>(21,592)</u>	<u>-</u>	<u>-</u>
	<u>404,208</u>	<u>(404,208)</u>	<u>-</u>	<u>-</u>
TOTAL FUNDS	<u><u>594,771</u></u>	<u><u>(546,580)</u></u>	<u><u>1,268</u></u>	<u><u>49,459</u></u>

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NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

16. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	12,752	55,379	(16,129)	52,002
Designated Investment in Fixed Assets	88,914	(14,589)	14,151	88,476
Designated IT Equipment fund	19,000	-	(16,000)	3,000
Designated Personnel Insurance fund				
	7,500	-	-	7,500
Designated Running Costs fund	85,000	-	-	85,000
Designated Hardship fund	-	-	4,978	4,978
Designated Service Charge fund	7,500	-	2,000	9,500
Designated COVID-19 fund	-	-	6,000	6,000
Designated Project Termination Costs	-	-	5,000	5,000
	<u>220,666</u>	<u>40,790</u>	<u>-</u>	<u>261,456</u>
TOTAL FUNDS	<u>220,666</u>	<u>40,790</u>	<u>-</u>	<u>261,456</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	164,582	(109,203)	55,379
Designated Investment in Fixed Assets	-	(14,589)	(14,589)
Designated Hardship fund	5,400	(5,400)	-
	169,982	(129,192)	40,790
Restricted funds			
NHDC - Homelessness Prevention settle	25,000	(25,000)	-
Letchworth Garden City Heritage Foundation	47,000	(47,000)	-
Energy Advise Programme	56,000	(56,000)	-
South Cambridgeshire District Council	13,765	(13,765)	-
Crisis Intervention	17,850	(17,850)	-
Big Energy Savings Network	26,351	(26,351)	-
Graham Rowlandson Foundation	5,500	(5,500)	-
Other	10,500	(10,500)	-
Help to Claim	20,000	(20,000)	-
NHDC - Better Living Support	48,742	(48,742)	-
	50,000	(50,000)	-
	<u>320,708</u>	<u>(320,708)</u>	<u>-</u>
TOTAL FUNDS	<u>490,690</u>	<u>(449,900)</u>	<u>40,790</u>

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NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

16. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	12,752	120,902	(77,629)	56,025
Designated Investment in Fixed Assets	88,914	(30,123)	14,151	72,942
Designated IT Equipment fund	19,000	-	(10,000)	9,000
Designated Personnel Insurance fund				
	7,500	-	-	7,500
Designated Running Costs fund	85,000	-	-	85,000
Designated Hardship fund	-	(530)	4,978	4,448
Designated Service Charge fund	7,500	-	3,500	11,000
Designated Project Termination Costs	-	-	5,000	5,000
Designated Opportunities fund	-	-	60,000	60,000
	<u>220,666</u>	<u>90,249</u>	<u>-</u>	<u>310,915</u>
TOTAL FUNDS	<u>220,666</u>	<u>90,249</u>	<u>-</u>	<u>310,915</u>

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16. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	353,375	(233,741)	1,268	120,902
Designated Investment in Fixed Assets	-	(30,123)	-	(30,123)
Designated Hardship fund	<u>7,170</u>	<u>(7,700)</u>	<u>-</u>	<u>(530)</u>
	360,545	(271,564)	1,268	90,249
Restricted funds				
NHDC - Homelessness Prevention	50,500	(50,500)	-	-
settle	108,734	(108,734)	-	-
Letchworth Garden City Heritage Foundation	151,000	(151,000)	-	-
Energy Advise Programme	23,005	(23,005)	-	-
South Cambridgeshire District Council	35,700	(35,700)	-	-
Crisis Intervention	58,349	(58,349)	-	-
Big Energy Savings Network	11,000	(11,000)	-	-
Graham Rowlandson Foundation	20,500	(20,500)	-	-
Other	20,000	(20,000)	-	-
Help to Claim	101,936	(101,936)	-	-
NHDC - Better Living Support	100,000	(100,000)	-	-
BEIS - Adviceline chat	22,600	(22,600)	-	-
Money and Pensions Service	<u>21,592</u>	<u>(21,592)</u>	<u>-</u>	<u>-</u>
	<u>724,916</u>	<u>(724,916)</u>	<u>-</u>	<u>-</u>
TOTAL FUNDS	<u>1,085,461</u>	<u>(996,480)</u>	<u>1,268</u>	<u>90,249</u>

Purposes of Restricted Funds

NHDC - Homelessness Prevention: This fund provides representation and debt advice to clients finding themselves in financial hardship and facing threatened homelessness.

settle: This fund provides support for the delivery of money advice to help clients with debt issues to budget their income and expenditure, enabling them to draw up acceptable and realistic repayment plans for priority creditors.

Letchworth Garden City Heritage Foundation: This fund provides funding for part-time working to provide welfare rights advice and financial capability support for clients.

Energy Advice Programme: This fund (provided by grants from the National Association of Citizens Advice Bureaux originating from energy suppliers) supports the delivery of group sessions to frontline staff and community groups on energy advice, and the delivery of energy advice appointments to clients. In addition it has funded an Energy Champion role to engage with local stakeholders, provide peer-to-peer support and training within the Citizens Advice network regionally and to assess the impact of advice.

South Cambridgeshire District Council: This fund provides a part-time caseworker to offer general advice and specialist (disability) welfare advice to the residents of South Cambridgeshire. It supports the provision of outreach service in Melbourn.

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NOTES TO THE FINANCIAL STATEMENTS - continued
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16. MOVEMENT IN FUNDS - continued

Crisis Intervention: This project, funded by Hertfordshire County Council, provides in-depth support and casework for people with urgent or complex needs through debt, benefits, housing or other advice.

Best Energy Savings Network: This project, funded by the Department for Business, Energy and Industrial Strategy, provides outreach sessions to help vulnerable consumers save money on energy costs and training for frontline workers.

Graham Rowlandson Foundation: This project, funded by the Graham Rowlandson Foundation, provides advice and support to clients needing help with disability benefits.

Help To Claim: This project (provided by grants from National Association of Citizens Advice Bureaux originating from the Department of Work and Pensions) provides support for clients making their initial Universal Credit applications.

NHDC - Better Living Support fund : This project, funded by North Hertfordshire District Council, provided additional help to vulnerable local residents through a support worker.

Other: This fund relates to small grants received where a separate project group has not been set up. The grants are all treated as restricted as they were received for a specific purpose.

BEIS - Adviceline chat: This was short term emergency funding from BEIS via National Citizens Advice which had to be spent by October 2020. This fund had to be spent on equipment to enable remote advice delivery and on increasing our capacity to support more clients on webchat and Adviceline.

Money and Pensions Service: These funds provided by the Money and Pensions Service supports a debt advice service.

Purposes of Unrestricted Funds

Designated - Covid-19 Fund: This fund was established to cover costs associated with the Covid -19 crisis.

Designated - Project Termination Costs; This fund was established to cover costs associated with the termination of fixed-term projects.

Designated - IT Equipment: This fund is to provide for the cost of future server replacement and unexpected future IT expenditure that is necessary to enable the charity to maintain its level of service to clients.

Designated - Running costs: This fund provides for the impact of a significant decrease in core funding.

Designated - Personnel Insurance: This fund is intended to provide for the costs of providing cover for staff should the charity experience abnormally high levels of absence due to sickness and injury..

Designated - Hardship: this represents a fund established by a donation to be used for discretionary hardship payments to clients (e.g. local travel costs related to accessing our advice or resolving an issue).

Designated - Service Charges: This fund is to provide for periodic maintenance costs of the charity's Letchworth premises.

General: This fund reflects the accumulated surplus arising from the general activity of the charity after allocating income and expenditure to other funds where appropriate and consistent with the policy of the charity.

Designated - Investments in Fixed Assets: This fund represents amounts set aside to fund the depreciation of the fit-out costs associated with relocation in 2016 to the charity's new main office in Letchworth.

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NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

16. MOVEMENT IN FUNDS - continued

Designated - Opportunities fund: To provide financial resources to cover the costs of investment in people and resources to better support existing, and anticipated growth in client demand for advice services. Although the investments have been made the costs are not fully covered by contracted baseline income. The financial plan over the next two years assumes a target to increase net funding to finance the additional costs going forward. However, whilst CANH has been successful in the past at attracting new funding there is significant risk in meeting these targets especially in the current climate.

17. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.

18. LEASING COMMITMENTS

The charitable company signed a lease in June 2016 on its principal office (which is also its registered office) for a period of 15 years (with a break option after 10 years) from 30 June 2016 at the rate of £19,800 per annum (including VAT at the current rate of 20%). Its commitments were as follows:

	2021	2020
	£	£
Due within one year	21,800	19,800
Due within two to five years		
	Min	83,240
	Max	96,359
		82,987
		95,287

There will be an automatic rent review in June 2021, with the rent increasing in line with the Consumer Prices Index (over five years) subject to a minimum increase of 5.101% and a maximum increase of 21.665%.