

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.

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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

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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

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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	<u>(19,624)</u>	<u>(28,579)</u>	<u>(48,203)</u>	<u>(87,362)</u>
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

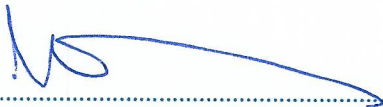
The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

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>414,854</u>	<u>(100,485)</u>	<u>4,275</u>	<u>318,644</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
		<hr/>	<hr/>	<hr/>
Total		160,118	525,608	685,726
		<hr/>	<hr/>	<hr/>

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
		<hr/>	<hr/>	<hr/>
Total resources expended	250,365	525,608	775,973	802,893
		<hr/>	<hr/>	<hr/>

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

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