

REGISTERED COMPANY NUMBER: 2969165 (England and Wales)
REGISTERED CHARITY NUMBER: 1041830

St Albans District Citizens Advice Bureau Limited

Report of the Trustees and Financial Statements

Year Ended 31 March 2021

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for the Year Ended 31 March 2021**

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**Report of the Trustees
for the Year Ended 31 March 2021**

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 2021. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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) (issued in October 2019).

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Name and Company number

St Albans District Citizens Advice Bureau Limited 2969165 (England and Wales)

Registered Charity number

1041830

Registered office

Civic Centre
St Peters Street
St Albans
Hertfordshire
AL1 3JE

Trustees

G J Comminos	(Chair)
S Yexley	
S Caldwell	
P Brewster	
R Solomon	
J Burley	
S Hickinbotham	
D Dimov	
C Phillips	(Treasurer)
A Campbell	(Co-opted 12/05/2020)
J Van Schie	(Co-opted 12/05/2020)
A Berneye	(Co-opted 18/08/2020)

Representative of St Albans City and District Council on the Trustee Board

Councillors- J Taylor to May 2021, Sinead Howland thereafter.

Company Secretary

J Burley

Independent Examiner

Mercer & Hole
Steve Robinson FCA
Gloucester House
72 London Road
St Albans
Hertfordshire
AL1 1NS

Report of the Trustees - continued for the Year Ended 31 March 2021

Principal Bankers

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

The trustees have complied with their duty (as defined by the Charities Act 2011) to have due regard to guidance published by the Charity Commission.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is a company limited by guarantee, as defined by the Companies Act 2006, governed by its Memorandum and Articles of Association. Trustees are directors under the Companies Act 2006 and Members in accordance with the Memorandum and Articles of Association. It is registered as a charity with the Charity Commission.

Recruitment and appointment of new trustees

All directors of the company are also trustees of the charity ("CASTAD"). There are no other trustees. The maximum number of trustees shall be fifteen and the minimum four being either appointed at the annual general meeting, nominated by member organisations or co-opted by the trustee board. Each appointment of a co-opted or nominated trustee shall be made at an ordinary meeting of the trustee board.

The directors and trustees who served during the year were:

S Yexley
S Caldwell (Vice Chair to 10/11/2020 when term expired)
S Adams (Deceased 07/04/2020)
G J Comninos
P Brewster
R Solomon
J Burley
S Hickinbotham
D Dimov
C Phillips
A Campbell (Co-opted 12/05/2020)
J Van Schie (Co-opted 12/05/2020)
A Berneye (Co-opted 18/08/2020)

Induction and training of new Trustees

Newly appointed trustees undergo a comprehensive induction process including observing the advisors interviewing clients, attending a range of regular service meetings and are regularly circulated with information regarding their legal obligations and offered training courses.

Organisational structure

We are an independent organisation but we are members of the National Association of Citizens Advice Bureau (CitA) and our service is audited and supported by CitA.

Wider network

We are linked countrywide. Anonymised individual cases, where a need for policy improvement is identified, are submitted by staff and volunteers to CitA to contribute to a body of research evidence. This is then used to campaign on anomalies in the practices of government and other essential service providers.

Report of the Trustees - continued for the Year Ended 31 March 2021

Related parties

We work with St Albans City and District Council, Hertfordshire County Council, town and parish councils, all of whom contribute to our funding. St Albans District Council has a representative on the Board but none of our funders have appointed Trustees to the Board. We also enjoy a working relationship with the local Strategic Partnership, other Local Citizens Advice services (LCA) in Hertfordshire and the Herts Consortium of LCA. We share our Civic Centre base with Advice Hub partners including Communities 1st St Albans and Hertsmere, St Albans Credit Union, Women's Outreach & Herts Asian Women's Association.

Risk management

General

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

During the year the trustees reviewed and updated the process of assessing, documenting and discussing the identified risks to the organisation. The trustees have insurance cover to cope with most eventualities.

Risk assessments are carried out on new projects. Improvements to facilities have been implemented and reviews made to procedures where required. We are reassured that these processes were put in place to great effect as we manage the impact of Coronavirus on the service.

Information assurance

The trustee board has approved a new information assurance strategy, having identified the risk presented by the significant amounts of client data held. An information assurance management team exists to ensure the confidentiality, integrity and availability of all our sensitive data assets is maintained to a level which is consistent with the requirements of our clients, our funders and our strategic partners. The charity aims to achieve an appropriate level of compliance to the Data Protection Act, the Cabinet Office's Security Policy Framework and to industry best practice, as defined by the ISO 27000 series of standards.

Response to Coronavirus

We are happy to report that the Service's response to the Coronavirus was quick and efficient with the Business Continuity Plan invoked on March 10th 2020 and by March 24th 2020 client services were operated by staff and volunteers working from home. During the course of the year, we continued to offer advice to the district on the full breadth of clients' issues with client numbers dipping only 12% on the previous year. Training of existing staff and volunteers moved online and the new intake of volunteers completed a full training cycle. Fundraising continued securing project grants and ensuring we were able to apply for the Covid related funds made available to Charities. Face-to-face sessions have been temporarily suspended, but we intend to reinstate them initially for the most vulnerable clients after careful planning and consultation and then resume a wider programme.

OBJECTIVES AND ACTIVITIES

Objectives and aims

The charity is constituted as a company limited by guarantee, and is therefore governed by a memorandum and articles of association.

The charity's object and its principal activity continues to be to benefit the public by the provision of an information and advice service with the main outlet in St Albans and outreach provision in other venues within the district. The charity is organised so that the trustees meet regularly to provide effective governance, oversight and support in relation to the organisation's affairs. The Chief Executive manages the day to day operations of the charity. We are extremely grateful to the staff and its many volunteers for their contribution to the working of the charity.

Report of the Trustees - continued for the Year Ended 31 March 2021

Volunteers

The majority of our volunteers, 83, continued to give their time generously by working from home during the Coronavirus pandemic. The value of volunteer time donated this year has been calculated as £690,087. The comprehensive, competence-based training represents a heavy investment of both the organisation's resources and the volunteers' time and energies. After initial training in theory, volunteers gain in knowledge and experience whilst they are serving clients, supported and supervised closely, until achieving their certificate of competence. They are supported via regular individual reviews and in their continuing professional development thereafter. During this year training has continued virtually and the current year intake of volunteers completed initial training by video conferencing.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

The trustees consider that the performance of the charity this year has been good, particularly given the particular challenges presented by the Coronavirus restrictions. We recorded an excess of income over expenditure of £9,703 (2020 - £25,103). Demand for CASTAD's advice services continued during the pandemic and we have dealt with 8,171 clients (2020 - 9,271) covering over 20,062 different issues (2020 - 23,266). Whilst we were not able to provide clients with a face-to-face service during the past year, we continue to offer multiple channels for clients to access help remotely; Local phone appointments; emails; Adviceline, a collaborative venture between all Herts Cit A; self-help through the publicly available website at www.citizensadvice.org; and, Cit A Webchat. These multiple channels of access for clients assists us to serve a diverse group of clients ranging widely in age, ethnicity and disability as we strive to help all communities within St Albans with their varying needs. We wish to give thanks particularly to funders who helped us with the direct and indirect costs incurred in running the service from the homes of staff and volunteers and also to staff and volunteers who rose to the challenge. Grants from HCF £4,720, St Albans Old Peoples Trust £1,500 and Cit A £12,925 enabled us to purchase and set up laptops and other equipment and support ongoing home working costs.

Citizens Advice conducted research into the impact of advice using New Economy, an HM Treasury approved financial modelling tool, to place a value on the impact of our work. (*The Value of the Citizens Advice Service: Our Impact 2014/15 and Modelling the Value of the Citizens Advice Service Technical Annexe (2014)*). Available at: www.neweconomymanchester.com). This analysis has shown that for every £1 invested in St Albans Citizens Advice in 2019/2020 we generate £7.17 in fiscal benefits (savings to government e.g., out of work welfare benefit payments); £41.70 in wider public benefits (e.g., the value of volunteer hours of service) and £23.45 in financial benefits to individuals (e.g., debts written off, consumer problems resolved, welfare benefits claimed). This compares extremely favourably with comparable national average impact figures of £2.42, £14.34 and £12.60.

The service is grateful for all of the grants and donations it received. Among others, we had continued support from St Albans City and District Council, Harpenden Town Council, Hertfordshire County Council, St Albans Diocese, Wheathampstead, Redbourn and London Colney Parish Councils, Hertfordshire Police and Crime Commissioner Community Fund, Citizens Advice (for Energy Advice, Universal Credit Help to Claim, Webchat, Increasing Capacity research and Money Advice and Pension Service Trainee funding), Hertfordshire Community Foundation, St Albans Fund for the Future and Computer Wizard.

CASTAD would not function without the huge amount of time and effort given by many individuals. We would like to publicly thank them for their valuable contribution.

Fundraising activities

Fundraising normally consists of diverse number of activities most of which we were unable to host during the year resulting in an income reduction to £472 (2020 - £5,667). The trustees hope to resume these activities when circumstances allow. They recognise the importance that fundraising brings to the organisation as a means not only of financial gain but of awareness of CASTAD's charitable status.

Report of the Trustees - continued for the Year Ended 31 March 2021

FINANCIAL REVIEW

The Service's income for core and project services increased to £415,910 from £385,177 in 2020. The trustees are very appreciative that St Albans City and District Council continued their financial support, with the core grant and the money advice project funding. Additionally, during the year, we successfully applied for project funding from St Albans City and District Council for The Healthy Hub, Community Grant and a renewal of the Homeless Caseworker. Hertfordshire County Council funded projects related to Crisis during the year and provided additional grants to help clients in particular need during the pandemic. We are happy to have developed mutually beneficial relationships with other funders. Particularly with Hertfordshire Community Foundation, through whom we were granted; a 4th year Graham Rowlandson Foundation for Disability Benefits Advice of £74,040, which we are delivering in partnership with five other Hertfordshire Citizen Advice Services; the continuation of the St Albans Fund for the Future; Employment advice; Covid working from home costs and in partnership with The Living Room and Stevenage Citizens Advice 'Money Makes Sense.' Other funders include Post Code Lottery (Tackling Debt), National Lottery (Debt), St Albans Old Peoples Trust (Pension Credit), The Police and Crime Commissioner (Scams) and NHS Charities Together.

Reserves policy

As the nature and diversity of our funding has evolved the trustees have reviewed the reserves policy and continue to believe that we should aim to have reserves the equivalent to twenty weeks expenditure in unrestricted funds (38%). Trustees believe that this accurately reflects the elapsed time from application for funding to receipt of funding as our reliance on securing larger numbers of smaller value income streams has increased. At 31 March 2021 reserves represented 20% (2020 – 22%) of anticipated expenditure for the following year. At the year end, unrestricted reserves were £90,536 (2020 - £83,229). Whilst this is below our policy, we have seen a year-on-year improvement and we have unrestricted cash at the end of the year of £211,046 equivalent to 48% (2020 48%) of anticipated expenditure. The difference between these two positions is our long-term liability to fund our pension deficit.

FUTURE DEVELOPMENTS

Our key priority remains the provision of ongoing advice to the citizens of, or connected to, St Albans District. As detailed above we have been able to continue our service to the community during the Coronavirus lockdown. The Strategy and Governance team as well as the Trustee Board will continue to examine the likely future impacts of the virus on the service. It will, examine the best way of reaching our clients, what impact of the Coronavirus is having on the nature of client issues and client demographics and proactively manage and forecast cash flow to ensure business continuity. The Operations team will consider how and when we will resume use of the office and start up a safe face-to-face service again for the most vulnerable clients.

We are pleased that we have continued to recruit, train, support and value our volunteers and staff, albeit remotely, and this will be a key priority during the coming year. We also continue to focus on our attempts to bring in diverse project funding to ensure we continue to provide our services to the district. We look forward to what will be a challenging year but are confident we will continue to be successful.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of St Albans District Citizens Advice Bureau Limited 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 Generally Accepted Accounting Practice.

Report of the Trustees - continued for the Year Ended 31 March 2021

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 (2019 FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departure disclosed and explained in the financial statements; and,
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the 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.

INDEPENDENT EXAMINERS

Following the Board's decision to take advantage of the audit exemptions made available to them in the Charities and Company Acts and to elect for an independent examination of the accounts rather than a full audit, the Board appointed Mercer & Hole to act as Independent Examiners. They were re-appointed as Independent Examiners at the last Annual General Meeting and will be proposed for re-appointment again at the 2021 Annual General Meeting.

ON BEHALF OF THE BOARD:

G Comminos - Director and Chair of the Board of Trustees

2021

**Report of the Independent Examiner
to the Members of St Albans District Citizens Advice Bureau Limited**

I report to the charity trustees on my examination of the financial statements of the company for the year ended 31 March 2021 which are set out on pages 1 to 19.

Responsibilities and basis of report

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

Having satisfied myself that the financial statements 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 company's financial statements 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 the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants of 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 that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the financial statements do not accord with those records; or
3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the financial statements 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 financial statements 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 financial statements to be reached.

Signed:

*Steve Robinson FCA
Mercer & Hole Chartered Accountants
Gloucester House
72 London Road
St. Albans
AL1 1NS*

Date

**Statement of Financial Activities
(including income and expenditure account)
for the Year Ended 31 March 2021**

	Note	Unrestricted Funds £	Restricted Funds £	2021 Total Funds £	2020 Total Funds £
INCOME					
Income from charitable activities – grants	3	232,043	183,867	415,910	385,177
Donations and Legacies	4	4,715	-	4,715	7,995
Income from other activities – fundraising	5	472	-	472	5,667
Investment income	6	60	-	60	204
		<hr/>	<hr/>	<hr/>	<hr/>
Total Income		237,290	183,867	421,157	399,043
EXPENDITURE					
Expenditure on charitable activities	7	233,407	178,047	411,454	373,940
		<hr/>	<hr/>	<hr/>	<hr/>
Total Expenditure		233,407	178,047	411,454	373,940
NET INCOME FOR THE YEAR		<hr/> 3,883	<hr/> 5,820	<hr/> 9,703	<hr/> 25,103
Funds Transfer	16	3,424	(3,424)	-	-
NET INCOME AND NET MOVEMENT IN FUNDS FOR THE YEAR		<hr/> 7,307	<hr/> 2,396	<hr/> 9,703	<hr/> 25,103
RECONCILIATION OF FUNDS					
Total funds brought forward		83,229	978	84,207	59,104
		<hr/>	<hr/>	<hr/>	<hr/>
TOTAL FUNDS CARRIED FORWARD		<hr/> 90,536	<hr/> 3,374	<hr/> 93,910	<hr/> 84,207

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derives from continuing activities.

Separate funds split for the comparative are shown in note 17.

**Balance Sheet
At 31 March 2021**

	Note	Unrestricted Funds £	Restricted Funds £	2021 Total Funds £	2020 Total Funds £
CURRENT ASSETS					
Debtors	12	7,474	14,715	22,189	45,125
Cash at bank and in hand		<u>211,046</u>	<u>48,268</u>	<u>259,314</u>	<u>186,605</u>
		218,520	62,983	281,503	231,730
CREDITORS					
Amounts falling due within one year	13	(72,984)	(59,609)	(132,593)	(89,523)
NET CURRENT ASSETS		<u>145,536</u>	<u>3,374</u>	<u>148,910</u>	<u>142,207</u>
PENSION LIABILITY	14	(55,000)	(-)	(55,000)	(58,000)
NET ASSETS		<u>90,536</u>	<u>3,374</u>	<u>93,910</u>	<u>84,207</u>
FUNDS OF THE CHARITY					
Unrestricted Funds- General	16	86,536	-	86,536	65,591
Unrestricted Funds- Designated		4,000	-	4,000	17,638
Unrestricted Funds- Total		<u>90,536</u>	<u>-</u>	<u>90,536</u>	<u>83,229</u>
Restricted funds		<u>-</u>	<u>3,374</u>	<u>3,374</u>	<u>978</u>
TOTAL CHARITY FUNDS		<u>90,536</u>	<u>3,374</u>	<u>93,910</u>	<u>84,207</u>

For the financial year ending on 31 March 2021 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies. No members have required the company to obtain an audit of its financial statements for the year in question in accordance with section 476 of the Companies Act 2006.

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

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with the Financial Reporting Standard (FRS 102).

The financial statements were approved by the Board of Trustees on
its behalf by:

2021 and were signed on

Notes to the Financial Statements for the Year Ended 31 March 2021

1. ACCOUNTING POLICIES

Base of preparation note

The financial statements have been prepared in accordance with 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) (issued in October 2019) - (Charities SORP (FRS 102)), and the requirements of the Companies Act 2006. The financial statements have been rounded to the nearest £.

Citizens Advice St Albans District meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

Going Concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements. COVID-19 continues to impact the world social and economic climate. The charity continues to operate in an environment of uncertainty associated with the current situation. The trustees and management are continuously monitoring the situation on a daily basis and are confident that they have the resources to deal with the changing circumstances for the foreseeable future.

Income

All income is included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Grants and Donations

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably. Grants and Donations are recognised when the Trust has been notified in writing both of the amount and settlement date. In the event that a grant or donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period. Legacy gifts are recognised on a case by case basis following the granting of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measureable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity.

Interest receivable

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

Expenditure

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Allocation and apportionment of costs

Costs are allocated to the fund to which they relate. Where the costs relate to one or more fund they have been apportioned on the basis to best reflect the funds concerned.

Operating Leases

The charity classifies the lease of printing equipment as operating leases; the title to the equipment remains with the lessor and the equipment is replaced every 5 years whilst the economic life of such equipment is normally 10 years. Rental charges are charged on a straight line basis over the term of the lease.

Notes to the Financial Statements for the Year Ended 31 March 2021

1. ACCOUNTING POLICIES (continued)

Taxation

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

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charity ceased to participate in a group defined benefits pension scheme providing benefits based on final pensionable pay on the retirement of the last member during the year to 31 March 2012. The assets of that scheme are held separately from those of the charity. Full provision for pension deficit liability on a cessation basis has been provided for and payments made to the scheme are used to reduce that liability.

The charity operates a Group Pension Plan. Contributions are charged in the year in which they are payable.

Irrecoverable VAT

Expenditure is shown in the Financial Statements inclusive of the associated VAT.

Debtors

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

Creditors and provisions

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

Financial instruments

The 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.

2. LEGAL STATUS OF THE COMPANY

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

**Notes to the Financial Statements
for the Year Ended 31 March 2021**

3. INCOME FROM CHARITABLE ACTIVITIES – GRANTS

	Unrestricted Funds £	Restricted Funds £	2021 Total Funds £	2020 Total Funds £
Grants	232,043	183,867	415,910	385,177
Other receipts	-	-	-	-
	<u>232,043</u>	<u>183,867</u>	<u>415,910</u>	<u>385,177</u>

Grant income in the current year includes £25,000 received on behalf of five other Citizens Advice services (2020 - £35,000, four other Services). This amount has also been included in charitable expenditure.

4. DONATIONS AND LEGACIES

	2021 £	2020 £
Donations	4,715	7,995
	<u>4,715</u>	<u>7,995</u>

Included in donations is £1,000 from Cathedral & Abbey Church of St Albans, £1,000 from the High Sheriff, £500 from Tesco Groundworks UK, and £300 from Mair Adams (2020- £5,000 received from June Margaret Pavyer Trust, £1,000 from Cathedral & Abbey Church of St Albans, £250 from the Odyssey Cinema and £200 from St Albans Old Peoples.

5. INCOME FROM OTHER ACTIVITIES

	2021 £	2020 £
Fundraising events	472	5,667
	<u>472</u>	<u>5,667</u>

This year we were unable to undertake our usual fundraising activities as a result of the restrictions in place to reduce the spread of Coronavirus. We hope to resume these when circumstances permit.

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

6. INVESTMENT INCOME

	2021 £	2020 £
U K Bank interest receivable	60	204
	60	204

7. EXPENDITURE ON CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	2021 Total Funds £	2020 Total Funds £
Management	231,987	177,768	409,755	372,770
Finance	69	-	69	60
Governance costs	1,351	279	1,630	1,110
	233,407	178,047	411,454	373,940

8. NET INCOME/(EXPENDITURE) FOR THE YEAR

This is stated after charging/(crediting):

	2021 £	2020 £
Independent Examination fee	1,630	1,110
Operating lease charges - property	11,737	27,600
Operating lease income - property	(11,737)	(27,600)
Operating Lease charges – equipment	400	397
	400	397

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' Expenses

Trustees' expenses paid for the year ended 31 March 2021 were £15 relating to the recovery of costs associated with changes to the Bank mandate. (2020 - £16 one trustee travel claim).

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

10. STAFF COSTS

	2021 £	2020 £
Wages and salaries	312,571	251,738
Social security costs	13,893	12,389
Pension costs	<u>12,917</u>	<u>11,223</u>
	<u>339,381</u>	<u>275,350</u>

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

	2021	2020
Administration (full time equivalent)	<u>11</u>	<u>9</u>

No employees had emoluments in excess of £60,000 (2020: nil).

The key management personnel of CASTAD, comprise the Trustees and the Chief Executive Officer. The total employee benefits of the key management personnel of the Trust were £48,114 (2020 - £46,167). Trustees received no remuneration (2020 - nil).

11. PENSION COSTS

CASTAD operates a Group Personal Pension Plan and it had fifteen active members, two Inactive members and 2 claimants at the year-end (2020 – thirteen, three and nil respectively). The associated pension charge for the year was £12,917 (2020 - £11,223).

In addition to the pension charge above is £3,000 (2020 – £3,000) paid into Hertfordshire County Council Pension Scheme to reduce the fund deficit in that scheme attributable to CASTAD members.

The Hertfordshire County Council Pension Scheme is a multi-employer defined benefit scheme. CASTAD no longer has any employees who are contributing members to the Scheme, but has three pensioners in the scheme. In 2017 the actuary of the Hertfordshire County Council Pension Scheme completed a triennial valuation of the Scheme as of 31 March 2016. The valuation showed that CASTAD's deficit was £71,000 on a cessation basis, with a funding level of 71% at 31 March 2016. It was agreed between the trustees and the Hertfordshire County Council Pension Scheme that an annual deficit contribution would be made based on ability to pay which was expected would be at least £2,000, with trustees assessing their ability to pay more in the latter part of each financial year. In each of the last four years a voluntary additional £1,000 was paid into the scheme and it is our intention to continue to do so until a legal repayment plan is in place. The deficit now stands at £55,000 (2020- £58,000).

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Unrestricted Funds	Restricted Funds	2021 Total Funds	2020 Total Funds
	£	£	£	£
Other debtors	7,474	14,715	22,189	45,125
	<u>7,474</u>	<u>14,715</u>	<u>22,189</u>	<u>45,125</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Unrestricted Funds	Restricted Funds	2021 Total Funds	2020 Total Funds
	£	£	£	£
Creditors	13,867	24,167	38,034	30,113
Accruals	37,246	-	37,246	27,126
Deferred Income	<u>21,871</u>	<u>35,442</u>	<u>57,313</u>	<u>32,284</u>
	<u>72,984</u>	<u>59,609</u>	<u>132,593</u>	<u>89,523</u>

14. PENSION LIABILITY

	Unrestricted Funds	Restricted Funds	2021 Total Funds	2020 Total Funds
	£	£	£	£
Pension Deficit	<u>55,000</u>	-	<u>55,000</u>	<u>58,000</u>
	<u>55,000</u>	<u>-</u>	<u>55,000</u>	<u>58,000</u>

The Pension Liability relates to Hertfordshire County Council Pension Scheme which is a multi-employer defined benefit scheme. CASTAD has three pensioners in the scheme but no longer has any employees who are contributing members to the Scheme. In 2017 the actuary of the Hertfordshire County Council Pension Scheme completed a triennial valuation of the Scheme as of 31 March 2016. The valuation showed that CASTAD's deficit was £71,000 on a cessation basis, with a funding level of 71% at 31 March 2016. The deficit now stands at £55,000 (2020- £58,000) as a result of payments made in the intervening years to HCC Pension Scheme.

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

15. OPERATING LEASE COMMITMENTS

LESSEE

At the reporting end date the charity had outstanding commitments for the future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2021 £	2020 £
Within one year	400	12,137
Between two and five years	933	1,333
	1,333	13,470

LESSOR

At the reporting end date the charity had contracted with tenants for the following minimum lease payments, which fall due as follows:

	2021 £	2020 £
Within one year	-	11,737
Between two and five years	-	-
	-	11,737

Property rental leases relate to the lease of CASTAD's former offices. Formal notice was served to exercise the break clause on this lease prior to the year end. These costs were reimbursed to CASTAD by St Albans City & District Council.

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

16. MOVEMENT IN FUNDS

	At 01.04.20	Net movement in funds	At 31.03.21
	£	£	£
Unrestricted Funds			
General Fund	65,591	20,945	86,536
Designated Fund-IT	<u>17,638</u>	<u>(13,638)</u>	<u>4,000</u>
Total Unrestricted Funds	83,229	7,307	90,536
Restricted Funds			
BEIS CitA – Adviceline/Webchat	-	(3,400)	(3,400)
BEIS Cit A – MAPS Trainee	-	1,949	1,949
BEIS Cit A – New Ways	-	261	261
SADC – Housing Caseworker	-	(917)	(917)
HCF – Rowlandson	-	(27)	(27)
HCF – Covid WFH funding	-	-	-
HCF – Employment	-	(285)	(285)
BCF (Luton Airport) – Training	422	(422)	-
Energy Advice Programme	-	3,543	3,543
Best Energy Savings Network (BESN)	556	1,694	2,250
Restricted Funds	<u>978</u>	<u>2,396</u>	<u>3,374</u>
TOTAL CHARITY FUNDS	<u>84,207</u>	<u>9,703</u>	<u>93,910</u>

Net movement in funds, included in the above are as follows:

	2021 Income	2021 Expenditure	2021 Transfers	2021 Net Movement in funds
	£	£	£	£
Unrestricted Funds				
General Fund	237,290	(233,407)	17,062	20,945
Designated Fund-IT	-	-	(13,638)	(13,638)
Total Unrestricted Funds	<u>237,290</u>	<u>(233,407)</u>	<u>3,424</u>	<u>7,307</u>
Restricted Funds				
Cit A – Universal Credit Help to Claim	26,493	(29,254)	2,761	-
BEIS Cit A – Expand Capacity	12,925	(12,468)	(457)	-
BEIS Cit A – Adviceline/Webchat	5,728	(9,128)	-	(3,400)
BEIS Cit A – MAPS trainee	17,041	(15,092)	-	1,949
BEIS Cit A - New Ways	16,668	(16,407)	-	261
SADC – Housing Caseworker	28,646	(29,478)	(85)	(917)
HCF - Rowlandson	51,541	(46,946)	(4,622)	(27)
HCF – Covid WFH funding	4,720	(4,677)	(43)	-
HCF - Employment	4,675	(4,960)	-	(285)
BCF (Luton Airport) - Training	-	-	(422)	(422)
Energy Advice Programme	9,930	(6,387)	-	3,543
Best Energy Savings Network (BESN)	5,500	(3,250)	(556)	1,694
Total Restricted Funds	<u>183,867</u>	<u>(178,047)</u>	<u>(3,424)</u>	<u>2,396</u>
TOTAL CHARITY FUNDS	<u>421,157</u>	<u>(411,454)</u>	<u>-</u>	<u>9,703</u>

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

16. MOVEMENT IN FUNDS (continued)

The Designated Funds represent monies the Trustees have agreed to set aside. In March 2019 an amount of £17,638 was set aside to upgrade the broadband connection into the Service, we are currently in renewed negotiations for an alternative upgrade at a much-reduced cost of £4,000. The Trustees authorised transfers between the general fund and designated fund for these purposes. The Restricted Funds detailed above are grants received under specific, restrictive terms which may require repayment if the grant is not spent or service targets are not met. The BEIS CitA Adviceline, MAPS and New Ways grants, the Housing Caseworker, Rowlandson and HCF Employment grants all span the fiscal years 2020/21 and 2021/22. The Help to Claim, BEIS Cit A Expand Capacity, HCF Covid, EAP and BESN were completed within this fiscal year. BCF (Luton Airport was completed in 2019/20.

17. MOVEMENT IN FUNDS - COMPARATIVE FUNDS

	At 01.04.19	Net movement in funds	At 31.03.20
	£	£	£
Unrestricted Funds			
General Fund	17,976	47,615	65,591
Designated Fund-IT	<u>40,638</u>	<u>(23,000)</u>	<u>17,638</u>
Total Unrestricted Funds	58,614	24,615	83,229
Restricted Funds			
Cit A – Universal Credit Help to Claim	113	(113)	-
SADC – Housing Caseworker	377	(377)	-
BCF (Luton Airport) – Training	-	422	422
Best Energy Savings Network (BESN)	-	556	556
Total Restricted Funds	<u>490</u>	<u>488</u>	<u>978</u>
TOTAL CHARITY FUNDS	59,104	25,103	84,207
Net movement in funds, included in the above are as follows:			
	2020	2020	2020
	Income	Expenditure	Transfers
	£	£	£
Unrestricted Funds			2020 Net Movement in funds £
General Fund	331,771	(277,132)	(7,024)
Designated Fund- IT	-	(22,917)	(83)
Total Unrestricted Funds	<u>331,771</u>	<u>(300,049)</u>	<u>(7,107)</u>
Restricted Funds			
Cit A – Universal Credit Help to Claim	27,273	(30,584)	3,196
SADC – Housing Caseworker	18,154	(21,790)	3,259
BCF (Luton Airport) – Training	7,500	(7,078)	-
Energy Advice Programme	8,760	(9,410)	650
Best Energy Savings Network (BESN)	5,585	(5,029)	-
Total Restricted Funds	<u>67,272</u>	<u>(73,891)</u>	<u>7,107</u>
TOTAL CHARITY FUNDS	399,043	(373,940)	-
	<u>399,043</u>	<u>(373,940)</u>	<u>25,103</u>

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

17. COMPARATIVE FUNDS (continued)

The Designated Funds represent monies the Trustees have agreed to set aside. In March 2018 an amount of £23,000 was set aside for the future upgrade of all office hardware and software, this was spent during the year ended March 2020. A further amount of £17,638 was set aside to upgrade the broadband connection into the Service in March 2019. The Trustees authorised transfers between the general fund and designated fund for these purposes. The Restricted Funds detailed above are grants received under specific, restrictive terms which may require repayment if the grant is not spent or service targets are not met. The Housing Caseworker grant was renewed during the year and spans the fiscal years 2019/20 and 2020/21. The Help to Claim, BCF, EAP and BESN were completed within this fiscal year 2019/20.

	Note	Unrestricted funds £	2020 Restricted Funds £	Total Funds £
INCOME				
Income from charitable activities – grants	3	317,905	67,272	385,177
Donations and legacies	4	7,995	-	7,995
Income from other trading activities- fundraising	5	5,667	-	5,667
Investment income	6	204	-	204
Total income		<u>331,771</u>	<u>67,272</u>	<u>399,043</u>
EXPENDITURE				
Expenditure on charitable activities	7	300,049	73,891	373,940
Total expenditure		<u>300,049</u>	<u>73,891</u>	<u>373,940</u>
NET INCOME FOR THE YEAR		<u>31,722</u>	<u>(6,619)</u>	<u>25,103</u>
Funds Transfer		(7,107)	7,107	-
NET INCOME AND NET MOVEMENT IN FUNDS FOR THE YEAR		<u>24,615</u>	<u>488</u>	<u>25,103</u>
RECONCILIATION OF FUNDS				
Total funds brought forward		58,614	490	59,104
TOTAL FUNDS CARRIED FORWARD		<u>83,229</u>	<u>978</u>	<u>84,207</u>

18. RELATED PARTY TRANSACTIONS

There were no related party transactions, as defined by FRS 102, in the year (2020- nil).

There were payments made by CASTAD to the National Association of Citizens Advice Bureau (CitA) and funding was secured from CitA, St Albans District Council, Hertfordshire County Council and Local Parish Councils. None of these bodies appoint Trustees to the Board.

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2021**

	2021 £	2020 £
INCOME		
Income from charitable activities		
Donations	4,715	7,995
Grants	<u>415,910</u>	<u>385,177</u>
	420,625	393,172
Income from other activities		
Fundraising events	472	5,667
Investment income		
U K Bank interest receivable	<u>60</u>	<u>204</u>
Total income	421,157	399,043
EXPENDITURE		
Expenditure on charitable activities		
Governance costs		
Independent Examination fee	1,630	1,110
Other costs	<u>-</u>	<u>-</u>
	1,630	1,110
Support costs		
Management		
Wages	312,571	251,738
Social security	13,893	12,389
Pensions	12,917	11,223
Life assurance	553	-
Telephone	4,137	3,345
Postage, stationery and copying	1,778	4,783
Sundries	1,841	1,914
Staff and volunteer expenses	4,728	9,429
Office equipment	1,235	1,206
Information services	3,988	4,639
Payroll (including one off set up of life assurance)	4,502	1,698
Training	2,920	1,883
IT (including enabling working from home)	18,023	8,864
IT upgrade	-	22,917
Insurance	1,669	1,729
Legal and professional	-	13
Partner Payments	<u>25,000</u>	<u>35,000</u>
	409,755	372,770
Finance		
Bank charges	<u>69</u>	<u>60</u>
Total expenditure	411,454	373,940
	<u> </u>	<u> </u>
Net income	<u><u>9,703</u></u>	<u><u>25,103</u></u>

