

REGISTERED COMPANY NUMBER: 04194542
REGISTERED CHARITY NUMBER: 1086489

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



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REPORT OF THE TRUSTEES

Introduction

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

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

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

Darren Coyle, MBE

Chair of the Trustees

About Citizens Advice North Hertfordshire

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

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

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

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

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

Our Aims

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

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

Our key aims are:

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

Our Values

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

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

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

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

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

How We Helped - 2022/23

Information and Advice

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

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

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

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

Of the 5,807 people we supported:

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

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

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

Research and Campaigns

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

In 2022/23 we:

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

Community Engagement

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

In addition, we:

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

Household Support Fund

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

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

Our Services

Generalist Advice Services

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

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

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

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

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

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

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

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

Specialist Advice Services

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

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

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

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

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

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

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

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

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

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

Who We Helped - 2022/23

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

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

Examples of the people we helped

Sarah's Story*

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

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

Olive's Story*

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

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

**Client names changed for confidentiality purposes*

Our Impact on the local community

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

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

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

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

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

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

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

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

Our advice has a wider positive impact on our local community

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

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

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

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

What our clients are telling us

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

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

Examples of CANH Client Feedback include:

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

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

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

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

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

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

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

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

Our Future Plans

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

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

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

Our strategic priorities for 2022-25 are:

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

STRATEGIC REPORT

Structure, Governance and Management

Legal status

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

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

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

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

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

Our people

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

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

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

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

Organisation structure

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

Our Trustees and Directors of the Company

Currently serving Trustees

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

Trustees who resigned during the period

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

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

Statement of Trustee Responsibilities

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

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

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

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

Recruitment and appointment of new Trustees

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

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

Public Benefit

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

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

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

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

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

Risk and Internal Controls

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

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

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

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

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

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

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

Financial Report

Income

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

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

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

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

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

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

Our Funders

Our main funders during the period were:

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

NORTH HERTFORDSHIRE AND DISTRICT CITIZENS ADVICE BUREAU
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Expenditure

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

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

Key highlights

Salaries and other employment costs

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

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

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

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

Non-salary expense categories

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

Balance Sheet

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

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

Reserves policy

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

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

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

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

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

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

Investment of Reserves

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

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

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

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

Going Concern

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

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

Approvals

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

.....

D. Coyle – Trustee - Chair

Reference and Administrative Details

Registered Name

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

Registered Company number

04194542 (England and Wales)

Registered Charity number

1086489

Chief Executive

R Waters

Company Secretary

R Waters

Registered principal office

49 Station Road,
Letchworth,
Herts. SG6 3BQ

Other offices

Town Hall
Melbourn Street
Royston
Herts. SG8 7DA

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

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

Independent examiner

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

Bankers

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

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

Solicitors

BWB Solicitors
10 Queen Street Place
London
EC4R 1BE

Heckford
19 Leys Avenue
Letchworth
Herts. SG6 3EB

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

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

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

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

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

Date: 27th September 2023

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

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

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 2023

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

STATEMENT OF FINANCIAL POSITION - continued
31 MARCH 2023

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

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

The trustees acknowledge their responsibilities for:

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

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

.....

D. Coyle – Trustee - Chair

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

STATEMENT OF CASH FLOWS
FOR YEAR ENDED 31 MARCH 2023

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

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

1. ANALYSIS OF CHANGES IN NET FUNDS

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

NOTES TO THE FINANCIAL STATEMENTS
FOR YEAR ENDED 31 MARCH 2023

1. STATEMENT OF COMPLIANCE

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

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

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

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

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

Income

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

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

Expenditure

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

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

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

2. ACCOUNTING POLICIES - continued

Tangible fixed assets

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

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

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

Taxation

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

Fund accounting

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

Pensions

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

Legal status of the charitable company

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

Debtors and prepayments

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

Cash at bank and in hand

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

Creditors and provisions

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

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

2. ACCOUNTING POLICIES - continued

Financial instruments

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

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

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

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

3. DONATIONS AND LEGACIES

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

4. OTHER TRADING ACTIVITIES

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

5. INVESTMENT INCOME

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

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

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

6. INCOME FROM CHARITABLE ACTIVITIES

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

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

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

7. TOTAL RESOURCES EXPENDED

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

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

8. NET INCOME/(EXPENDITURE)

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

9. TRUSTEES' REMUNERATION AND BENEFITS

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

10. STAFF COSTS

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

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

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

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

Key Management Personnel

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

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

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

11. 2022 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

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

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

12. TANGIBLE FIXED ASSETS

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

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

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

14. CURRENT ASSET INVESTMENTS

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

This is made up as follows:

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

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

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

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

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

16. MOVEMENT IN FUNDS

	As at 01/04/22	Incoming Resources	Resources Expended	Net gains and losses	Transfers Between Funds	As at 31/03/23
	£	£	£	£	£	£
Unrestricted Funds						
General Fund	70,492	210,864	(218,523)	2,667	-	65,500
Designated Funds						
Designated Funds invested in Fixed Assets	57,412	-	(15,532)	-	-	41,879
Designated Funds for baseline running costs	115,000	-	-	-	-	115,000
Designated funds for operating risks and exception costs	12,500	-	-	-	-	12,500
Designated Fund for opportunities and future investments	75,000	-	-	-	-	75,000
Designated Hardship fund	2,478	-	(1,550)	-	-	928
Total Unrestricted Funds	332,881	210,864	(235,605)	2,667	-	310,807
Restricted Funds						
Grantor						
North Herts Council		26,530	(26,530)	-	-	-
North Herts Council		11,159	(11,159)	-	-	-
North Herts Council		20,500	(20,500)	-	-	-
South Cambs District Council		17,850	(17,850)	-	-	-
settle		106,000	(106,000)	-	-	-
settle		-	-	-	-	-
Letchworth Garden City Heritage Foundation		107,450	(107,450)	-	-	-
Hertfordshire County Council		28,748	(28,748)	-	-	-
Hertfordshire County Council		-	-	-	-	-
Hertfordshire County Council		-	-	-	-	-
Hertfordshire County Council		35,204	(35,204)	-	-	-
Hertfordshire County Council		9,525	(9,525)	-	-	-
Hertfordshire Police & Crime Commissioner		2,500	(2,500)	-	-	-
Hertfordshire Community Foundation		5,000	(5,000)	-	-	-
Hertfordshire Citizens Advice		3,334	(3,334)	-	-	-
Graham Rowlandson Foundation		10,000	(10,000)	-	-	-
Nat' Assoc. of Citizens Advice Bureaux		-	-	-	-	-
Nat' Assoc. of Citizens Advice Bureaux		27,485	(27,485)	-	-	-
Nat' Assoc. of Citizens Advice Bureaux		-	-	-	-	-
Trussell Trust Re Letchworth Foodbank		22,006	(22,006)	-	-	-
Total Restricted Funds	-	433,291	(433,291)	-	-	-
TOTAL FUNDS	332,881	644,155	(668,896)	2,667	-	310,807

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

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

16. MOVEMENT IN FUNDS – continued

	As at 01/04/21 £	Incoming Resources £	Resources Expended £	Net gains and losses £	Transfers Between Funds £	As at 31/03/22 £
Unrestricted Funds						
General Fund	56,025	265,988	(229,854)	3,333	- 25,000	70,492
Designated Funds						
Designated Funds invested in Fixed Assets	72,944	-	(15,532)	-	-	57,412
Designated Funds for baseline running costs	85,000	-	-	-	30,000	115,000
Designated funds for operating risks and exception costs	23,500	-	-	-	11,000	12,500
Designated Fund for opportunities and future investments	69,000	-	-	-	6,000	75,000
Designated Hardship fund	4,448	-	(1,970)	-	-	2,478
Total Unrestricted Funds	310,915	265,988	(247,355)	3,333	-	332,881
Restricted Funds						
Grantor			Funded Activity			
North Herts Council		26,010	Court Desk - Homelessness Prevention	-	-	-
North Herts Council		-	Health Protection Board - Rural Outreach	-	-	-
North Herts Council		-	Moving Forward Together	-	-	-
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	-	-	-
Hertfordshire County Council		-	Out of Hours Advice	-	-	-
Hertfordshire County Council		-	Cost of Living - Generalist Adviser	-	-	-
Hertfordshire Police & Crime Commissioner		-	Scams Advice	-	-	-
Hertfordshire Community Foundation		-	Frank Litchfield	-	-	-
Hertfordshire Citizens Advice		-	Communications Support	-	-	-
Graham Rowlandson Foundation		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		7,021	Money and Pensions Service (MaPS)	-	-	-
Trussell Trust Re Letchworth Foodbank		-	Financial Inclusion	-	-	-
Total Restricted Funds	-	373,077	(373,077)	-	-	-
TOTAL FUNDS	310,915	639,065	(620,432)	3,333	-	332,881

Purposes of Restricted Funds

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

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

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

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

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

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

16. MOVEMENT IN FUNDS – continued

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

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

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

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

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

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

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

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

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

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

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

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

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

16. MOVEMENT IN FUNDS – continued

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

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

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

Purposes of Unrestricted Funds

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

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

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

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

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

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

17. RELATED PARTY DISCLOSURES

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

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

18. LEASING COMMITMENTS

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

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

Citizens Advice helps people find a way forward.

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

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

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

We're here for everyone.



northhertscab.org.uk

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

Registered charity number 1086489

Company number: 4194542

Citizens Advice membership number: 70/0004

Registered by the Financial Conduct Authority FRN 617683

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

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