

**REGISTERED COMPANY NUMBER: 04194542**

**REGISTERED CHARITY NUMBER: 1086489**

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



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## **REPORT OF THE TRUSTEES**

### **Introduction**

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

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

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

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

**Darren Coyle, MBE**

**Chair of the Trustees**

## **About Citizens Advice North Hertfordshire**

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

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

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

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

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

### **Our Aims**

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

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

Our key aims are:

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

### **Our Values**

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

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

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

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

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

## **How We Helped - 2021/22**

### **Information and Advice**

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

Clients can access our services five days a week in-person, by telephone, email, video link and web-chat. We operate out of our main office in Letchworth Garden City as well as providing in-person advice from our office in Royston, the Melbourn Hub and from other partner locations across the district. In 2021/22 we provided advice from our office in Hitchin (closed in May 2022). Information about our services is provided on our website ([www.northhertscab.org.uk](http://www.northhertscab.org.uk)).

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

### **Research and Campaigns**

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

We reported social policy issues to national Citizens Advice on behalf of clients, including contributing to campaigns to keep the £20 Universal Credit uplift, raising awareness of the EU Settlement Scheme and Breathing Space and taking part in Stop Loan Sharks Week and Scams Awareness Fortnight.

We met with one of our local MPs, Sir Oliver Heald, to discuss the cost of living crisis, and campaigned to ensure that local residents know how to claim Council Tax Reduction. We also had a weekly column in our local paper which we used to promote various advice issues of relevance to a wide section of our local community.

### **Community Engagement**

We have a growing programme of activities providing preventative talks and workshops in the areas of energy advice and financial capability as well as general awareness raising activities to ensure that people who need us know how we can help and how they can access us.

We developed a programme of financial capability workshops that were delivered online and in-person. We continued our active Facebook and Twitter accounts and added Instagram. One of our projects started a money matters Facebook peer support group. We organised a successful fundraising walk that not only raised much needed funds, but gave us an opportunity to engage with local businesses and residents to talk about how they can support us.

### **Household Support Fund**

In 2021/22 CANH participated in the distribution of Household Support Funds, an initiative set up by the Dept of Work and Pensions, to make funds available for distribution to support those most in need to help with the significantly rising living costs. CANH distributed:

- £39,410 of supermarket vouchers (via Herts County Council who also funded us to deliver accompanying advice)
- £13,500 of energy grants (via North Herts Council)

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**operating as CITIZENS ADVICE NORTH HERTFORDSHIRE**

## **Our Funded Projects**

Our General Advice service, funded by North Herts Council and South Cambridgeshire District Council, provides information, signposting and advice. Where appropriate, it also acts as conduit to our range of specialist and casework services, which are defined and funded by our project sponsors. Our funded projects in 2021/22 were:

**Debt & Benefits Specialist Advice** for settle tenants (funded by settle)

**Letchworth Financial Health** provides debt and benefits advice, financial capability workshops, and community outreach on all things money in Letchworth (funded by the Letchworth Garden City Heritage Foundation)

**Help to Claim** provided support to clients with making initial Universal Credit Claims. This is a national service, delivered by local Citizens Advice organisations funded by the Department for Work and Pensions via National Citizens Advice

**Crisis Intervention** provides debt and benefits casework for those with urgent and complex needs (funded by Hertfordshire County Council)

**Disability Benefits Form Filling** (funded by the Graham Rowlandson Foundation)

**Welfare Benefits Appeals:** our clients benefit from the services of a county-wide benefits appeals specialist (funded by Hertfordshire County Council and based at Citizens Advice Stevenage)

**Homelessness Prevention** is a service for those with rent and mortgage arrears, including court desk representation (funded by North Herts Council)

**Energy Advice Project** provides one to one energy and smart meter advice to fuel poor and vulnerable clients who are struggling to pay their bills (funded through contributions from the energy suppliers' Warm Home Discount obligations via National Citizens Advice).

**Big Energy Savings Network** provides energy information and advice to consumers in an outreach setting (funded by BEIS via National Citizens Advice)

**Carbon Monoxide Advice** provides carbon monoxide awareness information (funded by Southern Gas Network via National Citizens Advice)

**Advice in British Sign Language:** our clients benefit from the services of a county-wide BSL adviser (funded by Hertfordshire County Council and based at Citizens Advice Welwyn-Hatfield)

**Advice & Support for Families** was a pilot project to provide generalist advice at family centres in Hitchin, Baldock and Royston (funded by Hertfordshire Family Centres)

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## **Who We Helped 2021/22**

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

The past two years have been dominated by COVID and CANH has played a crucial role in supporting North Hertfordshire residents through uncertain and difficult times. We saw some enquiry areas (e.g. debt) recede during the pandemic while others increased (e.g. employment) reflecting the government protection measures in place at the time, and we flexed our services accordingly. Over the last 12 months the need for support with benefits and debt has been on the rise as we started to learn to live with COVID and the cost of living crisis started to take hold.

The demand for our services increased with both the number of issues per client and the number of contacts needed to move people forward increasing year on year, reflecting the complexity of problems that people are facing.

## **The support we provided**

Last year CANH supported 5,988 people with 12,472 different issues.

Of the 5,988 people we supported

- 51% of our clients have a disability or long-term health condition (8% more than last year)
- 13% are over 65 (2% more than last year)
- 39% of our clients are in work: (the proportion of unemployed clients fell by 6% last year)
- 19% are from ethnic minorities

The top ten issues we advised on during 2021-22 were:

<b>Types of Issue</b>	<b>Number of Issues Raised</b>
Benefits & Tax Credit & Universal Credit	5,542
Debt	1,716
Housing	1,307
Relationships & Family	718
Food Banks & Charitable Support	650
Employment	599
Legal	390
Consumer Goods & Services	329
Utilities & Communications	320
Financial Services & Capability	176

### **Amy's story\***

Amy came to us desperate for help. She had been widowed the previous year and has significant physical and mental health challenges. Since her husband died she has been struggling to make ends meet, can't afford to eat properly or pay all her bills, and has fallen into debt. Amy was under severe stress which was causing her health problems to get worse.

Our Adviser assessed Amy's circumstances and was able to increase Amy's income and stabilise her situation by:

- Giving the client a £100 supermarket voucher from the Household Support Fund;
- Successfully applying for Personal Independence Payment and securing a back payment of nearly £3,000
- Sorting out some deductions that were being wrongly taken from her Universal Credit
- Ensuring that her water tariff was adjusted so Amy was no longer overpaying
- Contacting Amy's creditors and secured a write off of most of her debts.

*"I honestly can't thank you enough for your help sorting out my benefits and debt. After 7 months of struggling I feel like I can now relax a bit."*

*\*Client name changed for confidentiality purposes*



## **Our Impact on the local community - 2021/22**

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

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

We generated £2 million in financial outcomes for our clients in 2021/22. These financial outcomes include benefits gained, debts managed, debts written off and refunds gained.

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

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

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

- 86% of clients reported feeling less stressed, depressed or anxious after receiving advice from CANH
- 71% felt that their physical health had improved. <sup>1</sup>

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

### **Our advice has a wider positive impact on our local community**

For every £1 invested in CANH in 2021/22 we generated:

- £2.66 in savings to government and public services (fiscal benefits)
- £18.15 in wider economic and social benefits (public value)
- £10.85 in financial value to the people we help (specific outcomes to individuals) <sup>2</sup>

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<sup>1</sup> Data from Q4 2021/22 Client Experience survey – a follow up survey conducted by national Citizens Advice with CANH clients between 3 and 6 months after receiving our advice

<sup>2</sup> Data from National Citizens Advice's Treasury approved financial data modelling tool

## **What our clients are telling us**

As part of our client survey we asked people we've helped about their experience of the service:

- 90% would recommend our service. <sup>3</sup>
- 87% said that we helped them find a way forward
- 78% said that our service was easy to access
- 77% said that they would not have been able to solve their problem without our support
- 75% said that their problem was fully or partially resolved after our advice

### **Examples of CANH Client Feedback include:**

*"A totally invaluable service. I would not be able to navigate all the red tape and bureaucracy that I am caught up in having to deal with. Citizens Advice is literally a lifesaver"*

*"Good as ever and better than most other social services."*

*"I can now sleep at night without the worry of increasing debts"*

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<sup>3</sup> Data from Q4 2021/22 Client Experience survey – a follow up survey conducted by national Citizens Advice with CANH clients between 3 and 6 months after receiving our advice

## **Our Future Plans**

It is clear that we are a crucial service to many in our community, and are becoming more so as our community tries to cope with the current cost of living crisis. We are a successful and effective organisation but we need to evolve to meet the challenges of the current external environment and work to ensure we remain strong and resilient.

### **Our strategic priorities for 2022-25 are:**

**Provide high quality relevant advice services to the people who need us, via the most accessible channel for them:** Continue to develop relevant, accessible, flexible and inclusive services to ensure that clients can get the help they need, via the most convenient channel for them, and ensure that we can respond quickly and effectively to changes to the external environment and possible funding opportunities that these changes may bring. Continue to meet the requirements of the Quality of Advice Assessment.

**Maintain financial sustainability for the long term:** continue to build the long-term financial sustainability of our charity by securing funding from a more diverse mix of sources, maintaining or increasing support from our long-standing funders, effective management of costs, and judicious use of reserves to ensure CANH can maintain on-going, long-term support to our local residents.

**Work as effectively and efficiently as possible to make the best use of our resources and to meet as much demand as possible:** Explore and implement methods of managing demand in an effective and efficient way including: internal capacity building, partnership working, delivering preventative advice and education, and developing our digital skills and services

**Work collaboratively and ensure we are an integral part of the community:** Engage the community effectively to ensure awareness of our services in all of our communities, guarantee their voices are heard on the big issues, attract more volunteers, and develop a support network and partnerships across the District

**Value and reward our team:** Make CANH an even better place to work and volunteer, improving our offer to our team and ensuring our people management is of the highest standards

**Become a more environmentally sustainable organisation:** Commit to reducing the environmental impact of our services and start our journey to net zero.

## **STRATEGIC REPORT**

### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

#### **Legal status**

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

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

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

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

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

#### **Our people**

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

On average throughout the year CANH employed 26 part-time and full-time paid staff, which equates to an average full-time equivalent of 15 people.

For 2021-22 the average number of volunteers was 50, which equates to an average full-time equivalent of 8 people. Our volunteers make a significant contribution, estimated to be worth over £495,000, to both the charity and the wider local community.

CANH recruited and trained 21 new volunteers in 2021/22 as part of its on-going recruitment of new volunteers. We started a successful Easter and summer holiday work experience scheme to introduce 6th form and university students to our advice and campaigning work and to raise awareness of volunteering with a younger age group.

#### **Organisation structure**

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

## **Our Trustees and Directors of the Company**

### **Currently serving Trustees**

S J Clarke	
D Coyle	Appointed 17.6.21; Chair from 21.10.21
D M Currie	Appointed 17.6.21
C Hayward	Vice Chair from 21.10.21
A W Kuczys	Company Secretary
L Platten-Hawes	
R P Thackeray	Treasurer
F Weir	

### **Trustees who resigned during the period**

J R Bishop	Resigned 20.10.21
M J Chammings	Resigned 20.10.21
A S Laycock	Resigned 23.9.21

## **Our Management team**

R. Waters	Chief Executive Officer
L. Fraser	Head of Advice & Quality
P. Vieira	Head of Resources
B. Morris	Head of Community Engagement
C. Bennett	Community Engagement Manager
R. Hamlyn	Specialist Advice Manager

## **Statement of Trustee Responsibilities**

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

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

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

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

## **Recruitment and appointment of new Trustees**

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

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

## **Public Benefit**

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

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

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

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

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

## **Risk and Internal Controls**

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

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

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

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

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

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

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



## **FINANCIAL REPORT**

### **Income**

In 2021-22 CANH received grants and other income totalling £639,065, up from £594,771 in the prior year. This growth is a result of net increases in income from grants, donations and fundraising.

Grant income is the predominate source of funding for CANH, primarily from the public and not-for-profit sectors. In 2021-2022 grant income grew to £610,321 from £587,218 in the prior year. The significant streams of grant income received include:

- £226,910 from North Hertfordshire District Council to support our general advice service, available to anyone in North Hertfordshire; and homelessness prevention service to support those with rent and mortgage arrears, including court desk representation.
- £100,000 from Letchworth Garden City Heritage Foundation for debt and benefits specialist advice, including financial capability workshops, and community outreach on all things concerning money.
- £96,261 from settle for the provision of debt and benefits specialist advice to settle tenants
- £51,561 from National Citizens Advice for participation in the universal credit Help to Claim programme sponsored by the Dept of Work and Pensions

Grants are typically awarded for fixed terms of up to three years or as one-off payments. A significant number of CANH's fixed term contracts are due to expire in the coming twelve months. Although the charity has well-established relationships with its core funders, there are no guarantees that these contracts will be renewed and income retained, especially with significant pressure on the availability of public sector funding. This is a key financial risk for CANH.

A strategic priority for CANH is to work closely with its core funders in order to retain existing funding, whilst identifying and securing additional income from a more diverse mix of sources.

One of those sources is funds received from donations and fundraising activities. This represents a small but important source of income for CANH. In 2021-2022 income from donations and fundraising grew to £28,164 from £4,997 in the previous year. This increase was a result of renewed focus on fundraising events post the lifting of COVID restrictions.

### **Our Funders**

Our main funders during the period were:

- North Herts Council/North Herts Council Housing Department
- South Cambridgeshire District Council
- settle
- Letchworth Garden City Heritage Foundation
- Hertfordshire County Council
- National Association of Citizens Advice
- Money and Pensions Service, sponsored by Dept. of Work & Pensions
- Hertfordshire Community Foundation
- Graham Rowlandson Foundation
- Big Energy Savings Network (BEIS)
- Southern Gas Network via National Citizens Advice
- Department of Work and Pensions via National Citizens Advice
- Hertfordshire Family Centre
- Household Support Fund, sponsored by Dept. of Work & Pensions

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## **Expenditure**

In 2021-2022 the total resources expensed in running the charity grew to £620,432 from £546,580 in the previous year. Detailed below are the key areas of expenditure:

<b>Expense type</b>	<b>Total (£) 31/03/22</b>	<b>Total (£) 31/03/21</b>
Salaries and other employment costs	503,271	435,293
Staff & Volunteer expenses	10,523	5,122
Office expenses	45,363	55,223
Premises	27,339	28,982
Governance	1,374	1,222
Other, including Hardship fund	17,030	5,206
Other Apportionment	-	-
Depreciation- Equipmt, Fxt&Ftgs	15,532	15,532
<b>Total resources expensed</b>	<b>620,432</b>	<b>546,580</b>

## **Key highlights**

### **Salaries and other employment costs**

The growth in salaries and other employment costs to £503,271 from £435,293 in the previous year highlights the continued investment in people to meet the increased service need. The average number of full-time equivalents was 15, up from 13 in the previous year.

Looking forward, there is significant upward pressure on salaries and other employment costs as a result of three key challenges:

- The adverse impact on employees of inflation and the cost of living crisis.
- The shortages of qualified people in the broader labour force and the impact this has on retaining existing staff and recruiting new staff
- An increase in employer national insurance contributions of 1.25%, which is projected to increase the cost of employment by c. £6,000 in 2022-2023.

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

### **Non-salary expense categories**

Significant effort has been employed to closely manage non-salary expenses, whilst maintaining investments in staff training and office equipment. This has resulted in a net decrease in non-salary expenses of c. £6,000 on the previous year. However, the outlook for 2022-23 could see increases due to the inflationary pressures on bought in services. The ability of CANH to recoup these additional costs, due to the terms of its existing funding contracts, is limited.

### **Other – Distributions from the Hardship and Household Support funds**

CANH participated in the distribution of Household Support Funds, an initiative set up by the Dept of Work and Pensions to make funds available for distribution to support those most in need to help with the significantly rising living costs. CANH distributed £13,500 during 2021-2022. Funding of this activity is likely to continue into 2022-23 due to the on-going pressures of the cost of living crisis.

## **Balance Sheet**

As of 31<sup>st</sup> March 2022, CANH held Total Funds of £332,881 (all of which are unrestricted), this compares to £310,915 on the 31<sup>st</sup> March 2021. The increase in Total Funds over the period of £21,966 represents the net of income received and outgoings relating to the running of the general advice service and specific projects.

CANH continue to benefit from a strong cash flow supported by our funders. The total cash and cash equivalents as at 31<sup>st</sup> March 2022 were £255,881, compared to £226,682 as at the end of the previous year.

## **Reserves policy**

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

- higher than necessary and may tie up money unnecessarily. Holding excessive reserves can unnecessarily limit the amount spent on charitable activities and the potential benefits a charity can provide;
- too low, increasing the risk to the charity's ability to carry on its activities in future in the event of financial difficulties, and increasing the risks of unplanned and unmanaged closure and insolvency

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

Reserves represent the total unrestricted funds at a point in time. As at 31<sup>st</sup> March 2022, CANH held £332,881 of unrestricted funds, of which £70,491 is held as general funds required to cover planned deficits in 2022-2023, and £262,390 have been designated to cover the following:

- net book value of tangible fixed assets of £57,412;
- exceptional costs of £12,500 and hardship funds of £2,478;
- opportunities and other future investments of £75,000; and
- £115,000 to cover key financial risk scenarios including income, liquidity and cessation risks.

Finally, one key risk indicator is the level of reserves (unrestricted funds), less net book value of tangible fixed assets, as a proportion of annualised general running costs. As at 31<sup>st</sup> March 2022 CANH held reserves to cover over five months' worth of general costs. This falls within the National Association of Citizens Advice low risk category of three to six months' worth of costs.

## **Investments**

CANH's policies govern the Investment of Reserves, which includes guidelines on asset mix and types of investments including equity fund investments. As at 31<sup>st</sup> March 2022 CANH held:

- £255,881 of its assets in cash and cash like securities; and
- £49,600 invested in the Fidelity Index World Fund P Accumulation fund.

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

## **Going Concern**

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

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

## **Approvals**

The Report of the Trustees, incorporating a Strategic Report are approved by order of the Board of Trustees, as the company directors, on 9<sup>th</sup> September 2022 and signed on its behalf by:

.....

D. Coyle – Trustee - Chair

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

## Reference and Administrative Details

### Registered Name

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

#### Registered Company number

04194542 (England and Wales)

#### Registered Charity number

1086489

#### Chief Executive

R Waters

#### Company Secretary

A W Kuczys

#### Registered principal office

49 Station Road,  
Letchworth,  
Herts. SG6 3BQ

#### Other offices

Town Hall  
Melbourn Street  
Royston  
Herts. SG8 7DA

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

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

#### Independent examiner

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

#### Bankers

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

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

#### Solicitors

BWB Solicitors  
10 Queen Street Place  
London  
EC4R 1BE

Heckford  
19 Leys Avenue  
Letchworth  
Herts. SG6 3EB

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

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

**Responsibilities and basis of report**

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**

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

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

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

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

Date: 10 September 2022

**STATEMENT OF FINANCIAL ACTIVITIES**  
**(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	Unrestricted Funds £	Restricted Funds £	31/03/2022 Total Funds £	31/03/2021 Total Funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	3	28,164		<b>28,164</b>	4,997
<b>Charitable activities</b>					
Grants receivable	6	237,244	373,077	<b>610,321</b>	587,218
Other trading activities	4	523	-	<b>523</b>	2,171
Investment income	5	58	-	<b>58</b>	385
<b>Total</b>		265,988	373,077	<b>639,065</b>	594,771
<b>EXPENDITURE ON</b>					
<b>Charitable activities</b>					
Running the charity	7	247,355	373,077	<b>620,432</b>	546,580
Net gains on investments		3,333	-	<b>3,333</b>	1,268
<b>NET INCOME</b>		21,966	-	<b>21,966</b>	49,459
<b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		310,915	-	<b>310,915</b>	261,456
<b>Total funds carried forward</b>		332,881	-	<b>332,881</b>	310,915

**Continuing Operations**

All income and expenditure have arisen from continuing activities.

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

**STATEMENT OF FINANCIAL POSITION**  
**31 MARCH 2022**

	Note	Unrestricted Funds £	Restricted Funds £	31/03/2022 Total Funds £	31/03/2021 Total Funds £
<b>Fixed Assets</b>					
Tangible assets	12	57,412	-	<b>57,412</b>	<b>72,944</b>
<b>Current assets</b>					
Debtors and prepayments	13	22,026	-	22,026	18,235
Investments	14	49,600	-	49,600	46,549
Cash at bank		255,881	-	255,881	226,682
		<u>327,507</u>	-	<b>327,507</b>	<b>291,466</b>
<b>Creditors</b>					
(Amounts falling due in one year)	15	<u>(52,038)</u>	-	<b>(52,038)</b>	<b>(53,495)</b>
<b>NET CURRENT ASSETS</b>					
		<u>275,469</u>	-	<b>275,469</b>	<b>237,971</b>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>					
		<u>332,881</u>	-	<b>332,881</b>	<b>310,915</b>
<b>NET ASSETS</b>					
		<u>332,881</u>	-	<b>332,881</b>	<b>310,915</b>
<b>FUNDS</b>					
Unrestricted funds	16			<b>332,881</b>	<b>310,915</b>
Restricted funds				<u>-</u>	<u>-</u>
<b>TOTAL FUNDS</b>					
				<b>332,881</b>	<b>310,915</b>



**STATEMENT OF FINANCIAL POSITION - continued**  
**31 MARCH 2022**

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for:

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

The financial statements were approved by the Board of Trustees and authorised for issue on 9 September 2022 and were signed on its behalf by:

.....

D. Coyle – Trustee - Chair

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

**STATEMENT OF CASH FLOWS**  
**FOR YEAR ENDED 31 MARCH 2022**

	Notes	31/03/2022 £	31/03/2021 £
<b>Net income for the reporting period (as per the Statement of Financial Activities)</b>	1	21,966	49,459
<b>Adjustments for:</b>			
Depreciation charges		15,532	15,532
Gains/losses on investments		(3,333)	(1,268)
Interest received		(58)	(385)
Fund Management fees			19
Debtors (increase/decrease)		(3,791)	(8,367)
Creditors (increase/decrease)		(1,457)	39,361
<b>Net cash generated from operating activities</b>		<u>28,859</u>	<u>94,351</u>
<b>Cash flows from investing activities</b>			
Sale of investments		281	
Purchase of tangible assets		-	-
Purchase of current asset investments			(45,300)
Interest Received		58	385
<b>Net cash generated from/used in investing activities</b>		<u>339</u>	<u>(44,915)</u>
<b>Net change in cash and cash equivalents in reporting period</b>		29,198	49,436
<b>Cash and cash equivalents at the beginning of the reporting period</b>		226,682	177,246
<b>Cash and cash equivalents at the end of the reporting period</b>		<u><u>255,881</u></u>	<u><u>226,682</u></u>

**NOTES TO THE STATEMENT OF CASHFLOWS**  
**FOR THE YEAR ENDING 31 MARCH 2022**

**1. ANALYSIS OF CHANGES IN NET FUNDS**

	As at 01/04/2021 £	Cash flow £	Other non- cash changes £	As at 31/03/2022 £
<b>Net cash</b>				
Cash at bank	226,682	29,198		255,881
<b>Total</b>	<b>226,682</b>	<b>29,198</b>	-	<b>255,881</b>
<b>Liquid Resources</b>				
Deposits included in cash	-	-	-	-
Current asset investments	46,549	(281)	3,333	49,600
	<u>46,549</u>	<u>(281)</u>	<u>3,333</u>	<u>49,600</u>
<b>Total</b>	<u>273,231</u>	<u>28,917</u>	<u>3,333</u>	<u>305,481</u>

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR YEAR ENDED 31 MARCH 2022**

**1. STATEMENT OF COMPLIANCE**

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

The charitable company's financial statements have been prepared in compliance with Charities SORP (FRS 102) as it applies to the financial statements for the year ended 31 March 2022.

**2. ACCOUNTING POLICIES**

**Basis of preparing the financial statements**

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

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

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

**Income**

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

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

**Expenditure**

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

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

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR YEAR ENDED 31 MARCH 2022**

**2. ACCOUNTING POLICIES - continued**

**Tangible fixed assets**

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

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

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

**Taxation**

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

**Fund accounting**

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

**Pensions**

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

**Legal status of the charitable company**

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

**Debtors and prepayments**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**Cash at bank and in hand**

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

**Creditors and provisions**

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

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR YEAR ENDED 31 MARCH 2022**

**2. ACCOUNTING POLICIES - continued**

**Financial instruments**

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

Investments are stated at market value as at 15 March 2022. The market value is derived from the Valuation Statement supplied by Fidelity International.

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

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

**3. DONATIONS AND LEGACIES**

	31/03/22	31/03/21
	£	£
Donations	<u>28,164</u>	<u>4,997</u>

**4. OTHER TRADING ACTIVITIES**

	31/03/22	31/03/21
	£	£
Fund raising	<u>523</u>	<u>2,171</u>

**5. INVESTMENT INCOME**

	31/03/22	31/03/21
	£	£
Deposit Account Interest	<u>58</u>	<u>385</u>

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

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR YEAR ENDED 31 MARCH 2022**

**6. INCOME FROM CHARITABLE ACTIVITIES**

	31/03/22	31/03/21
	£	£
Grants Receivable	<u>610,321</u>	<u>587,218</u>

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

Grantor	Funded Activity	Unrestricted	Restricted	31/03/22	31/03/21
		Funds	Funds	Total	Total
		£	£	£	£
North Herts District Council	General Advice	200,900	-	<b>200,900</b>	147,900
North Herts District Council	Better Living	-	-	-	50,000
North Herts District Council	Court Desk - Homelessness Prevention	-	26,010	<b>26,010</b>	25,500
South Cambs District Council	General Advice	-	17,850	<b>17,850</b>	17,850
settle	Financial Inclusion	-	76,950	<b>76,950</b>	47,940
settle	Welfare Benefits	-	19,311	<b>19,311</b>	13,794
Letchworth Garden City Heritage Foundation	Financial Health	-	100,000	<b>100,000</b>	95,000
Hertfordshire County Council	Crisis Intervention	-	26,518	<b>26,518</b>	31,998
National Association of Citizens Advice Bureaux	Help to Claim	-	51,561	<b>51,561</b>	53,194
National Association of Citizens Advice Bureaux	Energy Advice Programme	-	15,956	<b>15,956</b>	9,240
National Association of Citizens Advice Bureaux	Big Energy Saving Network	-	-	-	5,500
National Association of Citizens Advice Bureaux	BEIS - Adviceline chat	-	-	-	22,600
National Association of Citizens Advice Bureaux	Money and Pensions Service (MaPS)	-	7,021	<b>7,021</b>	21,592
Graham Rowlandson Foundation	Disability Benefits Advice	-	10,000	<b>10,000</b>	10,000
Hertfordshire County Council	Household Support Fund	-	13,500	<b>13,500</b>	-
Hertfordshire County Council	Herts Family Centre	-	8,400	<b>8,400</b>	-
Various other one off funding	Various	36,344	-	<b>36,344</b>	35,110
<b>Total</b>		<u>237,244</u>	<u>373,077</u>	<u>610,321</u>	<u>587,218</u>

**7. TOTAL RESOURCES EXPENDED**

Expense type	Unrestricted	Restricted	31/03/22	31/03/21
	Funds	Funds	Total	Total
	£	£	£	£
Salaries and other employment costs	221,968	281,303	503,271	435,293
Staff & Volunteer expenses	8,593	1,930	10,523	5,122
Office expenses	44,363	1,000	45,363	55,223
Premises	26,959	380	27,339	28,982
Governance	1,374	-	1,374	1,222
Other, including Hardship fund	3,386	13,644	17,030	5,206
Other Apportionment	(74,820)	74,820	-	-
Depreciation- Equipmt, Fxt&Ftgs	15,532	-	15,532	15,532
<b>Total resources expended</b>	<u>247,355</u>	<u>373,077</u>	<u>620,432</u>	<u>546,580</u>

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR YEAR ENDED 31 MARCH 2022**

**8. NET INCOME/(EXPENDITURE)**

	31/03/22	31/03/21
	£	£
Depreciation - owned assets	<u>15,532</u>	<u>15,532</u>

**9. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

**10. STAFF COSTS**

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

	31/03/22	31/03/21
Average monthly number of employees	26	22
Average monthly number of employees (Full time Equivalent)	15	13

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

	31/03/22	31/03/21
<b>Employment costs</b>	Total	Total
	£	£
Wages and salaries	452,678	394,468
Social security costs	33,992	25,349
Pension costs	<u>16,601</u>	<u>15,476</u>
<b>Total</b>	<u>503,271</u>	<u>435,293</u>

CANH has identified the key management personnel as the executive team, as highlighted in the strategic report. Total remuneration for key management personnel was £197,552 (2021: £167,254).



**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR YEAR ENDED 31 MARCH 2022**

**11. 2021 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>31/03/21 Total Funds £</b>
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	4,997		<b>4,997</b>
<b>Charitable activities</b>			
Grants receivable	183,010	404,208	<b>587,218</b>
Other trading activities	2,171	-	<b>2,171</b>
Investment income	385	-	<b>385</b>
	<hr/>	<hr/>	<hr/>
<b>Total</b>	190,563	404,208	<b>594,771</b>
<b>EXPENDITURE ON</b>			
<b>Charitable activities</b>			
Running the charity	142,372	404,208	<b>546,580</b>
Net gains on investments	1,268	-	<b>1,268</b>
	<hr/>	<hr/>	<hr/>
<b>NET INCOME</b>	49,459	-	<b>49,459</b>
<b>RECONCILIATION OF FUNDS</b>			
<b>Total funds brought forward</b>	<hr/>	<hr/>	<hr/>
	261,456	-	<b>261,456</b>
<b>Total funds carried forward</b>	<hr/>	<hr/>	<hr/>
	310,915	-	<b>310,915</b>

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR YEAR ENDED 31 MARCH 2022**

**12. TANGIBLE FIXED ASSETS**

	<b>Fixtures, Fittings &amp; Computers</b>
	<b>£</b>
<b>Cost</b>	
At 1/4/21	289,301
Additions	<u>-</u>
At 31/3/22	289,301
<b>Depreciation</b>	
At 1/4/21	216,357
Charge for the year	<u>15,532</u>
At 31/3/22	<u>231,889</u>
<b>Net Book Value</b>	
At 31/3/22	<u>57,412</u>
At 31/3/21	<u>72,944</u>

**13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	31/03/22	31/03/21
	£	£
Trade debtors (Accrued income)	21,107	18,235
Prepayments	<u>919</u>	<u>-</u>
	<u>22,026</u>	<u>18,235</u>

**14. CURRENT ASSET INVESTMENTS**

	31/03/22	31/03/21
	£	£
Listed investments	<u>49,600</u>	<u>46,549</u>

This is made up as follows:

	31/03/22
	£
Listed investments:	
As per valuation statement dated 15 March 2022	<u>49,600</u>

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

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR YEAR ENDED 31 MARCH 2022**

**15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	31/03/22	31/03/21
	£	£
Accrued Expenses	22,038	21,536
Other Creditors	30,000	31,959
	52,038	53,495

**16. MOVEMENT IN FUNDS**

	As at 01/04/21 £	Incoming Resources £	Resources Expended £	Net gains and losses £	Transfers Between Funds £	As at 31/03/22 £
<b>Unrestricted Funds</b>						
<b>General Fund</b>	56,025	265,988	(229,854)	3,333	(25,000)	70,492
<b>Designated Funds</b>						
Designated Funds invested in Fixed Assets	72,944	-	(15,532)	-		57,412
Designated Funds for baseline running costs	85,000	-	-	-	30,000	115,000
Designated funds for operating risks and exception costs	23,500	-	-	-	(11,000)	12,500
Designated Fund for opportunities and future investments	69,000	-	-	-	6,000	75,000
Designated Hardship fund	4,448	-	(1,969)	-	-	2,478
<b>Total Unrestricted Funds</b>	310,915	265,988	(247,355)	3,333	-	332,881
<b>Restricted Funds</b>						
<b>Grantor</b>			<b>Funded Activity</b>			
North Herts District Council		26,010	Court Desk - Homelessness Prevention	-	-	-
South Cambs District Council		17,850	General Advice	-	-	-
settle		76,950	Financial Inclusion	-	-	-
settle		19,311	Welfare Benefits	-	-	-
Letchworth Garden City Heritage Foundation		100,000	Financial Health	-	-	-
Hertfordshire County Council		26,518	Crisis Intervention	-	-	-
Hertfordshire County Council		13,500	Household Support Fund	-	-	-
Hertfordshire County Council		8,400	Herts Family Centre	-	-	-
Graham Rowlandson Foundation		10,000	Disability Benefits Advice	-	-	-
Nat' Assoc. of Citizens Advice Bureaux		51,561	Help to Claim	-	-	-
Nat' Assoc. of Citizens Advice Bureaux		15,956	Energy Advice Programme	-	-	-
Nat' Assoc. of Citizens Advice Bureaux		-	Big Energy Saving Network	-	-	-
Nat' Assoc. of Citizens Advice Bureaux		-	BEIS - Adviceline chat	-	-	-
Nat' Assoc. of Citizens Advice Bureaux		7,021	Money and Pensions Service (MaPS)	-	-	-
<b>Total Restricted Funds</b>	-	373,077	(373,077)	-	-	-
<b>TOTAL FUNDS</b>	310,915	639,065	(620,432)	3,333	-	332,881

In accordance with the Reserves Policy the trustees have consolidated a number of designated funds into one designated fund entitled Designated Fund for Operating Risks and Exception Costs. The opening balances in the table above have been adjusted accordingly.

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

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR YEAR ENDED 31 MARCH 2022**

**16. MOVEMENT IN FUNDS – continued**

	As at 01/04/20	Incoming Resources	Resources Expended	Net gains and losses	Transfers Between Funds	As at 31/03/21
	£	£	£	£	£	£
<b>Unrestricted Funds</b>						
<b>General Fund</b>	52,002	188,793	(124,538)	1,268	(61,500)	56,025
<b>Designated Funds</b>						
Designated Funds invested in Fixed Assets	88,476	-	(15,532)	-	-	72,944
Designated Funds for baseline running costs	85,000	-	-	-	-	85,000
Designated Service Charge fund	9,500	-	-	-	1,500	11,000
Designated Project Termination costs	5,000	-	-	-	-	5,000
Designated Personnel Insurance fund (sickness and injury)	7,500	-	-	-	-	7,500
Designated COVID 19	6,000	-	-	-	(6,000)	-
Designated IT Equipment fund	3,000	-	-	-	6,000	9,000
Designated Opportunities fund	-	-	-	-	60,000	60,000
Designated Hardship fund	4,978	1,770	(2,300)	-	-	4,448
<b>Total Unrestricted Funds</b>	<b>261,456</b>	<b>190,563</b>	<b>(142,370)</b>	<b>1,268</b>	<b>-</b>	<b>310,915</b>
<b>Grantor</b>						
			<b>Funded Activity</b>			
North Herts District Council	-	25,500	Court Desk - Homelessness Prevention	(25,500)	-	-
North Herts District Council	-	50,000	Better living support	(50,000)	-	-
South Cambs District Council	-	17,850	General Advice	(17,850)	-	-
settle	-	-	Financial Inclusion	-	-	-
settle	-	61,734	Welfare Benefits	(61,734)	-	-
Letchworth Garden City Heritage Foundation	-	95,000	Financial Health	(95,000)	-	-
Hertfordshire County Council	-	31,998	Crisis Intervention	(31,998)	-	-
Hertfordshire County Council	-	-	Household Support Fund	-	-	-
Hertfordshire County Council	-	-	Herts Family Centre	-	-	-
Graham Rowlandson Foundation	-	10,000	Disability Benefits Advice	(10,000)	-	-
Nat' Assoc. of Citizens Advice Bureaux	-	53,194	Help to Claim	(53,194)	-	-
Nat' Assoc. of Citizens Advice Bureaux	-	9,240	Energy Advice Programme	(9,240)	-	-
Nat' Assoc. of Citizens Advice Bureaux	-	5,500	Big Energy Saving Network	(5,500)	-	-
Nat' Assoc. of Citizens Advice Bureaux	-	22,600	BEIS - Adviceline chat	(22,600)	-	-
Nat' Assoc. of Citizens Advice Bureaux	-	21,592	Money and Pensions Service (MaPS)	(21,592)	-	-
<b>Total Restricted Funds</b>	<b>-</b>	<b>404,208</b>		<b>(404,208)</b>	<b>-</b>	<b>-</b>
<b>TOTAL FUNDS</b>	<b>261,456</b>	<b>594,771</b>	<b>(546,578)</b>	<b>1,268</b>	<b>-</b>	<b>310,915</b>

**Purposes of Restricted Funds**

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

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

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

**Letchworth Garden City Heritage Foundation – Financial Health:** This fund provides funding for part-time working to provide welfare rights advice and financial capability support for clients.

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

NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR YEAR ENDED 31 MARCH 2022

**16. MOVEMENT IN FUNDS – continued**

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

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

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

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

**Big Energy Savings Network** provides energy information and advice to consumers in an outreach setting (funded by BEIS via National Citizens Advice)

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

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

**Purposes of Unrestricted Funds**

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

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

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

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

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR YEAR ENDED 31 MARCH 2022**

**16. MOVEMENT IN FUNDS – continued**

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

**Designated - Project Termination Costs;** This fund was established to cover costs associated with the termination of fixed-term projects. Funds now consolidated into fund for Baseline running costs.

**Designated - Covid-19 Fund:** This fund was established to cover costs associated with the COVID - 19 crisis. Funds now released

**Designated - Personnel Insurance:** This fund is intended to provide for the costs of providing cover for staff should the charity experience abnormally high levels of absence due to sickness and injury. Fund now consolidated into fund for Operating Risks and Exceptional costs.

**Designated - Service Charges:** This fund is to provide for periodic maintenance costs of the charity's Letchworth premises. Fund now consolidated into fund for Operating Risks and Exceptional costs

**Designated - IT Equipment:** This fund is to provide for the cost of future server replacement and unexpected future IT expenditure that is necessary to enable the charity to maintain its level of service to clients. Funds now consolidated into fund for Opportunities and Future investments.

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

**17. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2022.

**18. LEASING COMMITMENTS**

Leasing commitments are as follows:

		31/03/22	31/03/21
		£	£
Due within one year		19,800	19,800
Due within two to five years	Min	84,302	83,240
	Max	101,578	96,359

## **Citizens Advice helps people find a way forward.**

We provide free, confidential and independent advice to help people overcome their problems.

We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.



**[northhertscab.org.uk](https://northhertscab.org.uk)**

Published September 2022

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

Registered charity number 1086489

Company number: 4194542

Citizens Advice membership number: 70/0004

Registered by the Financial Conduct Authority FRN 617683

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