

**CITIZENS ADVICE SERVICE IN THREE RIVERS**  
(A company limited by guarantee)

**Report and Financial Statements**

**Year ending 31 March 2025**

Charity number 1104392

Company number 5082066

**Report and Financial Statements  
for the year ended 31 March 2025**

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**Report of the Directors and Trustees for the year ending 31 March 2025**

The trustees (who are also the directors of the company for the purposes of company law) are pleased to present their annual directors' report together with the financial statements of the Charity for the year ending 31 March 2025 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the memorandum and articles of association, and the Charities Statement of Recommended Practice ("Charities SORP") applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland; FRS 102 issued in October 2019.

**Objectives and activities****a) Objectives and aims**

The Charity's objectives are to promote any charitable purpose for the benefit of primarily, but not exclusively, the community in Three Rivers by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Our service provides free, confidential, impartial and independent advice and information. It also aims to exercise a responsible influence on the development of social policies locally and nationally and attempts to ensure individuals do not suffer through lack of knowledge or an inability to express their needs effectively. We value diversity, promote equality and inclusion, and challenge discrimination.

Our aims are focused on providing the advice people need for the problems they face and to improve the policies and practices that affect people's lives and are undertaken specifically to provide public benefit. The board of trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

**b) Strategies and activities for the year**

The main areas of charitable activity are the provision of generalist advice and information, specialist help with debt advice and family law matters, scams and tribunal representation for sickness and disability benefit appeals.

The range of generalist advice we offer spans:

- full advice offered on virtually any issue from our comprehensive information system, with further specialist advice available from our extensive bank of reference books and consultancy helplines;
- negotiation with third parties outside Citizens Advice to secure the best and fairest outcome for our clients;
- holistic advice model to ensure all issues are addressed; and
- signposting and/or referral to an area beyond our expertise or remit.

Generalist advice and information is offered at each of our three offices. The service is open to everyone regardless of race, gender, disability, sexual orientation, religion, age or nationality. Individual advice is provided at drop-in times, face to face by appointment, over the telephone through our local offices and via Citizens Advice's Herts Adviceline, by email via our website and through national email and webchat services. We also hold advice outreaches at the Mill End Foodbank (run by Rickmansworth Foodbank) and host the local authority's Healthy Hub for one day a week at Abbots Langley.

**Report of the Directors and Trustees for the year ended 31 March 2025 (continued)****Objectives and activities (continued)**

We also offer specialist debt advice across each of our offices. This service consists of helping clients, usually those with multiple debts, to face a better future with the financial literacy and resilience to move forward debt free. Our money advisers will negotiate with creditors to encourage them to freeze interest on repayments until the client is in a position to start paying them. We also may negotiate with the creditor to write the debt off altogether if there is no realistic chance of repayment. Alternatively, our money advisers will calculate realistic repayments on a pro rata basis to all creditors, or assist clients with insolvency as appropriate. We also help clients apply for bankruptcy and Debt Relief Orders (DRO), our inhouse DRO Intermediaries provide our clients with a seamless service to write off their debts.

We also represent our debt clients at possession hearings at the local county court. Our money advice service is part funded by the local authority with additional funding from Thrive Homes, The Henry Smith Charity and Hertfordshire County Council.

Our other main areas of specialist work are case work and tribunal representation for sickness and disability benefits, and family law casework.

Our sickness and disability casework is part funded by the Graham Rowlandson Foundation in partnership with Hertfordshire Community Foundation (HCF). We also receive funding from Watford Rural Parish Council to provide casework at South Oxhey, and funding from Abbots Langley Parish Council to support a case worker at Abbots Langley.

Our family law casework team consists of a volunteer case worker and a paid case worker and the team is supported by our volunteer service. The delivery of this casework is supported by funding from Hertfordshire Community Fund and our core local authority grant.

This year we have continued to distribute funds via our service to clients in need. Most of these funds were paid to us from the Government Household Support Funds (HSF) and distributed by us in the form of supermarket vouchers. HSF funds were allocated by the local authority for us to distribute to Thrive Homes tenants in need living in Three Rivers. Additional HSF funds were allocated to us by the local authority for distributing to clients living in Three Rivers. We also distributed, on behalf of Thrive Homes, HSF funds to Thrive Homes tenants. The total of this money (£25,140 2025, £34,649 2024) is included in both grant income and direct expenses. This money does not represent underlying costs of the service although costs are incurred in its administration for which additional grants are received.

**Achievements and performance**

Our Treasury approved financial modelling tool (produced by national Citizens Advice) shows that in 2024/25 our service in Three Rivers returned a public value of circa £35 for every £1 invested in us. This tool also calculates that the annual financial value of our work to the public is £18,806,040 and the annual financial value to the people that we help is £10,850,480.

In the last year our Charity recorded over 20,000 client contacts in addition to all the administrative work that we do on behalf of our clients. We also helped our clients to gain additional income of at least £1.6 million and to write off debts of £618,659 while helping them with at least 19,156 issues.

The mainstay of our service are our volunteers, who provide information, advice and generalist case work to our clients. In the year under review at least 29,120 volunteer hours were donated by our volunteers. We continue to have significant and multiple changes to our volunteer numbers and these numbers were still fluctuating throughout the year, with the count of 70 volunteers as of March 2025.

We are very proud of the significant value that our service is able to return to our community.

**Report of the Directors and Trustees for the year ended 31 March 2025 (continued)****Achievements and performance (continued)**

The twin aims of the Citizens Advice service require that whenever we encounter an issue of local social unfairness we campaign to raise awareness of the problem and seek to effect change for the better. At a national level, we can pass these social policy issues to Citizens Advice's social policy department for them to pursue further, and where possible influence Parliamentary Committees and ultimately legislation on the issue. The general low level of benefit income and increased indebtedness are of concern and exacerbated by the significant cost of living crisis that our community faces.

We continue to work locally to look at the accurateness of health assessments for sickness and disability benefits, the accuracy of decision making and the long waiting times for sickness and disability benefit appeals. We have had further government responses to our concerns and we are now working on additional data reports to use to facilitate local and national discussion. We responded to the previous governments Green Paper and White Paper on Health and Disability Benefits and are now working on the response to the current government's Green Paper 'Pathways to Work': Reforming Benefits and Support to get Britain Working'. We continue to raise the issues our clients face due to the Cost-of-Living Crisis with our MPs and local government and shared both nationally and locally gathered data with our partners and funders. This data illustrates how price rises, such as energy, are affecting the local community.

**Financial review**

During the past year, total income was £545k (2024 £572k) and expenditure £601k (2024 £585k). The unrestricted income was £299k (2024 £289k) and the unrestricted expenditure £352k (2024 £285k) producing a deficit on general funds of £53k (2024 surplus £4k). Our unrestricted funds carried forward have reduced to £425k.

The increase in total expenditure from last year was primarily due to additional costs being incurred relating to the replacement of the roof at our South Oxhey location, costs that we were unaware of until just before year end, together with other one-off costs.

The reduction in total income reflects the continuing difficulties in obtaining grant funding and the late withdrawal of promised funding that fell outside of our control.

## Report of the Directors and Trustees for the year ended 31 March 2025 (continued)

## Financial review (continued)

## a) Principal funding sources

Our principal funding source is Three Rivers District Council, in the form of a grant and accommodation at our Rickmansworth bureau. As a result of increasing constraints on local authority expenditure the Charity obtains funding and donations from other bodies. This totalled £247,677 and included:

- Abbots Langley Parish Council - £2,500 to fund a part time sickness and disability benefits caseworker at Abbots Langley;
- Citizens Advice - £38,042 to help us develop Remote Service Delivery;
- Citizens Advice - £3,780 to provide energy advice;
- Citizens Advice - £182 for the administration of Debt Relief Orders;
- Graham Rowlandson Foundation and Hertfordshire Community Foundation - £10,000 to provide disability and benefits advice;
- The Henry Smith Charity - £40,500 to provide debt advice;
- Hertfordshire Community Fund - £5,000 to fund family law casework;
- Hertfordshire County Council - £20,000 to support the extra capacity required due to client demand;
- Hertfordshire County Council - £31,693 for a crisis intervention fund;
- Mill End Community Trust - £1,594 to fund a caseworker at the Mill End Foodbank;
- The Parochial Church Council of Abbots Langley and the St Albans Diocesan Board of Finance - a rent subsidy of £9,192 for the premises at Abbots Langley;
- National Lottery Community Fund- £19,983 to support our increased capacity during the Cost of Living crisis;
- Three Rivers District Council - £2,000 for administration costs for distributing Government Household Support Funds (HSF);
- Three Rivers District Council - £30,000, £27,000 of HSF to be distributed to clients in need, and £3,000 to cover administration costs;
- Thrive Homes - £3,000 of HSF to be distributed to Thrive tenants in need;
- Thrive Homes - £21,799 to provide a referral service;
- Watford Rural Parish Council - £5,000 to fund a part time sickness and disability benefits caseworker at South Oxhey.

We also received, in March, £50,000 from the Postcode Community Trust as an Unrestricted Grant. A condition of the grant is that it cannot go directly to reserves and consequently, due to its having being received very late in the year, it has been included in Grants in Advance (see Note 14).

In addition, we received £3,412 following the dissolution of Hertfordshire Citizens Advice Service (see Note 13).

The trustees would like to thank all funders for their continuing support.

**Report of the Directors and Trustees for the year ended 31 March 2025 (continued)****Financial review (continued)****b) Investment policy**

The trustees, having regard to the liquidity requirements of our advice service, have kept available funds in an interest-bearing deposit account and seek to achieve a rate on deposit which matches or exceeds inflation as measured by the retail prices index. Due to wider economic circumstances deposit rates have been depressed and so this aim was not achieved in the year.

**c) Reserves policy**

The trustees have examined the Charity's requirement for reserves in light of the main risks to the organisation. As reported previously the policy is to hold unrestricted funds not committed or invested in tangible fixed assets amounting to 9 months of the annual operating expenditure. Expenditure for 2024/25 is £601k. However this includes £25k of direct payments to clients. It is considered that these expenses should not be included in expenses for the purposes of calculating the reserve since they are not part of our controllable expenses. Expenses after deducting direct client payments for 24/25 is £576k. On that basis a target of £432k should be held in general funds. These reserves are needed to meet the working capital requirements of the Charity, and the trustees are confident that at this level they would be able to continue the current activities of the Charity in the short term in the event of a significant drop in funding.

The unrestricted funds stand at £425k which is below the target level of reserves by £7k. This was a difficult year for fund raising which, together with certain one – off costs, resulted in a significant drop in unrestricted reserves. The following years will continue to be financially challenging, and the trustees are well aware that future funding is not guaranteed.

The trustees have also reviewed the designated reserves included within the unrestricted funds. The computer fund has been removed on the basis that, in practice, capital grants will be sought to fund significant computer purchases. In addition, the premises fund has been expanded to include potential dilapidation costs at our South Oxhey premises, as well as at Abbots Langley. Finally, the costs of providing cover in the event of potential maternity leave have been removed from the employee fund as these are considered to be part of our normal operations.

**Structure, governance and management****a) Governing document**

The company was set up as a company limited by guarantee under a memorandum of association which established the objects and power of the charitable company and is governed under its articles of association. In the event of the company being wound up members are required to contribute an amount not exceeding £1 each. At 31 March 2025 the company had 14 members.

**b) Appointment of trustees**

The trustees are appointed by the members of the company and are elected to serve for a period of three years after which they must be re-elected at the next annual general meeting. The trustees can co-opt people to the board who must then be formally elected by the members at the next annual general meeting.

Business skills are well represented on the trustee board and members' skills are reviewed each year.

**c) Trustee induction and training**

All potential trustees undergo a thorough induction and training process. Initially, an interview is held with the chair of the board and chief officer. References are subsequently taken out if the candidate has been approved. The potential trustee is given a copy of a new trustee pack. There then follows an attachment to a service manager in the bureau, and attendance on a trustees' induction course, run by Citizens Advice. The potential trustee is subsequently proposed as a director at the next board meeting and stands for election at the next Annual General Meeting.

**Report of the Directors and Trustees for the year ended 31 March 2025 (continued)****Structure, governance and management (continued)****d) Organisation**

Citizens Advice Service in Three Rivers is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the board of trustees in order to fulfil its charitable objects and comply with the national membership requirements. The board of trustees, which can have up to 15 members, normally meets quarterly.

A chief officer is appointed by the trustees to manage the day-to-day operations of the Charity. In addition, there is an experienced team of paid staff and volunteers who are key to the service offered by the Charity. Decisions are made by the trustee board in line with the business development plan and are reviewed at least annually.

The senior management team meet to review progress against targets and the Charity's financial position and to discuss issues referred to them by the trustee board. Reports and recommendations are then taken to the full board for approval, and their implementation is organised by the chief officer and the staff team. There are regular staff, volunteer meetings and senior management team meetings which ensure that progress is being made against targets. There is an annual general meeting which involves the staff team, trustee board, members and other stakeholders.

**e) Related parties and co-operation with other organisations**

None of our trustees receive remuneration or other benefit from their work with the Charity. Any connection between a trustee or senior manager of the Charity with a supplier or grant giving body must be disclosed to the full board of trustees in the same way as any other contractual relationship with a related party. Related party transactions are reported in note 8 to the accounts.

**f) Pay policy for senior staff**

The directors consider the board of directors, who are the Charity's trustees, and the senior management team comprise the key management personnel of the charity. All directors give of their time freely and no director received remuneration in the year. Details of directors' expenses and related party transactions are disclosed in note 8 to the accounts.

The pay of the senior staff is reviewed annually and normally increases in accordance with average earnings. In view of the nature of the charity, the trustees benchmark against pay levels in other local citizens advice offices. The chief officer's salary is reviewed and approved by the trustee board separately but in line with the policy set out above.

**g) Risk management**

The trustees have a risk management strategy which comprises:

- A quarterly review of the principal risks and uncertainties that the Charity faces;
- The establishment of policies, systems and procedures to mitigate those risks identified in the annual review; and
- The implementation of procedures designed to minimise or manage any potential impact on the Charity should those risks materialise.



**Report of the Directors and Trustees for the year ended 31 March 2025 (continued)****Reference and administrative information**

Registered name: Citizens Advice Service in Three Rivers Other name used: CASTR  
Charity number: 1104392 Company number: 5082066  
Registered Office: Three Rivers House, Northway, Rickmansworth WD3 1RL.

The directors of the charitable company (the Charity) are its trustees for the purpose of charity law. The trustees and officers serving during the year and since the year end were as follows:

**Key management personnel: Trustees and directors**

Nominated chair: Ronald Sweetman  
Elected trustees: Mary Alderson  
Emily Dunbar  
Suresh Gajjar  
Andrew Pickford  
Graham Sadler  
Paul Shaw  
Eluned Wallace

**Key management personnel: Senior management team**

Chief Executive Officer: Peta Mettam  
Advice Service manager: Trish Lincoln

The following were advisers to the trustees:

<i>Principal Bankers</i>	<i>Auditors</i>
Lloyds Bank plc	Hillier Hopkins LLP
PO Box 1000	Radius House
Andover	51 Clarendon Road
BX1 1LT	Watford WD17 1HP

**Report of the Directors and Trustees for the year ended 31 March 2025 (continued)****Trustees' responsibilities statement - charitable company**

The trustees (who are also directors of Citizens Advice Service in Three Rivers for the purposes of company law) are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

Company law requires the Trustees to prepare financial statements for each 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 the financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the Charity 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 Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

**Statement as to disclosure to our auditors**

In so far as the trustees are aware at the time of approving our trustees' annual report:

- there is no relevant information, being information needed by the auditor in connection with preparing their report, of which the Charity's auditor is unaware; and
- the trustees, having made enquiries of fellow directors and the Charity's auditor that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

**Auditors**

Hillier Hopkins LLP was appointed as the charitable company's auditors at the last annual general meeting and have expressed their willingness to continue in that capacity.

By order of the board of trustees

**Ronald Sweetman**

**Chairman**

Date: 2<sup>nd</sup> October 2025

**Independent Auditor's Report to The Members of Citizens Advice Service in Three Rivers****Opinion**

We have audited the financial statements of Citizens Advice Service in Three Rivers (the 'charitable company') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025
- , and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

**Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

**Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

**Independent Auditor's Report to the members of Citizens Advice Service in Three Rivers (continued)****Other information**

The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the trustees' report is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

**Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on pages 7 and 8, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

**Independent Auditor's Report to the members of Citizens Advice Service in Three Rivers (continued)****Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We have assessed the nature of the industry and sector, control environment and business performance including the remuneration incentives and pressures of key management;
- The primary responsibility for the prevention and detection of fraud rests with both those charged with governance of the entity and management. We consider the results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- Any matters we identified having obtained and reviewed the Charity's documentation of their policies and procedures relating to:
  - identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non-compliance;
  - detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
  - the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations;
- The matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud and identified the greatest potential for fraud. In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override, including testing journals and evaluating whether there was evidence of bias by the directors that represented a risk of material misstatement due to fraud.

We also obtained an understanding of the legal and regulatory frameworks that the Charity operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. We focused on laws and regulations that could give rise to a material misstatement in the financial statements, including, but not limited to, the Charities Act 2011 and relevant tax legislation.

**Independent Auditor's Report to the members of Citizens Advice Service in Three Rivers (continued)****Auditor's responsibilities for the audit of the financial statements (continued)**

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

**Use of our report**

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters which we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

**Hillier Hopkins LLP**

Chartered Accountants  
Statutory Auditor

Radius House  
51 Clarendon Road  
Watford  
WD17 1HP  
Date: 2<sup>nd</sup> October 2025

Hillier Hopkins LLP are eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

**Statement of Financial Activities (incorporating an income and expenditure account  
for year ended 31 March 2025)**

	Notes	Unrestricted Funds £	Restricted Funds £	Total £	2024 £
<b>Income from:</b>					
Donations	2	1,880	250	2,130	1,034
Charitable activities	2	284,884	246,083	530,967	562,640
Investment income	3	12,388	-	12,388	7,995
		<b>299,152</b>	<b>246,333</b>	<b>545,485</b>	<b>571,669</b>
<b>Expenditure on:</b>					
Raising funds		16,071	-	16,071	15,488
Charitable activities	5	335,956	249,107	585,063	569,126
Total resources expended		<b>352,027</b>	<b>249,107</b>	<b>601,134</b>	<b>584,614</b>
<b>Net income and movement in funds</b>	7	<b>(52,875)</b>	<b>(2,774)</b>	<b>(55,649)</b>	<b>(12,945)</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		477,392	10,102	487,494	500,439
<b>Total funds carried forward</b>		<b>£ 424,517</b>	<b>£ 7,328</b>	<b>£ 431,845</b>	<b>£ 487,494</b>

The notes on pages 18 to 30 form part of the financial statements

**Balance Sheet**  
as at 31 March 2025

	Notes	£	2025 £	£	2024 £
<b>Fixed Assets</b>					
Tangible assets	12		-		-
Investments	13		-		-
			<u>-</u>		<u>-</u>
<b>Current Assets</b>					
Prepayments		7,134		465	
Trade debtors		-		2,099	
Short term deposits		312,734		164,536	
Cash at bank and in hand		225,201		351,990	
		<u>545,069</u>		<u>519,090</u>	
<b>Creditors falling due within one year</b>	14	<u>113,224</u>		<u>31,596</u>	
<b>Net Current Assets</b>			431,845		487,494
<b>Total assets less current liabilities</b>			<u>£ 431,845</u>		<u>£ 487,494</u>
<b>Funds</b>					
<b>Unrestricted funds</b>					
General fund	15&17	314,017		332,692	
Designated funds	15&17	<u>110,500</u>		<u>144,700</u>	
			424,517		477,392
<b>Restricted funds</b>	16&17		7,328		10,102
<b>Total funds</b>			<u>£ 431,845</u>		<u>£ 487,494</u>

The company's financial statements have been prepared in accordance with the provisions applicable to companies which are subject to the small companies' regime.

The trustees consider that the company is entitled to exemption from the requirement to have an audit under the provisions of Section 477 Companies Act 2006 ("the Act") and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act. However, an audit is required in accordance with section 144 Charities Act 2011.

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

The financial statements were approved and authorised for issue by the trustees on 2<sup>nd</sup> October 2025 and signed on their behalf by:

**R Sweetman**  
Chair

**A G Sadler**  
Treasurer



**Statement of Cash Flows**  
**for year ending 31 March 2025**

	<b>Note</b>	<b>2025</b>	<b>2024</b>
		<b>£</b>	<b>£</b>
<b>Cash flows from operating activities</b>			
Net cash provided/(absorbed) by operating activities	<b>18</b>	(139,177)	862
<b>Cash flows from investing activities</b>			
Interest income		12,388	7,995
<b>Increase/(decrease) in cash and cash equivalents in the year</b>		<b>(126,789)</b>	<b>8,857</b>
<b>Cash in hand at the beginning of the year</b>		<b>351,990</b>	<b>343,133</b>
<b>Total cash in hand at the end of the year</b>		<b>£ 225,201</b>	<b>£ 351,990</b>

The notes on pages 18 to 30 form part of the financial statements.

**Notes on the Accounts****1. Accounting policies**

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

**a) Basis of preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities 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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Citizens Advice Service in Three Rivers meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

**b) Income**

All income is included in the statement of financial activities when the Charity is entitled to the funds and the amount can be measured with reasonable certainty. Income is deferred only when the Charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

Income from Government and other grants, whether capital grants or revenue grants, is recognised when the Charity has entitlement, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

**c) Donated services and facilities**

Donated services and facilities are recognised as income when the Charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the Charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the time of the general volunteers is not recognised. The trustees' annual report provides more information about their contribution.

**d) Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is upon notification of the interest paid or payable by the Bank.

**e) Fund accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity.

Designated funds are unrestricted funds of the Charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the Charity's work or for specific projects being undertaken by the Charity.

**Notes on the Accounts (continued)****f) Expenditure and irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

Costs of raising funds comprise the salary costs associated with grant applications.

Expenditure on charitable activities includes all expenditure directly related to the objects of the Charity and comprises staff costs, training and travel analysed between the Charity's activities.

Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

**g) Allocation of support costs**

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include all the management, administration, central functions and governance costs which support the Charity's activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in Note 5.

**h) Operating leases**

Rentals payable under operating leases are charged against income on a straight line basis over the period of the lease.

**i) Fixed assets**

Individual fixed assets costing £5,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Computer equipment and furniture over 4 years

Fixtures and furnishings over 5 years

**j) Debtors**

Debtors are recognised at the settlement amount due after any discount offered. Prepayments are valued at the amount prepaid net of any discounts due.

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

Cash at bank and cash in hand 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.

**l) Pensions**

The Charity operates a money purchase scheme which is operated by Scottish Widows plc. Employees contract directly with the insurance company. The Charity makes a matching contribution of 6% of salary to the scheme and acts as agent in collecting and paying over employee pension contributions.

**Notes on the Accounts (continued)****m) 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 recognised at their settlement amount after allowing for any discounts due.

**n) Legal status of the Charity**

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

## Notes on the Accounts (continued)

## 2. Income from Charitable Activities and Donations

	Unrestricted £	Restricted £	Total £	2024 £
<b>Charitable activities</b>				
Three Rivers District Council	261,290	54,000	315,290	284,290
Abbots Langley Parochial Church Council	-	9,192	9,192	9,192
Abbots Langley Parish Council	-	2,500	2,500	2,500
Citizens Advice	182	41,822	42,004	47,307
The Henry Smith Charity	-	40,500	40,500	39,500
Graham Rowlandson Foundation & HCF	-	10,000	10,000	10,000
Hertfordshire County Council	20,000	31,693	51,693	115,673
Hertfordshire Community Fund	-	5,000	5,000	3,000
Hertfordshire and West Essex Integrated Care Board	-	-	-	17,417
National Lottery Community Fund	-	19,983	19,983	4,724
Thrive Homes	-	24,799	24,799	20,035
Thrive Homes & Three Rivers District Council	-	-	-	2,000
Watford Health Trust	-	-	-	2,164
Watford Rural Parish Council	-	5,000	5,000	1,000
The David Laing Trust	-	-	-	2,500
Dacorum Community Trust	-	-	-	90
Mill End Community Trust	-	1,594	1,594	1,248
Dissolution of HCAS (see Note 13)	3,412	-	3,412	-
	<b>£ 284,884</b>	<b>£ 246,083</b>	<b>£ 530,967</b>	<b>£ 562,640</b>
<b>Donations</b>				
Abbots Langley Good Neighbours Association	-	-	-	-
Watford Rural Parish Council	-	-	-	-
Various Anonymous Donors	1,880	250	2,130	1,034
	<b>£ 1,880</b>	<b>£ 250</b>	<b>£ 2,130</b>	<b>£ 1,034</b>

## Notes on the Accounts (continued)

## 3. Investment income

All of the Charity's investment income of £12,388 (2024: £7,995) arises from money held in interest bearing deposit accounts.

## 4. Statement of financial activities for 2024

	Unrestricted funds £	Restricted funds £	Total £
<b>Income from:</b>			
Donations	784	250	1,034
Charitable activities	280,290	282,350	562,640
Investment income	7,995	-	7,995
Other grant income	-	-	-
	<u>289,069</u>	<u>282,600</u>	<u>571,669</u>
<b>Expenditure on:</b>			
Raising funds	15,488	-	15,488
Charitable activities	269,141	299,985	569,126
Total resources expended	<u>284,629</u>	<u>299,985</u>	<u>584,614</u>
<b>Net income and movement in funds</b>	4,440	(17,385)	(12,945)
<b>Reconciliation of funds:</b>			
Total funds brought forward	472,952	27,487	500,439
<b>Total funds carried forward</b>	<u>£ 477,392</u>	<u>£ 10,102</u>	<u>£ 487,494</u>

## Notes on the Accounts (continued)

## 5. Expenditure on Charitable activities

Current year	General Advice £	Money Advice £	Case Work £	Total £
<b>Costs directly associated to Activities</b>				
Staff Costs	285,242	65,179	36,248	386,669
Direct charitable expenditure	25,140	-	-	25,140
Training and other costs	1,293	276	155	1,724
Travel	1,376	294	165	1,835
Citizens Advice charges	5,369	1,146	644	7,159
	<b>318,420</b>	<b>66,895</b>	<b>37,212</b>	<b>422,527</b>
<b>Support Costs Allocated to Activities</b>				
Premises costs	79,563	16,974	9,548	106,085
Computer and equipment costs	3,617	772	434	4,823
Insurance	3,401	726	408	4,535
Printing and stationery	4,807	1,025	577	6,409
Communications	5,086	1,085	610	6,781
Sundry	5,221	1,114	627	6,962
Governance costs	20,206	4,310	2,425	26,941
	<b>121,901</b>	<b>26,006</b>	<b>14,629</b>	<b>162,536</b>

Support costs have been allocated to the three key charitable activities based on the amount of time advisers have spent on each activity during the year.

## Notes on the Accounts (continued)

## 5. Expenditure on charitable activities (continued)

Previous year	General Advice £	Money Advice £	Case Work £	Total £
<b>Costs directly associated to Activities</b>				
Staff Costs	263,692	66,471	48,101	378,264
Direct charitable expenditure	34,649	-	-	34,649
Training and other costs	5,104	1,222	863	7,189
Travel	1,530	366	259	2,155
Citizens Advice charges	4,915	1,177	831	6,923
	<b>309,890</b>	<b>69,236</b>	<b>50,054</b>	<b>429,180</b>
<b>Support Costs Allocated to Activities</b>				
Premises costs	59,234	14,183	10,011	83,428
Computer and equipment costs	6,213	1,488	1,050	8,751
Insurance	3,170	759	536	4,465
Printing and stationery	4,172	999	705	5,876
Communications	4,348	1,041	735	6,124
Sundry	5,071	1,214	857	7,142
Governance costs	17,154	4,107	2,899	24,160
	<b>99,362</b>	<b>23,791</b>	<b>16,793</b>	<b>139,946</b>

Support costs have been allocated to the three key charitable activities based on the amount of time advisers have spent on each activity during the year.



## Notes on the Accounts (continued)

## 6. Governance costs

	2025	2024
	£	£
Salaries	8,036	7,744
Audit fee	9,600	7,620
Legal and professional fees	9,305	8,796
	<u>£ 26,941</u>	<u>£ 24,160</u>

## 7. Net Income

Net income for the year is stated after:

	2025	2024
	£	£
Depreciation	-	-
Auditors' remuneration	<u>£ 9,600</u>	<u>£ 7,620</u>

## 8. Analysis of staff costs and key management, trustee remuneration, and related party transactions and related party transactions

	2025	2024
	£	£
Salaries and wages	372,746	365,783
Social security costs	20,808	20,106
Pension costs	17,224	15,606
Total	<u>£ 410,778</u>	<u>£ 401,495</u>

No employees had employee benefits in excess of £60,000 (2024: nil).

The trustees were not paid or received any other benefits from employment with the Charity (2024: nil). Paul Shaw was reimbursed expenses of £13 during the year (2024: nil).

The key management personnel of the Charity comprise the trustees, the company secretary, the Chief Officer and the Advice Service Manager. The total employee benefits of the key management personnel were £107,542. (2024: £104,806).

The average monthly head count was 23 staff (2024: 23) and the average monthly number of full-time equivalent employees, including casual and part-time staff, during the year was as follows:

Core bureau staff:	6.1 (2024: 6.4)
Non-core bureau staff:	4.9 (2024: 4.8)

Paul Shaw is a consultant with Myers Clark, Chartered Accountants. Myers Clark provide the Charity with payroll and accountancy advice. The services are provided to the Charity at commercial rates and the amount charged for the year totalled £3,485 (2024: £3,366).

**Notes on the Accounts (continued)****9. Pension costs**

The Charity operates a defined contribution pension scheme for all eligible employees. The pension charge for the year in respect of this scheme was £17,224 (2024: £15,606). At 31 March 2025, contributions of £2,622 were due to be paid to the pension scheme (2024: £nil).

**10. Government grants**

The Charity enjoys a close working relationship with Three Rivers District Council and Hertfordshire County Council. Together these Councils provide funding to enable the Charity to carry out its charitable activities. There are no unfulfilled conditions or other contingencies attaching to these grants. Total government grants received were £377,895 (2023 £410,155).

In accordance with subsection 37(4) of the Local Government and Housing Act 1989, all grants have been fully utilised in accordance with the terms under which they were originally granted and have been expended on revenue items in the normal course of the charitable company's activities.

**11. Taxation**

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

**12. Tangible fixed assets**

	<b>Fixtures and Fittings £</b>
<b>Cost</b>	
At 1 April 2024	8,819
Additions	-
At 31 March 2025	<u>8,819</u>
<b>Accumulated depreciation</b>	
At 1 April 2024	8,819
Provision for the year	-
At 31 March 2025	<u>8,819</u>
<b>Net book value at 31 March 2025</b>	<u>-</u>
<b>Net book value at 31 March 2024</b>	<u>-</u>

## Notes on the Accounts (continued)

## 13. Fixed asset investment

The Charity was a member of Hertfordshire Citizens Advice Service, a consortium company of the ten bureaux in Hertfordshire and each bureau was a member. The company was a company limited by guarantee and in the event of the company being wound up members were required to contribute an amount not exceeding £1 each. The company was dissolved on 21<sup>st</sup> January 2025 and remaining funds distributed to members. Our share was £3,412.

The bureaux continue to collaborate on joint projects.

## 14. Creditors: Amounts falling due within one year

	2025	2024
	£	£
Creditors	27,662	18,447
Accruals	32,104	13,149
Grants in advance	53,458	-
	<u>£ 113,224</u>	<u>£ 31,596</u>

## 15. Analysis of movements in unrestricted funds

	Balance at 01-Apr 2024	Incoming resources	Resources expended	Transfers	Balance at 31-Mar 2025
	£	£	£	£	£
Current Year					
General fund	332,692	299,152	(352,027)	34,200	314,017
Designated employee fund	104,000	-	-	(33,500)	70,500
Designated premises fund	20,000	-	-	20,000	40,000
Designated computer fund	20,700	-	-	(20,700)	-
	<u>£ 477,392</u>	<u>£ 299,152</u>	<u>£ (352,027)</u>	<u>£ -</u>	<u>£ 424,517</u>

	Balance at 01-Apr 2023	Incoming resources	Resources expended	Transfers	Balance at 31-Mar 2024
	£	£	£	£	£
Previous Year					
General fund	335,252	289,069	(284,629)	(7,000)	332,692
Designated employee fund	97,000	-	-	7,000	104,000
Designated premises fund	20,000	-	-	-	20,000
Designated computer fund	20,700	-	-	-	20,700
	<u>£ 472,952</u>	<u>£ 289,069</u>	<u>£ (284,629)</u>	<u>£ -</u>	<u>£ 477,392</u>

## Notes on the Accounts (continued)

Name of unrestricted fund	Description, nature and purpose of the fund
General fund	The "free reserves" after allowing for all designated funds.
Employee fund	To cover the costs the Charity would incur should funding from Three Rivers District Council cease or be substantially reduced, and is designed to cover the likely redundancy costs. Last year, it also included an amount to provide cover in the case of maternity leave.
Premises fund	To cover the potential future repair costs of the Abbots Langley and South Oxhey premises.
Computer fund	To cover the costs of replacing IT equipment on a rolling programme to keep the equipment up to date. This has been removed this year.

Following a review of the designated funds by the trustees, the computer fund has been removed on the basis that, in practice, capital grants will be sought to fund significant computer purchases. In addition, the premises fund has been expanded to include potential dilapidation costs at our South Oxhey premises, as well as at Abbots Langley. Finally, the costs of providing cover in the event of potential maternity leave have been removed from the employee fund as these are considered to be part of our normal operations.

## 16. Analysis of movements in restricted funds

	Balance at 01-Apr 2024	Incoming resources	Resources expended	Transfers	Balance at 31-Mar 2025
	£	£	£	£	£
General advice	0	1,594	(1,594)	-	-
Debt advice	3,000	93,992	(96,992)	-	-
Case work	5,000	84,305	(89,305)	-	-
Accommodation	-	33,192	(33,192)	-	-
Charity donations	2,102	33,250	(28,024)	-	7,328
	<b>£ 10,102</b>	<b>£ 246,333</b>	<b>£ (249,107)</b>	<b>-</b>	<b>£ 7,328</b>

	Balance at 01-Apr 2023	Incoming resources	Resources expended	Transfers	Balance at 31-Mar 2024
	£	£	£	£	£
General advice	-	1,248	(1,248)	-	-
Debt advice	8,371	89,430	(100,167)	5,366	3,000
Case work	10,366	110,416	(110,416)	(5,366)	5,000
Accommodation	-	33,192	(33,192)	-	-
Charity donations	8,750	48,314	(54,962)	-	2,102
	<b>£ 27,487</b>	<b>£ 282,600</b>	<b>£ (299,985)</b>	<b>-</b>	<b>£ 10,102</b>

## Notes on the Accounts (continued)

## 16. Analysis of movements in restricted funds (continued)

Name of restricted fund	Description, nature and purpose of the fund
General advice	To support our general advice work.
Debt advice	To support our money advice work.
Case work	To support our work on sickness and disability benefits, family law, and scams.
Accommodation	The premises provided by Three Rivers District Council rent free at Rickmansworth, and the premises at Abbots Langley provided at a subsidy by The Parochial Church Council of Abbots Langley and the St Albans Diocesan Board of Finance.
Charity donations	Grants received to provide assistance to deserving clients.

## 17. Analysis of net assets between funds

Current Year	General fund £	Designated funds £	Restricted funds £	Total £
Debtors and Prepayments	7,134	-	-	7,134
Short term deposits	202,234	110,500	-	312,734
Cash at bank and in hand	217,873	-	7,328	225,201
Creditors falling due within one year	(113,224)	-	-	(113,224)
	<b>£ 314,017</b>	<b>£ 110,500</b>	<b>£ 7,328</b>	<b>£ 431,845</b>

Previous Year	General fund £	Designated funds £	Restricted funds £	Total £
Debtors	2,564	-	-	2,564
Short term deposits	19,836	144,700	-	164,536
Cash at bank and in hand	341,888	-	10,102	351,990
Creditors falling due within one year	(31,596)	-	-	(31,596)
	<b>£ 332,692</b>	<b>£ 144,700</b>	<b>£ 10,102</b>	<b>£ 487,494</b>

## Notes on the Accounts (continued)

## 18. Reconciliation of net income to net cash flow from operating activities

	2025	2024
	£	£
Net movement in funds	(55,649)	(12,945)
Interest income	(12,388)	(7,995)
Increase in debtors and prepayments	(4,570)	30,836
Increase in short term deposits	(148,198)	90,343
Increase/(decrease) in creditors	81,628	(99,377)
	<u>£ (139,177)</u>	<u>£ 862</u>