

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.

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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.

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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.

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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

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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 downwards 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

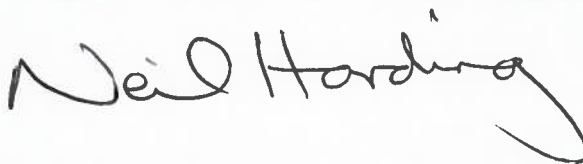
Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of Institute of Chartered Accountants in England and Wales which is one of the listed bodies.

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	24,606	-	24,606	2,560
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		-	-	-	2,667
NET INCOME		42,673	-	42,673	22,074
RECONCILIATION OF FUNDS					
Total funds brought forward		310,807	-	310,807	332,881
Total funds carried forward		353,480	-	353,480	310,807

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:

A handwritten signature in black ink, appearing to be 'R. Thackeray', written over a dotted line.

- 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 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
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

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
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

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	20,461	16,321

4. OTHER TRADING ACTIVITIES

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

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
operating as CITIZENS ADVICE NORTH HERTFORDSHIRE

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	<u>2,560</u>	<u>-</u>	<u>2,560</u>
Total	210,864	433,291	644,155
EXPENDITURE ON			
Charitable activities			
Running the charity	235,605	433,291	668,896
Net gains on investments	<u>2,667</u>	<u>-</u>	<u>2,667</u>
NET INCOME	-22,074	-	-22,074
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>332,881</u>	<u>-</u>	<u>332,881</u>
Total funds carried forward	<u>310,807</u>	<u>-</u>	<u>310,807</u>

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

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