

DIRECT HELP & ADVICE LTD.

England & Wales · Charity number 1073231

Details

Other names	DERBYSHIRE HOUSING AID LTD, DERBYSHIRE HOUSING AID
Status	Registered
Legal form	Charitable company
Company number	03495233
Registered	1999-01-08
Register	View on the Charity Commission register

Contact

Phone	01332287850
Email	info@dhadvice.org
Website	www.dhadvice.org

Activities

Objects: (A) THE RELIEF OF POVERTY OF THOSE PEOPLE WHO ARE IMPOVERISHED, HOMELESS OR THREATENED WITH HOMELESSNESS, AND/OR WHO ARE IN CONDITIONS OF NEED, HARDSHIP AND DISTRESS(B) TO OPERATE AS A HOUSING TRUST FOR THE PROVISION OF EMERGENCY ACCOMMODATION AND/OR TEMPORARY, SHARED AND SETTLED ACCOMMODATION FOR THOSE PEOPLE EXPERIENCING POVERTY, POOR HOUSING AND HOMELESSNESS. TO CARRY OUT SUPPORT, COUNSELLING, ACTIVITIES AND TRADING ANCILLARY TO ACCOMMODATION WHICH DEVELOP THE SKILLS AND ABILITIES OF PERSONS WHO ARE EXPERIENCING POOR HOUSING AND/OR HOMELESSNESS TO LIVE INDEPENDENTLY AND ENHANCE THEIR EMPLOYMENT OPPORTUNITIES.(C) TO PROVIDE APPROPRIATE ADVICE AND GUIDANCE ON HOUSING, HOMELESSNESS, AND/OR SOCIAL WELFARE ISSUES AND/OR RELATED TOPICSTHE PROVISION OF EMERGENCY ACCOMMODATION, TEMPORARY AND SETTLED ACCOMMODATION FOR THOSE PEOPLE EXPERIENCING POOR HOUSING AND HOMELESSNESSTO PROMOTE THE EDUCATION OF PERSONS WHO THROUGH THEIR SOCIAL AND ECONOMIC CIRCUMSTANCES ARE IN NEED AND UNABLE TO GAIN EMPLOYMENT AND IN PARTICULAR TO PROMOTE OR SUPPORT SCHEMES WHERE SUCH PERSONS MAY RECEIVE WORK EXPERIENCE AND VOCATIONAL TRAINING FOR PERIODS SUITABLE FOR THEIR NEEDS SO THAT THEY ARE ABLE TO ACHIEVE BETTER SOCIAL INTEGRATION AND/OR IMPROVED CHANCES OF SECURING EMPLOYMENT

Activities: Direct Help & Advice (DHA) is an independent charity established in 1995 which promotes community cohesion and helps people out of debt, poverty, homelessness and into work and volunteering.

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, The Prevention Or Relief Of Poverty, Economic/community Development/employment
- **Who:** Children/young People, Elderly/old People, People With Disabilities, The General Public/mankind

Geography

- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,237,758	£1,142,308	£1,321,687	28
2024-03-31	£1,082,277	£1,058,619	£1,226,237	29
2023-03-31	£1,545,339	£1,372,662	£1,202,579	46
2022-03-31	£1,313,888	£1,113,582	£1,029,902	41
2021-03-31	£1,551,150	£1,180,758	£830,354	37

Trustees

Name	Role	Appointed
David Walsh		2026-01-26
Dr Jonathan Merritt		2026-01-26
Justine Erika Claxton		2026-01-26
Leysa Relf		2025-05-13

DIRECT HELP & ADVICE LTD.

England & Wales - Charity number 1073231

Accounts

Registered number: 03495233
Charity number: 1073231

Direct Help & Advice Ltd

Trustees' Report and Financial Statements

For the Year Ended 31 March 2025



Direct Help & Advice Ltd
(A company limited by guarantee)

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Direct Help & Advice Ltd
(A company limited by guarantee)

**Reference and Administrative Details of the Company, its Trustees and Advisers
For the Year Ended 31 March 2025**

Trustees N J Williams, Chair
 P S Davies
 K T Mcgrath
 R J Crisp (resigned 2 June 2025)
 U Cameron
 S Bravery (resigned 15 May 2024)
 L Reif (appointed 13 May 2025)

**Company registered
number** 03495233

Charity registered number 1073231

Registered office Pheonix Street
 Derby
 Derbyshire
 DE1 2ER

Company secretary S G Walker

Chief executive officer K Cook

Independent auditor Dains Audit Limited
 Statutory Auditor
 Suite 2, Albion House
 2 Etruria Office Village
 Etruria
 Stoke on Trent
 Staffordshire
 St1 5RQ

Bankers National Westminster Bank Plc
 58 St Peters Street
 Derby
 DE1 1XL

Trustees' Report
For the Year Ended 31 March 2025

The trustees present their annual report together with the audited financial statements of the Company for the year 1 April 2024 to 31 March 2025.

The Annual Report serves the purposes of both a trustees' report and a directors' report under company law. The trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Company qualifies as small under section 382 of the Companies Act 2006, the Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Purpose and objectives

DHA is a charity that provides direct support to the people of Derbyshire and Nottinghamshire, as well as nationally through the Civil Legal Advice telephone advice helpline, to help them towards a positive future. DHA supports people in securing a home, gaining employment and achieving financial stability through expert legal advice, training and the development of essential life skills.

The trustees review the aims, objectives and activities of the charity each year. This report looks at what the charity has achieved, the outcomes of its work and the benefits to the people and communities it is set up to serve in the year ending 31 March 2025.

The review also helps ensure the charity's aims, objectives and activities remain focused on its stated purpose. In setting objectives and planning for activities, the trustees referred to the general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

b. Strategies for achieving objectives

DHA protects and preserves legal rights, provides equal access to justice and seeks fairness and dignity for all our clients.

Our legal advice team offer free, confidential specialist advice, advocacy and representation service, including the provision of immediate intervention, support and advice, for the most vulnerable and disadvantaged people within our communities.

We resolve legal issues and actively provide advice and assistance to prevent individuals and families losing their accommodation, including undertaking all necessary follow up work, negotiations with third parties and representation at Court.

DHA also offers accessible workshops, training and skills development to help individuals manage their personal finances effectively, reduce unemployment and promote social and financial inclusion. This includes provision of accredited and non-accredited programmes from Community Learning, Sector training, soft skills development and volunteering opportunities to enable beneficiaries to increase their skills, knowledge and employability.

DHA proactively seeks opportunities to work in partnership to protect local community services that support/enable the provision of DHA's advice and training within its core operating areas.

Trustees' Report (continued)
For the Year Ended 31 March 2025

DHA remains open to opportunities that increase accessibility and widen support for its services.

c. Activities undertaken to achieve objectives

Face to Face - Clients coming into our centres needing help and advice
Telephone Advice - Clients assisted by DHA via the National Telephone Advice service
Training into Employment - Training programmes delivered to clients
Workshops - Helping individuals manage their personal finances effectively

Achievements and performance

a. Main achievements of the Charity

The amount of people using DHA legal advice and training services was 17,374, an increase of 18% (2,695 people) on the previous year, with 86% reporting they had a positive outcome, (85% the previous year).

We achieved a 98% customer satisfaction rating for both our Advice and Training/Community services (measured using internal & external surveys).

A special thank you to DHA's amazing volunteers. A huge thank you for the time you give, your passion, skills and experience really do make a positive difference to the lives of the people we support.

The Charity's key financial performance indicators are the amount of income received from fundraising, grants and investments which remained in line with objectives.

b. Overview of activities

Advice services

During the year DHA received over 20,987 enquiries, an increase of 16% on the previous year (18,142 enquiries) and supported 17,374 people. Sadly funding limitations meant we were unable to directly support 3,613 people, but we were able to sign-post them to other organisations.

Of the 17,374 people helped, 15,600 used our Advice services, an increase of 15% on the previous year (13,543).

To provide an insight of the impact of DHA's work, our Derby Office directly assisted 1,291 vulnerable individuals/families at direct risk of losing their homes within the Derby City region alone.

Training & Communities services

1,811 people used our Training and Community services during the year, an increase of almost 60% on the previous year. Our training programmes help and enable people to:

- Improve their household finances
- Support their children with homework
- Interpret statistics and facts in the media
- Apply numeracy skills in the workplace.

An additional benefit of the money management support is the positive impact it has on self-confidence and mental health.

Trustees' Report (continued)
For the Year Ended 31 March 2025

All of DHA's Training & Community Team are qualified 'National Numeracy Champions'.

99% of attendees said they felt better able to manage their finances, and reported improved wellbeing.

c. Factors relevant to achieve objectives

During the year we completed a review of DHA's strategy to ensure the charity has a clear direction and plan to March 2027. Developing our funding strategy to ensure it remains appropriate, effective and efficient in an increasingly competitive and complex market remains our key priority.

Many of our services are dependent on Local Authority grants or funding. The current economic climate and financial status of the public sector presents a risk to current and future work funded by local authorities. This includes how we assist people who fall outside of Legal Aid criteria but have housing benefit issues, general disrepair, tenancy matters, and those with mortgage or rent arrears before a landlord or lender has initiated possession action.

This greatly restricts the number of people we can help. Our strategic funding review will look to address this issue by exploring alternative funding options to provide early intervention support and advice for these vulnerable people.

d. Fundraising activities and income generation

All DHA's income comes from Contracts and Grants, the charity did not undertake any fundraising activities during the year.

Financial review

a. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

b. Reserves policy

The reserves policy was reviewed by the Board in May 2025. DHA continues to work towards the objectives of the policy. The Board is satisfied the current level of Reserves held as at 31 March 2025, are adequate in respect of the Reserves growth plan.

c. Principal risks and uncertainties

The Board of Trustees routinely reviews the major risks to which the charity is exposed. DHA has a risk register in place which is reviewed annually by trustees to ensure any emerging risks are captured and to monitor progress on mitigating existing identified risks.

Financial sustainability is the major risk for the Charity and is reviewed regularly. The review of our Funding strategy seeks to mitigate this risk by ensuring DHA has a balanced income stream rather than a large dependency on a small number of funding sources.

Relationships with key funding sources are positive and closely managed and the charity operates an active financial management of trade debtors and creditors.

Trustees' Report (continued)
For the Year Ended 31 March 2025

d. Financial risk management objectives and policies

Trustees are required to ensure that, while giving regard to the overall efficiency and continuity of operations to deliver the charitable objectives, the charitable funds and assets are:

- Used reasonably and only in furtherance of the Charity's objectives
- Avoid undertaking activities that might place the Charity's funds, assets or reputation at undue risk

Risk associated with specific activities are considered and reviewed, where possible mitigated and if deemed to be excessive, the activity not undertaken.

There is an annual financial planning cycle to ensure the Trustees have adequate information and time to review the budget and make recommendations for its approval. This is a key part of the trustees ability to satisfy themselves that they can discharge their governance duties, statutory responsibilities and ensure the solvency of the Charity.

There is a Business Continuity Plan in place in case of a major event affecting the day-to-day operations and resultant financial impact, alongside the risk register which is reviewed annually.

Structure, governance and management

a. Constitution

Direct Help & Advice Ltd. is registered as a charitable company limited by guarantee and was set up by a Memorandum of Association.

b. Methods of appointment or election of Trustees

The management of the Company is the responsibility of the Trustees who are elected and co-opted under the terms of the Articles of Association.

A resolution was passed at the Annual General Meeting (AGM) on the 13 November 2024, to amend the Memorandum and Articles of Association in relation to the appointment and retirement of trustees. Previously Trustees were elected to serve until the next Annual General Meeting (AGM), after which they must be re-elected. To provide the Charity with greater stability and consistency this has been changed as follows:

- A trustee shall remain in office for three years from the date of their appointment
- No trustee shall serve more than three consecutive years unless the trustees consider it would be in the best interests of the Charity for a particular trustee to continue to serve beyond that period and that Trustee is reappointed for a further period of two years
- No person may be appointed as a trustee who has served as a trustee for five years (whether on a consecutive basis or not) unless that person is re-elected on an annual basis

Similar changes were made to Trustee 'Officer' roles (such as Chair, Vice-chair) as follows:

- An Officer (such as Chair, Vice-chair and Treasurer) shall remain in office for three years from their date of appointment
- No Officer shall serve more than three consecutive years unless the trustees consider it would be in the best interests of the Charity for a particular Officer to continue to serve beyond that period and that Officer is reappointed for a further period of one year;

Trustees' Report (continued)
For the Year Ended 31 March 2025

- c) No person may be appointed as an Officer who has served as an Officer beyond four years (whether on a consecutive basis or not) and beyond this point will, by rotation, be re-elected as a Trustee
Richard Crisp retired from the Board in May 2025 and the Board welcomed Leysa Relf as a new Trustee.

c. Organisational structure and decision-making policies

The Board of Trustees administers the Charity. The board meets regularly, with additional sub-group meetings held if needed.

In November 2024, a Scheme of Delegation was established to detail the authorities the Board has delegated to committees, staff or volunteers under the powers of the Articles of Association. It also indicates where further details of the delegations may be found.

A Finance sub-committee was established in November 2025. Chaired by a Trustee, its purpose is to assist the Board and Senior Management Team in monitoring, assessing and mitigating financial risks that may affect the charity to achieve its objectives.

The CEO has responsibility for ensuring that the Charity delivers the services specified and that key performance indicators are met. The CEO, with support from the Senior Management Team, has overall responsibility for the day to day operational and support management of the Charity as well as ensuring departments continue to develop their skills and working practices in line with our mission.

d. Policies adopted for the induction and training of Trustees

The Charity, as of 31 March 2025 had a board of Trustees of 5 members, plus the CEO, Director of Finance and Services and Head of HR, Leisure & Partnerships (who is also Company Secretary). The Board meets regularly and is responsible for the strategic direction and policies of the charity. The Trustees are from a variety of professional backgrounds relevant to the work of the Charity. Full Trustee meetings were held bi-monthly over the year.

A scheme of delegation is in place and day-to-day responsibility for advising Trustees and assisting in compliance with all legal obligations and the provision of services rests with the CEO.

All Trustees give their time voluntarily and receive no benefits from the Charity. Any expenses reclaimed from the Charity will be declared in the notes to the accounts.

Due to the nature of the Charity's work, the Trustees seek to ensure that the needs of the service users are appropriately reflected through the diversity of the Trustee body. The Board of Trustees is a well-established team of committed individuals, with excellent knowledge and experience of the charity sector, together with wide ranging and highly specialised business skills and expertise, relevant to the Charity's needs. The 'Trustees skills and Experience matrix' is reviewed annually to ensure the Board remains appropriate and relevant for the needs of the charity.

To ensure each trustee remains familiar with the work of the charity, the impact it makes and the challenges to delivery, a Trustee engagement plan is in place and reviewed regularly. All Trustees are also encouraged to become involved in the services DHA provides and attend meetings and events throughout the year.

An induction pack is provided which details their role and responsibilities and new Trustees are mentored by existing board members.

e. Pay policy for key management personnel

Trustees' Report (continued)
For the Year Ended 31 March 2025

Remuneration for all personnel is reviewed annually for market conditions, cost of living and staff retention. The approach is to pay a fair salary to attract and retain skilled staff and leadership team. Trustees approve the total salary budget and CEO remuneration terms, the Senior Management Team agree the salaries for individual staff members.

All members of staff have an annual appraisal to review their performance, agree objectives for the year ahead and review their personal development plans to support them with the achievement of their individual career ambitions..

f. Related party relationships

There are no related party transactions during the reporting period.

At the start of every Trustee meeting all Trustees are required to disclose any conflicts of interest.

g. Financial risk management

DHA has a risk management strategy which comprises:

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

This process offers a crucial opportunity to evaluate potential problems, and to establish appropriate systems or procedures to mitigate the risk as necessary.

Trustees' Report (continued)
For the Year Ended 31 March 2025

The Trustees have assessed the major risks to which the Company is exposed, in particular those related to the operations and finances of the Company. The trustees are satisfied that systems and procedures are in place to mitigate our exposure to the major risks but are not complacent and continually seek to further develop the robustness of DHA's governance processes.

To support this a Risk sub-committee will be established in the coming year to assist the Board and Senior Management Team in monitoring, assessing and mitigating risks that may affect the charity to achieve its objectives. The Sub-Committee will ensure that robust risk management frameworks are in place and effectively implemented

Plans for future periods

DHA are committed to continue providing specialist Housing Support Advice and training programmes to help increase personal financial awareness and capability, reduce unemployment, promote social and financial inclusion.

We completed the review of our strategic direction during the year and are now focused on delivering the key strategic objectives. These include:

- Ensuring DHA's funding strategy remains effective in responding to increasing competition & complexity in funding applications.
- Ensuring DHA maintains a balanced income stream and is not overly dependent on a small number of funding relationships.
- Ensuring potential service users, funders and supporter in the communities DHA serves are aware of, and have easy access to our services.
- Developing DHA's data management capabilities to provide more effective and efficient insights into the impact the charity makes to the communities it serves
- Ensuring DHA's employee engagement activities continue to effectively support staff retention and recruitment
- Ensuring effective governance is maintained through a continuous improvement approach.
- Ensuring the safeguarding and wellbeing of all employees, service users and visitors.

Our key objectives for the coming year include:

- Developing DHAs funding strategy to ensure a balanced, stable income stream
- Extend access to DHA services in North Nottinghamshire.
 - Establish our new office in Mansfield
 - Open a new office in Ashfield
- Complete and implement the review of DHA's people strategy to ensure the charity remains an employer of choice

Environment and Sustainability

DHA remains committed to strong environment and sustainability practices, embedding them across its operations wherever possible.

Fundraising

DHA undertook no fundraising activity during the year and does not employ a fundraiser. We do on occasion make application for grants but these are formal applications from Constituted Awarding bodies.

Direct Help & Advice Ltd
(A company limited by guarantee)

Trustees' Report (continued)
For the Year Ended 31 March 2025

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' Report is approved has confirmed that:

- So far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- That Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Approved by order of the directors of the board of Trustees and signed on their behalf by:



N J Williams

Chair

Date: 11.11.25



P S Davies

Vice Chair

Statement of Trustees' responsibilities
For the Year Ended 31 March 2025

The Trustees (who are also the directors of the Company for the purposes of company law) are responsible for preparing the Trustees' report 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 . Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) 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 Company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the directors of the board of Trustees and signed on its behalf by:



N J Williams

Chair

Date: **11.11.25**



P S Davies

Vice Chair

Independent Auditor's Report to the Trustees of Direct Help & Advice Ltd

Opinion

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

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Independent Auditor's Report to the Trustees of Direct Help & Advice Ltd (continued)

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters in relation to which Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

Independent Auditor's Report to the Trustees of Direct Help & Advice Ltd (continued)

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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

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

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the senior statutory auditor ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charitable company through discussions with directors and other management, and from our commercial knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the financial reporting legislation, Companies Act 2006, Charities Act 2011, taxation legislation, anti-bribery, employment, and environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

Independent Auditor's Report to the Trustees of Direct Help & Advice Ltd (continued)

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the company's legal advisors.

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

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

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Independent Auditor's Report to the Trustees of Direct Help & Advice Ltd (continued)

Use of our report

This report is made solely to the charitable Company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable Company's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable Company and its trustees, as a body, for our audit work, for this report, or for the opinions we have formed.



Simon Hawkins (senior statutory auditor)

for and on behalf of

Dains Audit Limited

Statutory Auditor
Chartered Accountants
Suite 2, Albion House
2 Etruria Office Village
Etruria
Stoke on Trent
Staffordshire
ST1 5RQ

Date:

11.11.25

Direct Help & Advice Ltd
(A company limited by guarantee)

Statement of financial activities (incorporating income and expenditure account)
For the Year Ended 31 March 2025

		Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
	Note				
Income from:					
Donations and legacies	4	-	12,818	12,818	12,826
Charitable activities	5	113,735	1,063,039	1,176,774	1,027,076
Investments	6	-	48,166	48,166	42,375
Total income		113,735	1,124,023	1,237,758	1,082,277
Expenditure on:					
Charitable activities	7	113,735	1,028,573	1,142,308	1,058,619
Total expenditure		113,735	1,028,573	1,142,308	1,058,619
Net movement in funds		-	95,450	95,450	23,658
Reconciliation of funds:					
Total funds brought forward		-	1,226,237	1,226,237	1,202,579
Net movement in funds		-	95,450	95,450	23,658
Total funds carried forward		-	1,321,687	1,321,687	1,226,237

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 20 to 39 form part of these financial statements.

Direct Help & Advice Ltd
(A company limited by guarantee)

Balance Sheet
As at 31 March 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	12	1,045,096	1,038,503
		<u>1,045,096</u>	<u>1,038,503</u>
Current assets			
Debtors	13	405,199	401,203
Cash at bank and in hand		460,213	372,644
		<u>865,412</u>	<u>773,847</u>
Creditors: amounts falling due within one year	14	(172,579)	(135,921)
Net current assets		<u>692,833</u>	<u>637,926</u>
Total assets less current liabilities		<u>1,737,929</u>	<u>1,676,429</u>
Creditors: amounts falling due after more than one year	15	(416,242)	(450,192)
Total net assets		<u><u>1,321,687</u></u>	<u><u>1,226,237</u></u>
Charity funds			
Restricted funds	16	-	-
Unrestricted funds	16	1,321,687	1,226,237
Total funds		<u><u>1,321,687</u></u>	<u><u>1,226,237</u></u>

Registered number: 03495233

Direct Help & Advice Ltd

(A company limited by guarantee)

Balance Sheet (continued)

As at 31 March 2025

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

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

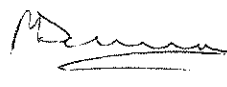
The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:



N J Williams

Chair

Date: 11.11.25



P S Davies

Vice Chair

The notes on pages 20 to 39 form part of these financial statements.

Direct Help & Advice Ltd
(A company limited by guarantee)

Statement of Cash Flows
For the Year Ended 31 March 2025

	2025	2024
	£	£
Cash flows from operating activities		
Net cash used in operating activities	119,335	(103,344)
Cash flows from investing activities		
Dividends, interests and rents from investments	48,166	42,375
Purchase of tangible fixed assets	(12,518)	(3,503)
Net cash provided by investing activities	35,648	38,872
Cash flows from financing activities		
Repayments of borrowing	(67,414)	(67,378)
Net cash used in financing activities	(67,414)	(67,378)
Change in cash and cash equivalents in the year	87,569	(131,850)
Cash and cash equivalents at the beginning of the year	372,644	504,494
Cash and cash equivalents at the end of the year	460,213	372,644

The notes on pages 20 to 39 form part of these financial statements

Notes to the Financial Statements
For the Year Ended 31 March 2025

1. General information

Direct Help & Advice Ltd is a charity registered in England and Wales and a private company limited by guarantee incorporated in England and Wales. The directors of the Company are the Trustees named on Page 1. In the event of the Company being wound up, the liability in respect of the guarantee is limited to £5 per director of the Company.

The Company's registered office is Pheonix Street, Derby, DE1 2ER.

The principal activity of the Company was prevent and alleviate homelessness, poverty, financial and housing difficulty and associated issues to ensure everyone has a decent, safe home, be financially stable, be healthy and participate in the local community.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements 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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Direct Help & Advice Ltd 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.

2. Accounting policies (continued)

2.2 Income

All income is recognised once the Company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Company has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Company, can be reliably measured.

Grants are included in the statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

2. Accounting policies (continued)

2.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Company's objectives, as well as any associated support costs.

2.4 Going concern

The Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For long term finance they rely on bank loans, as disclosed in notes 14 and 15. In assessing going concern they have assumed that these loans will be renewed as required for the foreseeable future and, on that basis, they continue to adopt the going concern basis of accounting in preparing the annual financial statements.

2.5 Tangible fixed assets and depreciation

Tangible fixed assets costing £5,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfall is between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of Financial Activities.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

Freehold property	- Not depreciated
Computer equipment	- 3 years straight line

2. Accounting policies (continued)

2.6 Revaluation of tangible fixed assets

The Company has adopted the revaluation model to revalue items of property, plant and equipment whose fair value can be measured reliably. The revaluations shall be made with sufficient regularity to ensure that the carrying amount does not differ materially from that which would be determined using fair value at the end of the reporting period.

The fair value of land and buildings is usually determined from market-based evidence by appraisal that is normally undertaken by professionally qualified valuers.

2.7 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Company; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.8 Debtors

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

2.9 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of 95 days or less from the date of acquisition or opening of the deposit or similar account.

2.10 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the statement of financial activities as a finance cost.

2.11 Financial instruments

The Company 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.

2. Accounting policies (continued)

2.12 Taxation

The Company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2.13 Pensions

The Company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Company to the fund in respect of the year.

2.14 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

3. Critical accounting estimates and areas of judgment

In the application of the Company's accounting policies, which are described in note 2, the Directors are required to make judgements, estimates and assumptions about the carrying amounts of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of revision and future periods if the revision affects both current and future periods.

Critical accounting estimates and assumptions:

Accrued Income

Accrued income is an amount that has been earned, there is a right to receive the amount, and it has not been recorded within the financial statements. Due to the nature of the revenue within the Company, work completed during the period will not yet have been received and therefore the Trustees are required to make assumptions regarding the recognition of this revenue and its recoverability.

Deferred Income

Deferred income is an amount that has been received and recorded within the financial statements but the conditions of the income have not yet been met. The Trustees are required to assess if the conditions of receipt of grant income have been met before revenue can be recognised within the financial statements.

Tangible fixed assets

Tangible fixed assets are depreciated over their useful life taking into account, where appropriate, residual values. Assessments of useful lives and residual values are performed annually, taking into account factors such as technological innovation, maintenance programmes, market information and management considerations. In assessing the residual values, the remaining life of the asset, its projected disposal value and future market conditions are taken into account. Detail on tangible fixed assets can be found in note 12.

Notes to the Financial Statements
For the Year Ended 31 March 2025

4. Income from donations and legacies

	Unrestricted funds 2025 £	Total funds 2025 £
Donations	683	683
Grants	12,135	12,135
	<u>12,818</u>	<u>12,818</u>
	<u><u>12,818</u></u>	<u><u>12,818</u></u>
	Unrestricted funds 2024 £	Total funds 2024 £
Donations	5,217	5,217
Grants	7,609	7,609
	<u>12,826</u>	<u>12,826</u>
	<u><u>12,826</u></u>	<u><u>12,826</u></u>

5. Income from charitable activities

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £
Legal Aid Agency	-	956,643	956,643
DCC Libraries	-	-	-
St Annes	-	-	-
Access to Justice Foundation	113,735	-	113,735
Maths multiply	-	57,160	57,160
Futures & UKSPF	-	27,236	27,236
Derbyshire County Council	-	22,000	22,000
	<u>113,735</u>	<u>1,063,039</u>	<u>1,176,774</u>
	<u><u>113,735</u></u>	<u><u>1,063,039</u></u>	<u><u>1,176,774</u></u>

Notes to the Financial Statements
For the Year Ended 31 March 2025

5. Income from charitable activities (continued)

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £
Legal Aid Agency	-	793,591	793,591
DCC Libraries	-	1,237	1,237
St Annes	-	18,035	18,035
Access to Justice Foundation	85,303	-	85,303
Maths multiply	-	106,910	106,910
Derbyshire County Council	-	22,000	22,000
	<u>85,303</u>	<u>941,773</u>	<u>1,027,076</u>

6. Investment income

	Unrestricted funds 2025 £	Total funds 2025 £
Rental income	35,274	35,274
Investment income	12,892	12,892
	<u>48,166</u>	<u>48,166</u>

	Unrestricted funds 2024 £	Total funds 2024 £
Rental income	32,856	32,856
Investment income	9,519	9,519
	<u>42,375</u>	<u>42,375</u>

Notes to the Financial Statements
For the Year Ended 31 March 2025

7. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total 2025 £
Charitable Activities	113,735	1,028,573	1,142,308

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total 2024 £
Charitable Activities	85,303	973,316	1,058,619

8. Analysis of expenditure by activities

	Activities undertaken directly 2025 £	Support costs 2025 £	Total funds 2025 £
Charitable Activities	684,932	457,376	1,142,308

	Activities undertaken directly 2024 £	Support costs 2024 £	Total funds 2024 £
Charitable Activities	679,384	379,235	1,058,619

Notes to the Financial Statements
For the Year Ended 31 March 2025

8. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Total funds 2025 £	Total funds 2024 £
Staff costs	648,352	664,743
Depreciation	5,925	-
Training delivery costs	3,549	5,512
Administrative expenses	27,106	9,129
	684,932	679,384

Analysis of support costs

	Total funds 2025 £	Total funds 2024 £
Staff costs	243,225	164,488
Office premises	71,896	98,462
Insurance	9,961	8,813
IT Support	46,396	23,973
Loan interest	28,481	30,459
Communications	24,850	25,344
Administrative expenses	31,839	14,487
Bad debts	(6,272)	5,809
Governance costs	7,000	7,400
	457,376	379,235

Notes to the Financial Statements
For the Year Ended 31 March 2025

9. Auditor's remuneration

	2025 £	2024 £
Fees payable to the Company's auditor for the audit of the Company's annual accounts	<u>7,350</u>	<u>7,000</u>

10. Staff costs

	2025 £	2024 £
Wages and salaries	786,312	728,506
Social security costs	69,065	59,599
Contribution to defined contribution pension schemes	36,200	41,126
	<u>891,577</u>	<u>829,231</u>

The average number of persons employed by the Company during the year was as follows:

	2025 No.	2024 No.
Advisors and administration	25	26
Central Management	3	3
	<u>28</u>	<u>29</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2025 No.	2024 No.
In the band £60,001 - £70,000	1	1

The total amount of employee benefits (including employer pension contributions) received by key management personnel for their services was £165,836 (2024: £164,488). The key management personnel of the charity consists of the Trustees and senior management team.

11. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2024 - £NIL).

Notes to the Financial Statements
For the Year Ended 31 March 2025

11. Trustees' remuneration and expenses (continued)

During the year ended 31 March 2025, no Trustee expenses have been incurred (2024 - £NIL).

12. Tangible fixed assets

	Freehold property £	Computer equipment £	Total £
Cost or valuation			
At 1 April 2024	1,035,000	147,835	1,182,835
Additions	-	12,518	12,518
	<u>1,035,000</u>	<u>160,353</u>	<u>1,195,353</u>
At 31 March 2025			
	<u>1,035,000</u>	<u>160,353</u>	<u>1,195,353</u>
Depreciation			
At 1 April 2024	-	144,332	144,332
Charge for the year	-	5,925	5,925
	<u>-</u>	<u>150,257</u>	<u>150,257</u>
At 31 March 2025			
	<u>-</u>	<u>150,257</u>	<u>150,257</u>
Net book value			
At 31 March 2025	<u>1,035,000</u>	<u>10,096</u>	<u>1,045,096</u>
At 31 March 2024	<u>1,035,000</u>	<u>3,503</u>	<u>1,038,503</u>

A valuation of freehold land and buildings was carried out on 11 February 2021 and 28 May 2021 by an external valuer, David Brown. These were valued at £1,035,000 on the basis of existing use. The Trustees believe that this valuation remains reasonable.

The Company has adopted a policy of revaluation for tangible fixed assets. Had these assets been measured at historic cost, the carrying values would have been as follows:

	2025 £	2024 £
Freehold property	<u>886,334</u>	<u>915,184</u>

Notes to the Financial Statements
For the Year Ended 31 March 2025

13. Debtors

	2025 £	2024 £
Due within one year		
Trade debtors	25,919	35,856
Other debtors	24,732	25,910
Prepayments and accrued income	354,548	339,437
	<u>405,199</u>	<u>401,203</u>

14. Creditors: Amounts falling due within one year

	2025 £	2024 £
Other loans	39,108	44,091
Trade creditors	24,727	8,351
Other taxation and social security	55,512	46,449
Other creditors	5,251	4,573
Accruals and deferred income	47,981	32,457
	<u>172,579</u>	<u>135,921</u>

Notes to the Financial Statements
For the Year Ended 31 March 2025

15. Creditors: Amounts falling due after more than one year

	2025 £	2024 £
Bank loans	<u>416,242</u>	<u>450,192</u>

The aggregate amount of liabilities payable or repayable wholly or in part more than five years after the reporting date is:

	2025 £	2024 £
Payable or repayable by instalments	<u>232,835</u>	<u>249,625</u>
	<u>232,835</u>	<u>249,625</u>

The Charity has 2 loans in place with the bank with rates of interest at 1% p.a. over base rate and they expire on 13 September 2031 and 22 January 2034.

The mortgages are secured on the freehold property owned by the Charity.

Notes to the Financial Statements
For the Year Ended 31 March 2025

16. Statement of funds

Statement of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2025 £
Unrestricted funds					
Designated funds					
Land and Buildings	540,717	-	-	38,933	579,650
Building repairs	-	-	-	65,000	65,000
	<u>540,717</u>	<u>-</u>	<u>-</u>	<u>103,933</u>	<u>644,650</u>
General funds					
General Funds	<u>685,520</u>	<u>1,124,023</u>	<u>(1,028,573)</u>	<u>(103,933)</u>	<u>677,037</u>
Total Unrestricted funds	<u>1,226,237</u>	<u>1,124,023</u>	<u>(1,028,573)</u>	<u>-</u>	<u>1,321,687</u>
Restricted funds					
Access to Justice	<u>-</u>	<u>113,735</u>	<u>(113,735)</u>	<u>-</u>	<u>-</u>
Total of funds	<u>1,226,237</u>	<u>1,237,758</u>	<u>(1,142,308)</u>	<u>-</u>	<u>1,321,687</u>

Notes to the Financial Statements
For the Year Ended 31 March 2025

16. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Unrestricted funds					
Designated funds					
Land and Buildings	503,798	-	-	36,919	540,717
General funds					
General Funds	698,781	995,737	(972,079)	(36,919)	685,520
DCC Libraries	-	1,237	(1,237)	-	-
	698,781	996,974	(973,316)	(36,919)	685,520
Total Unrestricted funds	1,202,579	996,974	(973,316)	-	1,226,237
Restricted funds					
Access to Justice	-	85,303	(85,303)	-	-
Total of funds	1,202,579	1,082,277	(1,058,619)	-	1,226,237

16. Statement of funds (continued)

Designated Funds

The designated fund relates to the net book value of the premises less the mortgage outstanding. This sum has been designated as the buildings are required to enable the Charity to meet its aims and objectives.

Building Repairs

As part of the charity's reserves policy, the Trustees have designated a Building Repair Fund to ensure that sufficient resources are available to meet the costs of essential maintenance, repairs, and improvements to the charity's premises. The fund has been established from unrestricted reserves and is reviewed annually to confirm that the level of designation remains appropriate. The Trustees consider this designation particularly prudent in view of ongoing major local building works, which may increase the need for remedial or protective maintenance in future years.

Restricted Funds

Access to Justice

To sustain and improve access to early social welfare and family legal support and advice, to enable users to resolve these problems as early as possible and avoid the need for court or tribunal proceedings where possible. Where court or tribunal proceedings are needed, the grant will provide the support needed to help people navigate the process effectively, including where support to prepare for court and at court is required.

17. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2025 £	Total funds 2025 £
Tangible fixed assets	1,045,096	1,045,096
Current assets	865,412	865,412
Creditors due within one year	(172,579)	(172,579)
Creditors due in more than one year	(416,242)	(416,242)
Total	1,321,687	1,321,687

Notes to the Financial Statements
For the Year Ended 31 March 2025

17. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Unrestricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	1,038,503	1,038,503
Current assets	773,847	773,847
Creditors due within one year	(135,921)	(135,921)
Creditors due in more than one year	(450,192)	(450,192)
Total	1,226,237	1,226,237

18. Reconciliation of net movement in funds to net cash flow from operating activities

	2025 £	2024 £
Net income for the year (as per Statement of Financial Activities)	95,450	23,658
Adjustments for:		
Depreciation charges	5,925	-
Interest	28,481	30,459
Dividends, interests and rents from investments	(48,166)	(42,375)
Increase in debtors	(3,996)	(73,829)
Increase/(decrease) in creditors	41,641	(41,257)
Net cash provided by/(used in) operating activities	119,335	(103,344)

Notes to the Financial Statements
For the Year Ended 31 March 2025

19. Analysis of cash and cash equivalents

	2025 £	2024 £
Cash in hand	460,213	372,644
Total cash and cash equivalents	460,213	372,644

20. Analysis of changes in net debt

	At 1 April 2024 £	Cash flows £	Other non- cash changes £	At 31 March 2025 £
Cash at bank and in hand	372,644	87,569	-	460,213
Debt due within 1 year	(44,091)	67,414	(62,431)	(39,108)
Debt due after 1 year	(450,192)	-	33,950	(416,242)
	(121,639)	154,983	(28,481)	4,863

21. Pension commitments

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £36,200 (2024 - £41,126). Contributions totalling £4,884 (2024 - £4,438) were payable to the fund at the balance sheet date and are included in creditors.

22. Operating lease commitments

At 31 March 2025 the Company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2025 £	2024 £
Not later than 1 year	9,745	10,468
Later than 1 year and not later than 5 years	18,639	28,384
	28,384	38,852

23. Related party transactions

The Company has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Company at 31 March 2025.

DIRECT HELP & ADVICE LTD.

England & Wales - Charity number 1073231

Accounts

Registered number: 03495233

Charity number: 1073231

Direct Help & Advice Ltd

Trustees' Report and Financial Statements

For the Year Ended 31 March 2024



Direct Help & Advice Ltd
(A company limited by guarantee)

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Direct Help & Advice Ltd
(A company limited by guarantee)

Reference and Administrative Details of the Company, its Trustees and Advisers
For the Year Ended 31 March 2024

Trustees	N J Williams, Chair P S Davies K T Mcgrath R J Crisp U Cameron (appointed 6 June 2023) S Bravery (resigned 12 September 2023, appointed 14 November 2023, resigned 15 May 2024) J E Seaman (resigned 14 November 2023)
Company registered number	03495233
Charity registered number	1073231
Registered office	Pheonix Street Derby Derbyshire DE1 2ER
Company secretary	S G Walker
Chief executive officer	K Cook
Independent auditor	Dains Audit Limited Statutory Auditor Suite 2, Albion House 2 Etruria Office Village Etruria Stoke on Trent Staffordshire St1 5RQ
Bankers	National Westminster Bank Plc 58 St Peters Street Derby DE1 1XL

Trustees' Report
For the Year Ended 31 March 2024

The trustees present their annual report together with the audited financial statements of the Company for the year 1 April 2023 to 31 March 2024.

The Annual Report serves the purposes of both a trustees' report and a directors' report under company law. The trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Company qualifies as small under section 382 of the Companies Act 2006, the Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Purpose and objectives

DHA is a charity that provides direct support to the people of Derbyshire and Nottinghamshire, as well as nationally through the Civil Legal Advice telephone advice helpline, to help them towards a positive future. DHA helps people to have a home, a job and be financially stable through expert legal advice, training and support with essential skills for life.

The trustees review the aims, objectives and activities of the charity each year. This report looks at what the charity has achieved, the outcomes of its work and the benefits to the people and communities it is set up to serve in the year ending 31 March 2024.

The review also helps ensure the charity's aims, objectives and activities remain focused on its stated purpose.

In setting objectives and planning for activities, the trustees referred to the general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

b. Strategies for achieving objectives

DHA protects and preserves legal rights, provides equal access to justice and seeks fairness and dignity for all our clients.

Our legal advice team offer a free, confidential specialist advice, advocacy and representation service, including the provision of immediate intervention, support and advice, for the most vulnerable and disadvantaged people within our communities.

We resolve legal issues and actively provide advice and assistance to prevent individuals and families losing their accommodation, including undertaking all necessary follow up work, negotiations with third parties and representation at Court.

DHA also offers accessible workshops, training and skills development to help individuals manage their personal finances effectively, reduce unemployment and promote social and financial inclusion. Including provision of accredited and non-accredited programmes from Community Learning, Sector training, soft skills development and volunteering opportunities to enable beneficiaries to increase their skills, knowledge and employability.

Trustees' Report (continued)
For the Year Ended 31 March 2024

DHA proactively seeks opportunities to work in partnership to protect local community services that support/enable the provision of DHA's advice and training within its core operating areas.

DHA remains open to opportunities that increase accessibility and widen support for its services.

c. Activities undertaken to achieve objectives

Face to Face - Clients coming into our centres needing help and advice

Telephone Advice - Clients assisted by DHA via the National Telephone Advice service

Training into Employment - Training programmes delivered to clients

Workshops - Helping individuals manage their personal finances effectively

Achievements and performance

a. Main achievements of the Charity

The amount of people using DHA legal advice and training services was 14,679, an increase of 35% (3,791 people) on the previous year, with 85% (12,477 people) having a positive outcome, again an increase on the previous year (81%).

We have again achieved a 98% customer satisfaction rating for both our Advice and Training/Community services (measured using internal & external surveys).

A special word about DHA's amazing volunteers. Thank you just doesn't feel anywhere near sufficient for the time they give, their passion, skills and experience to help make a positive difference to the lives of the people we support. We are so fortunate to have you in the DHA family.

The Charity's key financial performance indicators are the amount of income received from fundraising, grants and investments which remained in line with objectives.

b. Overview of activities

Advice services

During the year DHA received over 18,142 enquiries, an increase of 11% on the previous year (16,347 enquiries) and supported 14,679 people. Sadly funding limitations meant we were unable to directly support 3,463 people, but we were able to sign-post them to other organisations.

Of the 14,679 people helped, 13,543 used our Advice services, an increase of 39% on the previous year (9,752).

Of the 13,543 people who used our advice services, approximately 8,300 vulnerable individuals/families were at direct risk of losing their homes, including over 1,150 in Derby alone.

Training & Communities services

1,136 people used our Training and Community services during the year, the same as the previous year.

755 people attended our money management programmes to help them manage the effects of the cost of living increases. An additional benefit of the money management support is the positive impact it has on self-confidence and mental health.

Trustees' Report (continued)
For the Year Ended 31 March 2024

All of DHA's Training & Community Team are now qualified 'National Numeracy Champions', part of the Math's Multiply Programme which enables people to understand and use Maths in daily life, home, and work. This includes improving household finances, helping children with homework, making more sense of the stats and facts in the media, and numeracy in the work place.

98% of attendees improved their numeracy skills, felt better able to manage their finances, and reported improved wellbeing.

c. Factors relevant to achieve objectives

We are in the process of finalising DHA's strategy to provide the charity with a clear direction and plan to March 2027 and ensure it remains relevant and valued by the communities it serves. Adapting our funding strategy to ensure it remains appropriate, effective and efficient in an increasingly competitive and complex market is one of the key priorities.

Many of our services are dependent on Local Authority grants or funding. The current economic climate and financial status of the public sector presents a risk to current and future work funded by local authorities. This includes how we assist people who fall outside of Legal Aid criteria but have housing benefit issues, general disrepair, tenancy matters, and those with mortgage or rent arrears before a landlord or lender has initiated possession action.

This greatly restricts the number of people we can help. Our strategic funding review will look to address this issue by exploring alternative funding options to provide early intervention support and advice for these vulnerable people.

d. Fundraising activities and income generation

All DHA's income comes from Contracts and Grants, there were no fundraising activities during the year.

Financial review

a. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

b. Reserves policy

The reserves policy was reviewed by the Board in September 2023. DHA continues to work towards the objectives of the policy. The Board is satisfied the current level of Reserves held as at 31 March 2024, are adequate in respect of the Reserves growth plan.

c. Principal risks and uncertainties

The Board of Trustees routinely reviews the major risks to which the charity is exposed. DHA has a risk register in place and reviewed annually by trustees to ensure any emerging risks are captured and to monitor progress to mitigate existing identified risks.

Financial sustainability is the major risk for the Charity and is reviewed regularly. The review of our Funding strategy seeks to mitigate this risk by ensuring DHA has a balanced income stream rather than a large dependency on a small number of funding sources.

Trustees' Report (continued)
For the Year Ended 31 March 2024

Relationships with key funding sources are positive and closely managed and the charity operates an active financial management of trade debtors and creditors.

d. Financial risk management objectives and policies

Trustees are required to ensure that, while giving regard to the overall efficiency and continuity of operations to deliver the charitable objectives, the charitable funds and assets are:

- Used reasonably and only in furtherance of the Charity's objectives
- Avoid undertaking activities that might place the Charity's funds, assets or reputation at undue risk

Risk associated with specific activities are considered and reviewed, where possible mitigated and if deemed to be excessive, the activity not undertaken.

There is an annual financial planning cycle to ensure the Trustees have adequate information and time to review the budget and make recommendations for its approval. This is a key part of the trustees ability to satisfy themselves that they can discharge their governance duties, statutory responsibilities and ensure the solvency of the Charity.

There is a Business Continuity Plan in place in case of a major event affecting the day-to-day operations and resultant financial impact, alongside the risk register which is reviewed annually.

Structure, governance and management

a. Constitution

Direct Help & Advice Ltd. is registered as a charitable company limited by guarantee and was set up by a Memorandum of Association.

b. Methods of appointment or election of Trustees

The management of the Company is the responsibility of the Trustees who are elected and co-opted under the terms of the Articles of Association.

During the year Ursula Cameron was appointed as Trustee in June 2023.

c. Organisational structure and decision-making policies

The Board of Trustees administers the Charity. The board meets regularly, with additional sub-group meetings held if needed.

The CEO has responsibility for ensuring that the Charity delivers the services specified and that key performance indicators are met. The CEO, with support from the Senior Management Team, has overall responsibility for the day to day operational and support management of the Charity as well as ensuring departments continue to develop their skills and working practices in line with our mission.

d. Policies adopted for the induction and training of Trustees

The Charity, as of 31 March 2024 had a board of Trustees of 6 members, plus the CEO, Director of Finance and Services and Head of HR, Leisure & Partnerships (who is also Company Secretary). The Board meets regularly and is responsible for the strategic direction and policies of the charity. The Trustees are from a variety of professional backgrounds relevant to the work of the Charity. Full Trustee meetings were held bi-monthly over the year.

A scheme of delegation is in place and day-to-day responsibility for advising Trustees and assisting in compliance with all legal obligations and the provision of services rests with the CEO.

Trustees' Report (continued)
For the Year Ended 31 March 2024

Under the requirements of the Memorandum and Articles of Association, Trustees are currently elected to serve until the next Annual General Meeting (AGM), after which they must be re-elected. This is under review and a proposal to extend the Trustee service term will be submitted for discussion at the forthcoming AGM. The aim is to provide the Charity with greater stability and consistency. All Trustees give their time voluntarily and receive no benefits from the Charity. Any expenses reclaimed from the Charity will be declared in the notes to the accounts.

Due to the nature of the Charity's work, the Trustees seek to ensure that the needs of the service users are appropriately reflected through the diversity of the Trustee body. The Board of Trustees is a well-established team of committed individuals, with excellent knowledge and experience of the charity sector, together with wide ranging and highly specialised business skills and expertise, relevant to the Charity's needs. The 'Trustees skills and Experience matrix' is reviewed annually to ensure the Board remains appropriate and relevant for the needs of the charity.

To ensure each trustee remains familiar with the work of the charity, the impact it makes and the challenges to delivery, a Trustee engagement plan is in place and reviewed regularly. All Trustees are also encouraged to become involved in the services DHA provides and attend meetings and events throughout the year.

Trustees are invited and encouraged to attend meetings and events to familiarise themselves with the Charity and the context within which it operates. An induction pack is provided which details their role and responsibilities, new Trustees are mentored by existing board members.

e. Pay policy for key management personnel

Remuneration for all personnel is reviewed annually for market conditions, cost of living and staff retention. The approach is to pay a fair salary to attract and retain skilled staff and leadership team. Trustees approve the total salary budget and CEO remuneration terms, the Senior Management Team agree the salaries for individual staff members.

During the year, as part of the three-year cycle, the CEO job description and remuneration package was independently benchmarked and reviewed by the Board with a full review of the remuneration terms for all roles is underway.

All members of staff have an annual appraisal to review their performance, agree objectives for the year ahead and review their personal development plans to support them with the achievement of their individual career ambitions.

f. Related party relationships

There are no related party transactions during the reporting period.

At the start of every Trustee meeting all Trustees are required to disclose any conflicts of interest.

g. Financial risk management

DHA has a risk management strategy which comprises:

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

This process offers a crucial opportunity to evaluate potential problems, and to establish appropriate systems or procedures to mitigate the risk as necessary.

Trustees' Report (continued)
For the Year Ended 31 March 2024

The Trustees have assessed the major risks to which the Company is exposed, in particular those related to the operations and finances of the Company. The trustees are satisfied that systems and procedures are in place to mitigate our exposure to the major risks but are not complacent and continually seek to further develop the robustness of DHA's governance processes.

Plans for future periods

DHA are committed to continue providing specialist Housing Support Advice and training programmes to help increase personal financial awareness and capability, reduce unemployment, promote social and financial inclusion.

Review of DHA's Strategic Direction. We are well advanced with the review of our strategic direction and expect to complete this important exercise before the AGM. In particular the review seeks:

- To ensure that DHA's services and operations remain relevant and appropriate for the communities we serve
- To ensure DHA's funding strategy is well placed to address, effectively and efficiently, to the increasing competition & complexity with Funding applications.
- To ensure DHA maintains a balanced income stream and is not overly dependent on a small number of funding relationships.
- To ensure potential service users, funders and supporter in the communities DHA serves are aware of, and have easy access to our services.
- To continue to develop DHA's data management capabilities to provide more effective and efficient insights into the impact the charity makes to the communities it serves
- To ensure DHA's employee engagement activities continue to effectively support staff retention and recruitment
- To ensure effective governance is maintained through a continuous improvement approach. This includes a review of DHA's Governance framework.
- To ensure safeguarding and wellbeing of all employees, service users and visitors

Our key objectives for the coming year include:

- **Extend access to DHA services in North Nottinghamshire.** As part of our plan to extend the reach of and access to DHA services, we will open a new Office in Mansfield, initially for Advice services, with a further new Office in North Nottinghamshire due to be opened within 24 months.
- **Complete the review of DHA's Governance framework**
- **Complete and implement the review of DHA's people strategy** to ensure DHA remains an employer of choice

Environment and Sustainability

DHA supports good environment and sustainability practices and has taken steps to reduce our carbon emissions and become carbon-neutral. In the last year this includes:

- Upgraded all our lighting with sustainable low energy LED bulbs to minimise energy consumption, associated carbon emissions, heat emissions and light pollution.
- Upgraded all radiators with individual, energy efficient, thermostats to reduce energy wastage.

Fundraising

DHA undertook no fundraising activity during the year and does not employ a fundraiser. We do on occasion make application for grants but these are formal applications from Constituted Awarding bodies.

Direct Help & Advice Ltd
(A company limited by guarantee)

Trustees' Report (continued)
For the Year Ended 31 March 2024

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' Report is approved has confirmed that:

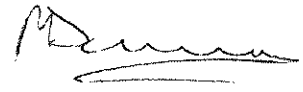
- So far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- That Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Approved by order of the directors of the board of Trustees and signed on their behalf by:

N J Williams
Chair
Date:


15.11.24

P S Davies
Vice Chair



Direct Help & Advice Ltd
(A company limited by guarantee)

Statement of Trustees' responsibilities
For the Year Ended 31 March 2024

The Trustees (who are also the directors of the Company for the purposes of company law) are responsible for preparing the Trustees' report 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. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) 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 Company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

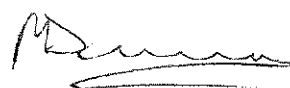
Approved by order of the directors of the board of Trustees and signed on its behalf by:

N J Williams
Chair
Date:



15.11.24

P S Davies
Vice Chair



Independent Auditor's Report to the Trustees of Direct Help & Advice Ltd

Opinion

We have audited the financial statements of Direct Help & Advice Ltd (the 'charitable company') for the year ended 31 March 2024 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Independent Auditor's Report to the Trustees of Direct Help & Advice Ltd (continued)

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters in relation to which Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

Independent Auditor's Report to the Trustees of Direct Help & Advice Ltd (continued)

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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

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

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the senior statutory auditor ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charitable company through discussions with directors and other management, and from our commercial knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the financial reporting legislation, Companies Act 2006, Charities Act 2022, taxation legislation, anti-bribery, employment, and environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

Independent Auditor's Report to the Trustees of Direct Help & Advice Ltd (continued)

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the company's legal advisors.

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

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

Direct Help & Advice Ltd
(A company limited by guarantee)

Independent Auditor's Report to the Trustees of Direct Help & Advice Ltd (continued)

Use of our report

This report is made solely to the charitable Company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable Company's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable Company and its trustees, as a body, for our audit work, for this report, or for the opinions we have formed.



Simon Hawkins (senior statutory auditor)

for and on behalf of

Dains Audit Limited

Statutory Auditor
Chartered Accountants
Suite 2, Albion House
2 Etruria Office Village
Etruria
Stoke on Trent
Staffordshire
St1 5RQ

Date: 15-11-26

Direct Help & Advice Ltd
(A company limited by guarantee)

Statement of financial activities (incorporating income and expenditure account)
For the Year Ended 31 March 2024

	Note	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Income from:					
Donations and legacies	4	-	12,826	12,826	51,588
Charitable activities	5	85,303	941,773	1,027,076	1,459,284
Investments	6	-	42,375	42,375	34,467
Total income		85,303	996,974	1,082,277	1,545,339
Expenditure on:					
Charitable activities	7	85,303	973,316	1,058,619	1,372,662
Total expenditure		85,303	973,316	1,058,619	1,372,662
Net movement in funds		-	23,658	23,658	172,677
Reconciliation of funds:					
Total funds brought forward		-	1,202,579	1,202,579	1,029,902
Net movement in funds		-	23,658	23,658	172,677
Total funds carried forward		-	1,226,237	1,226,237	1,202,579

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 19 to 38 form part of these financial statements.

Direct Help & Advice Ltd
(A company limited by guarantee)

Balance Sheet
As at 31 March 2024
Registered number: 03495233

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	12	1,038,503	1,035,000
		<u>1,038,503</u>	<u>1,035,000</u>
Current assets			
Debtors	13	401,203	327,374
Cash at bank and in hand		372,644	504,494
		<u>773,847</u>	<u>831,868</u>
Creditors: amounts falling due within one year	14	(135,921)	(179,768)
Net current assets		<u>637,926</u>	<u>652,100</u>
Total assets less current liabilities		<u>1,676,429</u>	<u>1,687,100</u>
Creditors: amounts falling due after more than one year	15	(450,192)	(484,521)
Total net assets		<u><u>1,226,237</u></u>	<u><u>1,202,579</u></u>
Charity funds			
Restricted funds	16	-	-
Unrestricted funds	16	1,226,237	1,202,579
Total funds		<u><u>1,226,237</u></u>	<u><u>1,202,579</u></u>

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

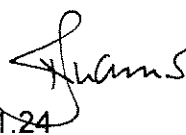
The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

Direct Help & Advice Ltd
(A company limited by guarantee)

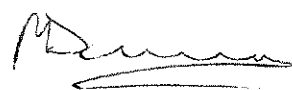
Balance Sheet (continued)
As at 31 March 2024
Registered number: 03495233

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

N J Williams
Chair
Date:


15.11.24

P S Davies
Vice Chair



The notes on pages 19 to 38 form part of these financial statements.

Direct Help & Advice Ltd
(A company limited by guarantee)

Statement of Cash Flows
For the Year Ended 31 March 2024

	2024	2023
	£	£
Cash flows from operating activities		
Net cash used in operating activities	(103,344)	98,230
Cash flows from investing activities		
Dividends, interests and rents from investments	42,375	34,467
Purchase of tangible fixed assets	(3,503)	-
Net cash provided by investing activities	38,872	34,467
Cash flows from financing activities		
Repayments of borrowing	(67,378)	(58,886)
Net cash used in financing activities	(67,378)	(58,886)
Change in cash and cash equivalents in the year	(131,850)	73,811
Cash and cash equivalents at the beginning of the year	504,494	430,683
Cash and cash equivalents at the end of the year	372,644	504,494

The notes on pages 19 to 38 form part of these financial statements

1. General information

Direct Help & Advice Ltd is a charity registered in England and Wales and a private company limited by guarantee incorporated in England and Wales. The directors of the Company are the Trustees named on Page 1. In the event of the Company being wound up, the liability in respect of the guarantee is limited to £5 per director of the Company.

The Company's registered office is Pheonix Street, Derby, DE1 2ER.

The principal activity of the Company was prevent and alleviate homelessness, poverty, financial and housing difficulty and associated issues to ensure everyone has a decent, safe home, be financially stable, be healthy and participate in the local community.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements 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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Direct Help & Advice Ltd 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.

2. Accounting policies (continued)

2.2 Income

All income is recognised once the Company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Company has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Company, can be reliably measured.

Grants are included in the statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Notes to the Financial Statements
For the Year Ended 31 March 2024

2. Accounting policies (continued)

2.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Company's objectives, as well as any associated support costs.

2.4 Going concern

The Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For long term finance they rely on bank loans, as disclosed in notes 14 and 15. In assessing going concern they have assumed that these loans will be renewed as required for the foreseeable future and, on that basis, they continue to adopt the going concern basis of accounting in preparing the annual financial statements.

2.5 Tangible fixed assets and depreciation

Tangible fixed assets costing £5,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfall is between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of Financial Activities.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

Freehold property	- Not depreciated
Computer equipment	- 3 years straight line

2. Accounting policies (continued)

2.6 Revaluation of tangible fixed assets

The Company has adopted the revaluation model to revalue items of property, plant and equipment whose fair value can be measured reliably. The revaluations shall be made with sufficient regularity to ensure that the carrying amount does not differ materially from that which would be determined using fair value at the end of the reporting period.

The fair value of land and buildings is usually determined from market-based evidence by appraisal that is normally undertaken by professionally qualified valuers.

2.7 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Company; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.8 Debtors

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

2.9 Cash at bank and in hand

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

2.10 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the statement of financial activities as a finance cost.

2.11 Financial instruments

The Company 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.

2. Accounting policies (continued)

2.12 Taxation

The Company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2.13 Pensions

The Company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Company to the fund in respect of the year.

2.14 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

3. Critical accounting estimates and areas of judgment

In the application of the Company's accounting policies, which are described in note 2, the Directors are required to make judgements, estimates and assumptions about the carrying amounts of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of revision and future periods if the revision affects both current and future periods.

Critical accounting estimates and assumptions:

Accrued Income

Accrued income is an amount that has been earned, there is a right to receive the amount, and it has not been recorded within the financial statements. Due to the nature of the revenue within the Company, work completed during the period will not yet have been received and therefore the Trustees are required to make assumptions regarding the recognition of this revenue and its recoverability.

Deferred Income

Deferred income is an amount that has been received and recorded within the financial statements but the conditions of the income have not yet been met. The Trustees are required to assess if the conditions of receipt of grant income have been met before revenue can be recognised within the financial statements.

Tangible fixed assets

Tangible fixed assets are depreciated over their useful life taking into account, where appropriate, residual values. Assessments of useful lives and residual values are performed annually, taking into account factors such as technological innovation, maintenance programmes, market information and management considerations. In assessing the residual values, the remaining life of the asset, its projected disposal value and future market conditions are taken into account. Detail on tangible fixed assets can be found in note 12.

Notes to the Financial Statements
For the Year Ended 31 March 2024

4. Income from donations and legacies

	Unrestricted funds 2024 £	Total funds 2024 £
Donations	5,217	5,217
Grants	7,609	7,609
	12,826	12,826

	Unrestricted funds 2023 £	Total funds 2023 £
Donations	19,328	19,328
Grants	32,260	32,260
	51,588	51,588

Notes to the Financial Statements
For the Year Ended 31 March 2024

5. Income from charitable activities

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £
Legal Aid Agency	-	793,591	793,591
DCC Libraries	-	1,237	1,237
St Annes	-	18,035	18,035
Help Through Crisis	-	-	-
Enable	-	-	-
Nottingham City Council	-	-	-
Access to Justice Foundation	85,303	-	85,303
Maths multiply	-	106,910	106,910
Ground Works	-	-	-
Derbyshire County Council	-	22,000	22,000
Inspire	-	-	-
	<u>85,303</u>	<u>941,773</u>	<u>1,027,076</u>

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £
Legal Aid Agency	-	506,451	506,451
DCC Libraries	-	333,558	333,558
St Annes	-	59,377	59,377
Help Through Crisis	6,432	-	6,432
Enable	-	25,559	25,559
Nottingham City Council	-	2,812	2,812
Ground Works	-	373,298	373,298
Derbyshire County Council	-	66,002	66,002
Inspire	-	85,795	85,795
	<u>6,432</u>	<u>1,452,852</u>	<u>1,459,284</u>

Notes to the Financial Statements
For the Year Ended 31 March 2024

6. Investment income

	Unrestricted funds 2024 £	Total funds 2024 £
Rental income	32,856	32,856
Investment income	9,519	9,519
	<u>42,375</u>	<u>42,375</u>
	Unrestricted funds 2023 £	Total funds 2023 £
Rental income	32,856	32,856
Investment income	1,611	1,611
	<u>34,467</u>	<u>34,467</u>

7. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total 2024 £
Charitable Activities	<u>85,303</u>	<u>973,316</u>	<u>1,058,619</u>

Notes to the Financial Statements
For the Year Ended 31 March 2024

7. Analysis of expenditure on charitable activities (continued)

Summary by fund type (continued)

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total 2023 £
Charitable Activities	6,432	1,366,230	1,372,662

8. Analysis of expenditure by activities

	Activities undertaken directly 2024 £	Support costs 2024 £	Total funds 2024 £
Charitable Activities	679,384	379,235	1,058,619

	Activities undertaken directly 2023 £	Support costs 2023 £	Total funds 2023 £
Charitable Activities	1,054,854	317,808	1,372,662

Direct Help & Advice Ltd
(A company limited by guarantee)

Notes to the Financial Statements
For the Year Ended 31 March 2024

8. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Total funds 2024 £	Total funds 2023 £
Staff costs	664,743	912,082
Office premises	-	14,891
Training delivery costs	5,512	50,337
Administrative expenses	9,129	77,544
	679,384	1,054,854

Analysis of support costs

	Total funds 2024 £	Total funds 2023 £
Staff costs	164,488	149,322
Office premises	98,462	64,558
Insurance	8,813	8,955
IT Support	23,973	31,976
Loan interest	30,459	16,620
Communications	25,344	25,060
Administrative expenses	14,487	18,848
Bad debts	5,809	(3,906)
Governance costs	7,400	6,375
	379,235	317,808

Notes to the Financial Statements
For the Year Ended 31 March 2024

9. Auditor's remuneration

	2024 £	2023 £
Fees payable to the Company's auditor for the audit of the Company's annual accounts	7,000	5,250
Fees payable to the Company's auditor in respect of: All non-audit services not included above	-	400
	<u>7,000</u>	<u>5,650</u>

10. Staff costs

	2024 £	2023 £
Wages and salaries	728,506	943,572
Social security costs	59,599	73,066
Contribution to defined contribution pension schemes	41,126	44,766
	<u>829,231</u>	<u>1,061,404</u>

The average number of persons employed by the Company during the year was as follows:

	2024 No.	2023 No.
Advisors and administration	26	43
Central Management	3	3
	<u>29</u>	<u>46</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2024 No.	2023 No.
In the band £60,001 - £70,000	1	-

The total amount of employee benefits (including employer pension contributions) received by key management personnel for their services was £164,488 (2023 - £149,322). The key management personnel of the charity consists of the Trustees and senior management team.

Notes to the Financial Statements
For the Year Ended 31 March 2024

11. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2023 - £NIL).

During the year ended 31 March 2024, no Trustee expenses have been incurred (2023 - £NIL).

12. Tangible fixed assets

	Freehold property £	Computer equipment £	Total £
Cost or valuation			
At 1 April 2023	1,035,000	144,332	1,179,332
Additions	-	3,503	3,503
	<u>1,035,000</u>	<u>147,835</u>	<u>1,182,835</u>
At 31 March 2024			
	<u>1,035,000</u>	<u>147,835</u>	<u>1,182,835</u>
Depreciation			
At 1 April 2023	-	144,332	144,332
	<u>-</u>	<u>144,332</u>	<u>144,332</u>
At 31 March 2024	-	144,332	144,332
	<u>-</u>	<u>144,332</u>	<u>144,332</u>
Net book value			
At 31 March 2024	<u>1,035,000</u>	<u>3,503</u>	<u>1,038,503</u>
At 31 March 2023	<u>1,035,000</u>	<u>-</u>	<u>1,035,000</u>

A valuation of freehold land and buildings was carried out on 11 February 2021 and 28 May 2021 by an external valuer, David Brown. These were valued at £1,035,000 on the basis of existing use. The Trustees believe that this valuation remains reasonable.

The Company has adopted a policy of revaluation for tangible fixed assets. Had these assets been measured at historic cost, the carrying values would have been as follows:

	2024 £	2023 £
Freehold property	<u>915,184</u>	<u>944,034</u>

Notes to the Financial Statements
For the Year Ended 31 March 2024

13. Debtors

	2024 £	2023 £
Due within one year		
Trade debtors	35,856	81,224
Other debtors	25,910	17,359
Prepayments and accrued income	339,437	228,791
	<u>401,203</u>	<u>327,374</u>

14. Creditors: Amounts falling due within one year

	2024 £	2023 £
Other loans	44,091	46,681
Trade creditors	8,351	46,944
Other taxation and social security	46,449	29,618
Other creditors	4,573	101
Accruals and deferred income	32,457	56,424
	<u>135,921</u>	<u>179,768</u>
	2024 £	2023 £
Deferred income at 1 April 2023	34,724	14,835
Resources deferred during the year	-	34,724
Amounts released from previous periods	(34,724)	(14,835)
	<u>-</u>	<u>34,724</u>

As at the balance sheet date the charitable company was holding funds relating to income received in advance of the 2024/25 financial year.

The mortgages are secured on the freehold property owned by the Charity.

Direct Help & Advice Ltd
(A company limited by guarantee)

Notes to the Financial Statements
For the Year Ended 31 March 2024

15. Creditors: Amounts falling due after more than one year

	2024	2023
	£	£
Bank loans	<u>450,192</u>	<u>484,521</u>

The aggregate amount of liabilities payable or repayable wholly or in part more than five years after the reporting date is:

	2024	2023
	£	£
Payable or repayable by instalments	<u>249,625</u>	<u>277,963</u>
	<u>249,625</u>	<u>277,963</u>

The Charity has 2 loans in place with the bank with rates of interest at 1% p.a. over base rate and they expire on 13 September 2031 and 22 January 2034.

The mortgages are secured on the freehold property owned by the Charity.

Notes to the Financial Statements
For the Year Ended 31 March 2024

16. Statement of funds

Statement of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Unrestricted funds					
Designated funds					
Land and Buildings	503,798	-	-	36,919	540,717
General funds					
General Funds	698,781	995,737	(972,079)	(36,919)	685,520
DCC Libraries	-	1,237	(1,237)	-	-
	698,781	996,974	(973,316)	(36,919)	685,520
Total Unrestricted funds	1,202,579	996,974	(973,316)	-	1,226,237
Restricted funds					
Access to Justice	-	85,303	(85,303)	-	-
Total of funds	1,202,579	1,082,277	(1,058,619)	-	1,226,237

Notes to the Financial Statements
For the Year Ended 31 March 2024

16. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Unrestricted funds					
Designated funds					
Land and Buildings	461,534	-	-	42,264	503,798
General funds					
General Funds	568,368	1,205,349	(1,032,672)	(42,264)	698,781
DCC Libraries	-	333,558	(333,558)	-	-
	568,368	1,538,907	(1,366,230)	(42,264)	698,781
Total Unrestricted funds	1,029,902	1,538,907	(1,366,230)	-	1,202,579
Restricted funds					
Help through crisis	-	6,432	(6,432)	-	-
Total of funds	1,029,902	1,545,339	(1,372,662)	-	1,202,579

Notes to the Financial Statements
For the Year Ended 31 March 2024

16. Statement of funds (continued)

Designated Funds

The designated fund relates to the net book value of the premises less the mortgage outstanding. This sum has been designated as the buildings are required to enable the Charity to meet its aims and objectives.

Restricted Funds

Help through Crisis

To support people whose first language is not English who are experiencing a hardship crisis in areas such as homelessness, financial hardship, family breakdown and employment issues.

Access to Justice

To sustain and improve access to early social welfare and family legal support and advice, to enable users to resolve these problems as early as possible and avoid the need for court or tribunal proceedings where possible. Where court or tribunal proceedings are needed, the grant will provide the support needed to help people navigate the process effectively, including where support to prepare for court and at court is required.

17. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Unrestricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	1,038,503	1,038,503
Current assets	773,847	773,847
Creditors due within one year	(135,921)	(135,921)
Creditors due in more than one year	(450,192)	(450,192)
Total	1,226,237	1,226,237

Notes to the Financial Statements
For the Year Ended 31 March 2024

17. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior period

	Unrestricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	1,035,000	1,035,000
Current assets	831,868	831,868
Creditors due within one year	(179,768)	(179,768)
Creditors due in more than one year	(484,521)	(484,521)
Total	1,202,579	1,202,579

18. Reconciliation of net movement in funds to net cash flow from operating activities

	2024 £	2023 £
Net income for the period (as per Statement of Financial Activities)	23,658	172,677
Adjustments for:		
Interest	30,459	16,620
Dividends, interests and rents from investments	(42,375)	(34,467)
Increase in debtors	(73,829)	(63,214)
Increase/(decrease) in creditors	(41,257)	6,614
Net cash provided by/(used in) operating activities	(103,344)	98,230

19. Analysis of cash and cash equivalents

	2024 £	2023 £
Cash in hand	372,644	504,494
Total cash and cash equivalents	372,644	504,494

Notes to the Financial Statements
For the Year Ended 31 March 2024

20. Analysis of changes in net debt

	At 1 April 2023	Cash flows	Other non- cash changes	At 31 March 2024
	£	£	£	£
Cash at bank and in hand	504,494	(131,850)	-	372,644
Debt due within 1 year	(46,681)	67,480	(64,890)	(44,091)
Debt due after 1 year	(484,521)	-	34,329	(450,192)
	<u>(26,708)</u>	<u>(64,370)</u>	<u>(30,561)</u>	<u>(121,639)</u>

21. Pension commitments

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £41,126 (2023 - £44,766). Contributions totalling £4,438 (2023 - £Nil) were payable to the fund at the balance sheet date and are included in creditors.

22. Operating lease commitments

At 31 March 2024 the Company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2024 £	2023 £
Not later than 1 year	10,468	7,561
Later than 1 year and not later than 5 years	28,384	4,237
	<u>38,852</u>	<u>11,798</u>

23. Related party transactions

The Company has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Company at 31 March 2024.

DIRECT HELP & ADVICE LTD.

England & Wales - Charity number 1073231

Accounts

Direct Help & Advice Ltd.

Trustees' Report and Financial Statements

For the Year Ended 31 March 2023

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Direct Help & Advice Ltd.
(A Company Limited by Guarantee)

Reference and Administrative Details of the Company, its Trustees and Advisers
For the Year Ended 31 March 2023

Trustees

N J Williams, Chair
J E Seaman
S Bravery
P S Davies
K T Mcgrath
R J Crisp (appointed 22 December 2022)
A W Deighton (resigned 8 September 2022)
A W J Cartwright (resigned 12 September 2022)
U Cameron (appointed 6 June 2023)

Company registered number

03495233

Charity registered number

1073231

Registered office

Phoenix Street
Derby
Derbyshire
DE1 2ER

Company secretary

S G Walker

Chief executive officer

K Cook

Independent auditors

Dains Audit Limited
Statutory Auditor
Suite 2, Albion House
2 Etruria Office Village
Forge Lane
Stoke on Trent
ST1 5RQ

Bankers

National Westminster Bank Plc
58 St Peters Street
Derby
DE1 1XL

Trustees' Report
For the Year Ended 31 March 2023

The Trustees present their annual report together with the audited financial statements of the Company for the year 1 April 2022 to 31 March 2023. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Company qualifies as small under section 382 of the Companies Act 2006, the Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Purpose and objectives

DHA is a charity that provides direct support to the people of Derbyshire and Nottinghamshire, as well as nationally through the Civil Legal Advice telephone advice helpline, to help them towards a positive future. DHA helps people to have a home, a job and be financially stable through expert legal advice, training and support with essential skills for life.

The trustees review the aims, objectives and activities of the charity each year. This report looks at what the charity has achieved, the outcomes of its work and the benefits to the people and communities it is set up to serve in the year ending 31 March 2023.

The review also helps ensure the charity's aims, objectives and activities remain focused on its stated purpose.

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

Trustees' Report (continued)
For the Year Ended 31 March 2023

Objectives and activities (continued)

b. Strategies for achieving objectives

DHA protects and preserves legal rights, provides equal access to justice and seeks fairness and dignity for all our clients.

Our legal advice team offer a free, confidential specialist advice, advocacy and representation service, including the provision of immediate intervention, support and advice, for the most vulnerable and disadvantaged people within our communities.

We resolve legal issues and actively provide advice and assistance to prevent individuals and families losing their accommodation, including undertaking all necessary follow up work, negotiations with third parties and representation at Court.

DHA also offers accessible training and skills development to help reduce unemployment and promote social and financial inclusion. Including provision of accredited and non-accredited programmes from Community Learning, Sector training, soft skills development and volunteering opportunities to enable beneficiaries to increase their skills, knowledge and employability.

DHA proactively seeks opportunities to work in partnership to protect local community services that support/enable the provision of DHA's advice and training within its core operating areas. During the year we managed and ran 10 of Derby City Libraries as Community Managed Libraries. Sadly, due to insufficient funding, DHA withdrew from this service on 31 March 2023.

DHA remains open to opportunities that increase accessibility and widen support its services, including Community Managed Library services.

c. Activities undertaken to achieve objectives

Face to Face - Clients coming into our service centres needing help and advice
Telephone Advice - Clients assisted by DHA via the National Telephone Advice service
Training into Employment - Training programmes delivered to clients
Employment - Assisting unemployed people into jobs
Volunteers engaging on activities

Achievements and performance

a. Main achievements of the Company

The amount of people using DHA legal advice and training services was 10,888, an increase of 67% (4,380 people) on the previous year, with 81% (8,819 people) having a positive outcome.

We achieved a 98% customer satisfaction rating for people using our legal aid services and 53% of people attending our Employment programmes gained employment.

The support from DHA's amazing volunteers remains as strong as ever with over 110 people giving their time, passion, skills and experience to helping DHA deliver its services.

The Charity's key financial performance indicators are the amount of income received from fundraising, grants and investments which remained in line with objectives.

Trustees' Report (continued)
For the Year Ended 31 March 2023

Achievements and performance (continued)

b. Overview of activities

During the year DHA received over 16,347 enquiries and supported 10,888 people. Sadly funding limitations meant we were unable to support 5,459 people.

Of the 10,888 people helped, 9,752 used our Advice services with 1,136 using our Training and Community services.

To provide an insight of the impact of DHA's work, our Derby Office directly assisted approximately 1,000 vulnerable individuals/families who were at direct risk of losing their homes within the Derby City region alone.

c. Factors relevant to achieve objectives

We are in the process of reviewing DHA's strategy to provide a clear direction and plan for the period April 2024 to March 2027 to ensure the charity remains relevant and valued by the communities it serves. One of the main priorities of the review is to develop and adapt our funding strategy to ensure it remains appropriate, effective and efficient in an increasingly competitive and complex market.

In addition, the recent Legal Aid Reforms saw the withdrawal of funding to provide early intervention advice and assistance to vulnerable people. This currently prevents us from assisting people with housing benefit issues, general disrepair, tenancy matters, and also those with mortgage or rent arrears before a landlord or lender has initiated possession action.

Many of our services are dependent on Local Authority grants or funding. The current economic climate and financial status of the public sector presents a risk to current and future work funded by local authorities. This greatly restricts the number of people we can help. Our strategic funding review will look to address this issue by exploring alternative funding options to provide early intervention support and advice for these vulnerable people.

d. Fundraising activities and income generation

A huge thank you to all our funders. Your support enabled DHA to support 10,888 people throughout the last year, thank you.

Financial review

a. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies..

b. Reserves policy

The reserves policy is reviewed annually by the trustees. DHA has an aspiration to hold sufficient liquid reserves to meet the annual core expenditure costs, currently c£1m, to enable the charity to absorb any adverse fluctuations in funding income or unexpected outgoings. DHA continues to make good progress towards this objective.

Trustees' Report (continued)
For the Year Ended 31 March 2023

c. Principal risks and uncertainties

The Board of Trustees routinely reviews the major risks to which the charity is exposed. DHA has a risk register in place and reviewed annually by trustees to ensure any emerging risks are captured and to monitor progress to mitigate existing identified risks.

Financial sustainability is the major risk for the Charity and is reviewed regularly. The review of our Funding strategy seeks to mitigate this risk by ensuring DHA has a balanced income stream rather than a large dependency on a small number of funding sources.

Relationships with key funding sources are positive and closely managed and the charity operates an active financial management of trade debtors and creditors.

d. Financial risk management objectives and policies

Trustees are required to ensure that, while giving regard to the overall efficiency and continuity of operations to deliver the charitable objectives, the charitable funds and assets are:

- Used reasonably and only in furtherance of the Charity's objectives
- Avoid undertaking activities that might place the Charity's funds, assets or reputation at undue risk

Risk associated with specific activities must be considered & reviewed, where possible mitigated and if deemed to be excessive, the activity not undertaken.

There is an annual financial planning cycle to ensure the Trustees have adequate information and time to review the budget and make recommendations for its approval. This is a key part of the trustees ability to satisfy themselves that they can discharge their governance duties, statutory responsibilities and ensure the solvency of the Charity.

There is a Business Continuity Plan in place in case of a major event affecting the day-to-day operations and resultant financial impact, alongside the Risk register which is reviewed annually.

Structure, governance and management

a. Constitution

Direct Help & Advice Ltd. is registered as a charitable company limited by guarantee and was set up by a Memorandum of Association.

b. Methods of appointment or election of Trustees

The management of the Company is the responsibility of the Trustees who are elected and co-opted under the terms of the Articles of Association.

During the year Alan Cartwright retired from the Board, with Richard Crisp appointed in January 2023.

Trustees' Report (continued)
For the Year Ended 31 March 2023

Structure, governance and management (continued)

c. Organisational structure and decision-making policies

The Board of Trustees administers the Charity. The board meets regularly, with additional sub-group meetings held if needed.

The CEO has responsibility for ensuring that the Charity delivers the services specified and that key performance indicators are met. The CEO, with support from the Senior Management Team, has overall responsibility for the day to day operational and support management of the Charity as well as ensuring departments continue to develop their skills and working practices in line with our mission.

d. Policies adopted for the induction and training of Trustees

The Charity, as of 31 March 2023 has a board of Trustees of 6 members, with the appointment of seventh Trustee underway, plus the CEO, Director of Finance and Services and Head of HR, Leisure & Partnerships (who is also Company Secretary). The Board meets regularly and is responsible for the strategic direction and policies of the charity. The Trustees are from a variety of professional backgrounds relevant to the work of the Charity. Full Trustee meetings were held bi-monthly over the year.

A scheme of delegation is in place and day-to-day responsibility for advising Trustees and assisting in compliance with all legal obligations and the provision of services rests with the CEO.

Under the requirements of the Memorandum and Articles of Association, Trustees are currently elected to serve until the next Annual General Meeting, after which they must be re-elected. This is under review with the intention of extending the Trustee service term to provide greater stability and consistency. All Trustees give their time voluntarily and receive no benefits from the Charity. Any expenses reclaimed from the Charity will be declared in the notes to the accounts.

Due to the nature of the Charity's work, the Trustees seek to ensure that the needs of the service users are appropriately reflected through the diversity of the Trustee body. The Board of Trustees is a well-established team of committed individuals who possess wide ranging and highly specialised business skills and expertise relevant to the Charity's needs. The 'Trustees skills and Experience matrix' is reviewed annually to ensure the Board remains appropriate and relevant for the needs of the charity.

To ensure each trustee remains familiar with the work of the charity, the impact it makes and the challenges to delivery, a Trustee engagement plan is in place and reviewed regularly. All Trustees are also encouraged to become involved in the services DHA provides and attend meetings and events throughout the year.

Newly elected Trustees are invited and encouraged to attend meetings and events to familiarise themselves with the Charity and the context within which it operates. An induction pack is provided which details their role and responsibilities, and new Trustees are also initially mentored by existing board members.

e. Pay policy for key management personnel

Remuneration for all personnel is reviewed annually for market conditions, cost of living and staff retention. The approach is to pay a fair salary to attract and retain skilled staff and leadership team. Trustees approve the total salary budget whilst the Senior Management Team agree the salaries for individual staff members with the exception of the CEO.

The remuneration package for the Chief Executive is assessed independently and is approved by the Trustees.

All members of staff have an annual appraisal to review their performance, agree objectives for the year ahead and review their personal development plans to support them with the achievement of their individual career ambitions.

Trustees' Report (continued)
For the Year Ended 31 March 2023

Structure, governance and management (continued)

f. Related party relationships

There are no related party transactions during the reporting period.

At the start of every Trustee meeting all Trustees are required to disclose any conflicts of interest.

g. Financial risk management

DHA has a risk management strategy which comprises:

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

This process offers a crucial opportunity to evaluate potential problems, and to establish appropriate systems or procedures to mitigate the risk as necessary.

The Trustees have assessed the major risks to which the Company is exposed, in particular those related to the operations and finances of the Company. The trustees are satisfied that systems and procedures are in place to mitigate our exposure to the major risks but are not complacent and continually seek to further develop the robustness of DHAs governance processes.

Plans for future periods

DHA are committed to continue providing specialist Housing Support Advice and training programmes to help reduce unemployment, promote social and financial inclusion.

In the coming year we will complete our strategic review that will inform our strategic direction for the next three-years. In particular the review seeks:

- To ensure that DHAs services and operations remain relevant and appropriate for the communities we serve
- To ensure DHAs funding strategy is well placed to address, effectively and efficiently, to the increasing competition & complexity with Funding applications.
- To ensure DHA maintains a balanced income stream and is not overly dependent on a small number of funding relationships.
- To ensure potential service users, funders and supporter in the communities DHA serves are aware of, and have easy access to our services.
- To continue to develop DHAs data management capabilities to provide more effective and efficient insights into the impact the charity makes to the communities it serves
- To ensure DHAs employee engagement activities continue to effectively support staff retention and recruitment
- To ensure effective governance is maintained through a continuous improvement approach. This includes a Governance review workshop in Q3 for trustees and the CEO, and a review of the Trustee induction and advocacy programme for new and existing trustees.

Fundraising

DHA undertook no fundraising activity during the year and does not employ a fundraiser. We do on occasion make application for grants but these are formal applications from Constituted Awarding bodies.

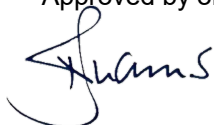
Trustees' Report (continued)
For the Year Ended 31 March 2023

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' Report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Approved by order of the members of the board of Trustees and signed on their behalf by:



N Williams

Chair

Date: 14.11.23



P Davies

Vice Chair

Statement of Trustees' responsibilities
For the Year Ended 31 March 2023

The Trustees (who are also the directors of the Company for the purposes of company law) are responsible for preparing the Trustees' Report 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. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) 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 Company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees and signed on its behalf by:



N Williams

Chair

Date: 14.11.23



P Davies

Vice Chair

Independent Auditors' Report to the Members of Direct Help & Advice Ltd.

Opinion

We have audited the financial statements of Direct Help & Advice Ltd. (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Independent Auditors' Report to the Members of Direct Help & Advice Ltd. (continued)

Other information

The other information comprises the information included in the Annual Report other than the financial statements and our Auditors' Report thereon. The Trustees are responsible for the other information contained within the Annual Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters in relation to which Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

Responsibilities of trustees

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

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

Independent Auditors' Report to the Members of Direct Help & Advice Ltd. (continued)

Auditors' responsibilities for the audit of the financial statements

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

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

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the senior statutory auditor ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charitable company through discussions with directors and other management, and from our commercial knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the financial reporting legislation, Companies Act 2006, Charities Act 2011, taxation legislation, anti-bribery, employment, and environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the company's legal advisors.

Independent Auditors' Report to the Members of Direct Help & Advice Ltd. (continued)

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditors' Report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditors' Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Simon Hawkins (Senior Statutory Auditor)
for and on behalf of
Dains Audit Limited

Statutory Auditor
Chartered Accountants

Suite 2, Albion House
2 Etruria Office Village
Forge Lane
Stoke on Trent
ST1 5RQ

Date:

Statement of financial activities (incorporating income and expenditure account)
For the Year Ended 31 March 2023

	Note	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Income from:					
Donations and legacies	4	51,588	-	51,588	17,904
Charitable activities	5	1,452,852	6,432	1,459,284	1,254,703
Investments	6	34,467	-	34,467	41,281
Total income		1,538,907	6,432	1,545,339	1,313,888
Expenditure on:					
Charitable activities	7	1,366,230	6,432	1,372,662	1,113,582
Total expenditure		1,366,230	6,432	1,372,662	1,113,582
Net movement in funds		172,677	-	172,677	200,306
Reconciliation of funds:					
Total funds brought forward		1,029,902	-	1,029,902	829,596
Net movement in funds		172,677	-	172,677	200,306
Total funds carried forward		1,202,579	-	1,202,579	1,029,902

Balance Sheet
As at 31 March 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	12	1,035,000	1,035,000
		<u>1,035,000</u>	<u>1,035,000</u>
Current assets			
Debtors	13	327,374	264,160
Cash at bank and in hand		504,494	430,683
		<u>831,868</u>	<u>694,843</u>
Creditors: amounts falling due within one year	14	(179,768)	(171,971)
Net current assets / liabilities		<u>652,100</u>	<u>522,872</u>
Total assets less current liabilities		<u>1,687,100</u>	<u>1,557,872</u>
Creditors: amounts falling due after more than one year	15	(484,521)	(527,970)
Total net assets		<u><u>1,202,579</u></u>	<u><u>1,029,902</u></u>
Charity funds			
Restricted funds	17	-	-
Unrestricted funds	17	1,202,579	1,029,902
Total funds		<u><u>1,202,579</u></u>	<u><u>1,029,902</u></u>

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

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

N Williams
Chair
Date:

P Davies
Vice Chair

Registered Number: 03495233C

The notes on pages 17 to 34 form part of these financial statements.

Statement of Cash Flows
For the Year Ended 31 March 2023

	2023 £	2022 £
Cash flows from operating activities		
Net cash used in operating activities	98,230	37,581
Cash flows from investing activities		
Dividends, interests and rents from investments	34,467	37,844
Net cash provided by investing activities	34,467	37,844
Cash flows from financing activities		
Repayments of borrowing	(58,886)	(50,227)
Net cash used in financing activities	(58,886)	(50,227)
Change in cash and cash equivalents in the year	73,811	25,198
Cash and cash equivalents at the beginning of the year	430,683	405,485
Cash and cash equivalents at the end of the year	504,494	430,683

The notes on pages 17 to 34 form part of these financial statements

Notes to the Financial Statements
For the Year Ended 31 March 2023

1. General information

Direct Help & Advice Ltd is a charity registered in England and Wales and a private company limited by guarantee incorporated in England and Wales. The members of the Company are the Trustees named on Page 1. In the event of the Company being wound up, the liability in respect of the guarantee is limited to £5 per member of the Company.

The Company's registered office is Pheonix Street, Derby, DE1 2ER.

The principal activity of the Company was prevent and alleviate homelessness, poverty, financial and housing difficulty and associated issues to ensure everyone has a decent, safe home, be financially stable, be healthy and participate in the local community.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements 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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Direct Help & Advice Ltd. 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.

2.2 Income

All income is recognised once the Company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Company has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Company, can be reliably measured.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Notes to the Financial Statements
For the Year Ended 31 March 2023

2. Accounting policies (continued)

2.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Company's objectives, as well as any associated support costs.

2.4 Going concern

The Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For long term finance they rely on bank loans, as disclosed in notes 14 and 15. In assessing going concern they have assumed that these loans will be renewed as required for the foreseeable future and, on that basis, they continue to adopt the going concern basis of accounting in preparing the annual financial statements.

2.5 Tangible fixed assets and depreciation

Tangible fixed assets costing £5,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfall is between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of Financial Activities.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

Freehold property	- Not depreciated
Motor vehicles	- 4 years straight line
Fixtures and fittings	- 5 years straight line
Computer equipment	- 3 years straight line

Notes to the Financial Statements
For the Year Ended 31 March 2023

2. Accounting policies (continued)

2.6 Revaluation of tangible fixed assets

The Company has adopted the revaluation model to revalue items of property, plant and equipment whose fair value can be measured reliably. The revaluations shall be made with sufficient regularity to ensure that the carrying amount does not differ materially from that which would be determined using fair value at the end of the reporting period.

The fair value of land and buildings is usually determined from market-based evidence by appraisal that is normally undertaken by professionally qualified valuers.

2.7 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Company; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.8 Debtors

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

2.9 Cash at bank and in hand

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

2.10 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of Financial Activities as a finance cost.

2.11 Financial instruments

The Company 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.

Notes to the Financial Statements
For the Year Ended 31 March 2023

2. Accounting policies (continued)

2.12 Taxation

The Company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2.13 Pensions

The Company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Company to the fund in respect of the year.

2.14 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Notes to the Financial Statements
For the Year Ended 31 March 2023

3. Critical accounting estimates and areas of judgment

In the application of the Company's accounting policies, which are described in note 2, the Directors are required to make judgements, estimates and assumptions about the carrying amounts of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of revision and future periods if the revision affects both current and future periods.

Critical accounting estimates and assumptions:

Accrued Income

Accrued income is an amount that has been earned, there is a right to receive the amount, and it has not been recorded within the financial statements. Due to the nature of the revenue within the Company, work completed during the period will not yet have been received and therefore the Trustees are required to make assumptions regarding the recognition of this revenue and its recoverability.

Deferred Income

Deferred income is an amount that has been received and recorded within the financial statements but the conditions of the income have not yet been met. The Trustees are required to assess if the conditions of receipt of grant income have been met before revenue can be recognised within the financial statements.

Tangible fixed assets

Tangible fixed assets are depreciated over their useful life taking into account, where appropriate, residual values. Assessments of useful lives and residual values are performed annually, taking into account factors such as technological innovation, maintenance programmes, market information and management considerations. In assessing the residual values, the remaining life of the asset, its projected disposal value and future market conditions are taken into account. Detail on tangible fixed assets can be found in note 12.

Notes to the Financial Statements
For the Year Ended 31 March 2023

4. Income from donations and legacies

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Donations	51,588	-	51,588
	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £
Donations	(600)	-	(600)
Government grants	-	18,504	18,504
	(600)	18,504	17,904

The company was eligible to claim additional funding in the prior year from government in relation to the coronavirus job retention scheme. The funding received is shown above under 'government grants'.

5. Income from charitable activities

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Legal Aid Agency	506,451	-	506,451
DCC Libraries	333,558	-	333,558
St Annes	59,377	-	59,377
Help Through Crisis	-	6,432	6,432
Enable	25,559	-	25,559
Nottingham City Council	2,812	-	2,812
National Careers Service	-	-	-
Ground Works	373,298	-	373,298
Derby City Council	66,002	-	66,002
Inspire	85,795	-	85,795
	1,452,852	6,432	1,459,284

Notes to the Financial Statements
For the Year Ended 31 March 2023

5. Income from charitable activities (continued)

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £
Legal Aid Agency	457,121	-	457,121
DCC Libraries	277,272	-	277,272
St Annes	100,085	-	100,085
Help Through Crisis	-	8,968	8,968
Enable	58,936	-	58,936
Nottingham City Council	51,789	-	51,789
National Careers Service	8,790	-	8,790
Ground Works	154,742	-	154,742
Derby City Council	137,000	-	137,000
	<u>1,245,735</u>	<u>8,968</u>	<u>1,254,703</u>

6. Investment income

	Unrestricted funds 2023 £	Total funds 2023 £
Rental income	32,856	32,856
Investment income	1,611	1,611
	<u>34,467</u>	<u>34,467</u>

	Unrestricted funds 2022 £	Total funds 2022 £
Rental income	41,248	41,248
Investment income	33	33
	<u>41,281</u>	<u>41,281</u>

Notes to the Financial Statements
For the Year Ended 31 March 2023

7. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Charitable Activities	1,366,230	6,432	1,372,662

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Charitable Activities	1,086,110	27,472	1,113,582

8. Analysis of expenditure by activities

	Activities undertaken directly 2023 £	Support costs 2023 £	Total funds 2023 £
Charitable activities	1,144,119	228,543	1,372,662

	Activities undertaken directly 2022 £	Support costs 2022 £	Total funds 2022 £
Charitable activities	917,456	196,126	1,113,582

Notes to the Financial Statements
For the Year Ended 31 March 2023

8. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Total funds 2023 £	Total funds 2022 £
Staff costs	1,016,638	837,989
Office premises	14,891	7,156
Training delivery costs	34,714	6,411
Administrative expenses	77,544	65,514
Travel	332	386
	1,144,119	917,456

Analysis of support costs

	Total funds 2023 £	Total funds 2022 £
Staff costs	44,766	46,550
Office premises	64,558	35,209
Insurance	8,955	7,243
Training delivery costs	-	5,000
IT Support	31,976	33,285
Loan Interest	16,620	4,710
Communications	25,060	24,538
Administrative expenses	18,848	13,274
Central library costs	(3,906)	15,999
Travel	15,291	4,633
Governance costs	6,375	5,685
	228,543	196,126

Notes to the Financial Statements
For the Year Ended 31 March 2023

9. Auditors' remuneration

	2023 £	2022 £
Fees payable to the Group's auditor for the audit of the Group's annual accounts	5,250	4,650
Fees payable to the Group's auditor in respect of: All non-audit services not included above	400	360
	<u>5,650</u>	<u>5,010</u>

10. Staff costs

	2023 £	2022 £
Wages and salaries	943,572	780,474
Social security costs	73,066	57,592
Contribution to defined contribution pension schemes	44,766	46,473
	<u>1,061,404</u>	<u>884,539</u>

The average number of persons employed by the Company during the year was as follows:

	2023 No.	2022 No.
Advisors and administration	43	38
Central Management	3	3
	<u>46</u>	<u>41</u>

No employee received remuneration amounting to more than £60,000 in either year.

The total amount of employee benefits (including employee pension contributions) received by key management personnel for their services was £149,322 (2022 - £133,149). The key management personnel of the Charity consists of the Trustees and senior management team.

11. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2022 - £NIL).

During the year, no Trustee expenses have been incurred (2022 - £NIL).

Notes to the Financial Statements
For the Year Ended 31 March 2023

12. Tangible fixed assets

	Freehold property £	Computer equipment £	Total £
Cost or valuation			
At 1 April 2022	1,035,000	144,332	1,179,332
At 31 March 2023	1,035,000	144,332	1,179,332
Depreciation			
At 1 April 2022	-	144,332	144,332
At 31 March 2023	-	144,332	144,332
Net book value			
At 31 March 2023	1,035,000	-	1,035,000
At 31 March 2022	1,035,000	-	1,035,000

A valuation of freehold land and buildings was carried out on 11 February 2021 and 28 May 2021 by an external valuer, David Brown. These were valued at £1,035,000 on the basis of existing use. The Trustees believe that this valuation remains reasonable.

The Company has adopted a policy of revaluation for tangible fixed assets. Had these assets been measured at historic cost, the carrying values would have been as follows:

	2023 £	2022 £
Freehold property	944,034	972,884

13. Debtors

	2023 £	2022 £
Due within one year		
Trade debtors	81,224	8,434
Other debtors	17,359	19,200
Prepayments and accrued income	228,791	236,526
	327,374	264,160

Notes to the Financial Statements
For the Year Ended 31 March 2023

14. Creditors: Amounts falling due within one year

	2023	2022
	£	£
Bank loans	46,681	45,496
Trade creditors	46,944	27,211
Other taxation and social security	29,618	42,615
Other creditors	101	8,086
Accruals and deferred income	56,424	48,563
	179,768	171,971
	2023	2022
	£	£
Deferred income at 1 April	14,835	76,501
Resources deferred during the year	34,724	14,835
Amounts released from previous periods	(14,835)	(76,501)
	34,724	14,835

As at the balance sheet date the charitable company was holding funds relating to income received in advance of the 2023/24 financial year.

The mortgages are secured on the freehold property owned by the Charity.

15. Creditors: Amounts falling due after more than one year

	2023	2022
	£	£
Bank loans	484,521	527,970
	2023	2022
	£	£
Repayable by instalments	277,963	340,950
	277,963	340,950

The Charity has 2 loans in place with the bank with rates of interest at 1% p.a. over base rate and they expire on 13 September 2031 and 22 January 2034.

The mortgages are secured on the freehold property owned by the Charity.

Notes to the Financial Statements
For the Year Ended 31 March 2023

16. Financial instruments

	2023 £	2022 £
Financial assets		
Financial assets measured at amortised cost	320,614	248,111
	<u> </u>	<u> </u>
	2023 £	2022 £
Financial liabilities		
Financial liabilities measured at amortised cost	610,410	638,496
	<u> </u>	<u> </u>

Financial assets measured at amortised cost comprise trade debtors, other debtors and accrued income.

Financial liabilities measured at amortised cost comprise bank loans, trade creditors, other creditors and accruals.

Notes to the Financial Statements
For the Year Ended 31 March 2023

17. Statement of funds

Statement of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Unrestricted funds					
Designated funds					
Land and Buildings	461,534	-	-	42,264	503,798
General funds					
General Funds	568,368	1,205,349	(1,032,672)	(42,264)	698,781
DCC Libraries	-	333,558	(333,558)	-	-
	568,368	1,538,907	(1,366,230)	(42,264)	698,781
Total Unrestricted funds	1,029,902	1,538,907	(1,366,230)	-	1,202,579
Restricted funds					
Help through crisis	-	6,432	(6,432)	-	-
Total of funds	1,029,902	1,545,339	(1,372,662)	-	1,202,579

Notes to the Financial Statements
For the Year Ended 31 March 2023

17. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
Unrestricted funds					
Designated funds					
Land and Buildings	416,017	-	-	45,517	461,534
General funds					
General Funds	413,579	1,009,144	(808,838)	(45,517)	568,368
DCC libraries	-	277,272	(277,272)	-	-
	413,579	1,286,416	(1,086,110)	(45,517)	568,368
Total Unrestricted funds	829,596	1,286,416	(1,086,110)	-	1,029,902
Restricted funds					
Help through crisis	-	8,968	(8,968)	-	-
Coronavirus Job Retention Scheme	-	18,504	(18,504)	-	-
	-	27,472	(27,472)	-	-
Total of funds	829,596	1,313,888	(1,113,582)	-	1,029,902

Notes to the Financial Statements
For the Year Ended 31 March 2023

17. Statement of funds (continued)

Designated Funds

The designated fund relates to the net book value of the premises less the mortgage outstanding. This sum has been designated as the buildings are required to enable the Charity to meet its aims and objectives.

Restricted Funds

Help through Crisis

To support people whose first language is not English who are experiencing a hardship crisis in areas such as homelessness, financial hardship, family breakdown and employment issues.

Coronavirus Job Retention Scheme

Funds received under the government's job support scheme.

18. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	1,035,000	1,035,000
Current assets	831,868	831,868
Creditors due within one year	(179,768)	(179,768)
Creditors due in more than one year	(484,521)	(484,521)
Total	1,202,579	1,202,579

Analysis of net assets between funds - prior year

	Unrestricted funds 2022 £	Total funds 2022 £
Tangible fixed assets	1,035,000	1,035,000
Current assets	694,843	694,843
Creditors due within one year	(171,971)	(171,971)
Creditors due in more than one year	(527,970)	(527,970)
Total	1,029,902	1,029,902

Notes to the Financial Statements
For the Year Ended 31 March 2023

19. Reconciliation of net movement in funds to net cash flow from operating activities

	2023 £	2022 £
Net income for the year (as per Statement of Financial Activities)	172,677	200,306
Adjustments for:		
Interest	16,620	4,710
Dividends, interests and rents from investments	(34,467)	(37,841)
(Increase)/decrease in debtors	(63,214)	(58,566)
(Decrease)/Increase in creditors	6,614	(71,028)
Net cash provided by operating activities	98,230	37,581

20. Analysis of cash and cash equivalents

	2023 £	2022 £
Cash in hand	504,494	430,683
Total cash and cash equivalents	504,494	430,683

21. Analysis of changes in net debt

	At 1 April 2022 £	Cash flows £	Other non- cash changes £	At 31 March 2023 £
Cash at bank and in hand	430,683	73,811	-	504,494
Debt due within 1 year	(45,496)	58,884	(60,069)	(46,681)
Debt due after 1 year	(527,970)	-	43,449	(484,521)

22. Pension commitments

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £44,766 (2022 - £46,473). Contributions totalling £Nil (2022 - £7,817) were payable to the fund at the balance sheet date and are included in creditors.

Notes to the Financial Statements
For the Year Ended 31 March 2023

23. Operating lease commitments

At 31 March 2023 the Company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2023 £	2022 £
Not later than 1 year	7,561	13,662
Later than 1 year and not later than 5 years	4,237	5,081
	<u>11,798</u>	<u>18,743</u>

24. Related party transactions

The Company has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Company at 31 March 2023.

DIRECT HELP & ADVICE LTD.

England & Wales - Charity number 1073231

Accounts

Registered number: 3495233
Charity number: 1073231

Direct Help & Advice Ltd.

Trustees' Report and Financial Statements

For the Year Ended 31 March 2022



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Direct Help & Advice Ltd.
(A Company Limited by Guarantee)

Reference and Administrative Details of the Company, its Trustees and Advisers
For the Year Ended 31 March 2022

Trustees

A W J Cartwright
J E Seaman
S Bravery, Chair from 12 January 2021 until 15 March 2022
P S Davies
A W Deighton
G J Freeman (resigned 27 September 2021)
K T Mcgrath (appointed 25 May 2021)
N J Williams, Chair from 15 March 2022 (appointed 15 July 2021)

Company registered number

3495233

Charity registered number

1073231

Registered office

Phoenix Street
Derby
Derbyshire
DE1 2ER

Company secretary

S G Walker

Chief executive officer

K Cook

Independent auditors

Dains Audit Limited
Statutory Auditor
Suite 2, Albion House
2 Etruria Office Village
Forge Lane
Stoke on Trent
ST1 5RQ

Bankers

National Westminster Bank Plc
58 St Peters Street
Derby
DE1 1XL

Trustees' Report
For the Year Ended 31 March 2022

The Trustees present their annual report together with the audited financial statements of the Company for the year 1 April 2021 to 31 March 2022. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Company qualifies as small under section 382 of the Companies Act 2006, the Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

b. Strategies for achieving objectives

Resolve legal issues and actively provide support to prevent individuals and families losing their accommodation, provide debt advice services and improve social inclusion and financial stability through local community activities and services, provide training programmes and volunteering opportunities to enable beneficiaries to increase their skills, knowledge and employability.

c. Activities undertaken to achieve objectives

To provide free, independent, specialist housing and debt advice - and training programs — both accredited and non-accredited - and volunteering opportunities and assist in securing employment for beneficiaries to prevent the causes of homelessness and provide them and their families with a sustainable future in Derby, Derbyshire, East Staffordshire, Nottingham and Nottinghamshire as well as nationally through the Civil Legal Advice telephone helpline.

d. Main activities undertaken to further the Company's purposes for the public benefit

Preventing and resolving legal issues through specialist housing advice including face to face casework and through court representation, provide telephone support, drop in sessions and outreach provisions within the larger area to prevent families losing their accommodation, resolve landlord disputes and challenge unfair decisions.

Our Community Training department provides work related training, advice and support together with volunteering opportunities to improve confidence and skills leading to sustainable work together with associated improvements in health and wellbeing.

Trustees' Report (continued)
For the Year Ended 31 March 2022

Objectives and activities (continued)

Direct Help Advice is keen to work in partnership to protect local community services that support/enable the provision of DHA's advice and training within its core operating areas. We are currently managing and running 10 of Derby City Libraries as Community Managed Libraries. DHA are committed to supporting the existing good work that the libraries provide, but also protecting popular, traditional library services such as book lending and free Internet access. Managing library services supports our commitment to provide easy, free and safe access to DHA services, they also provide volunteering opportunities to help people experience a work environment, providing them with a sense of purpose and greater self-esteem. Libraries are recognised as go to places for people looking for help and advice so these partnerships are aligned to our core objectives.

Achievements and performance

a. Main achievements of the Company

The Charity's key financial performance indicators are the amount of income received from fund raising, grants and investments which remained in line with objectives at £1,313,888 (2021 - £1,550,695).

Another key performance indicator is the number of people volunteering locally and beneficiaries that the Charity can advise to help tackle debt and housing problems, together with the number of learners in our training and communities department, and of these learners the number that gain accredited qualifications or employment.

b. Review of activities

Face to Face - Clients coming into our service centres needing help and advice
Telephone Advice - Clients assisted by DHA via the National Telephone Advice service
Training into Employment - Training programmes delivered to clients
Employment Assisted unemployed people into jobs
Volunteers engaging on activities

c. Factors relevant to achieve objectives

Following the Legal Aid Reforms, we are now no longer funded to provide early intervention advice and assistance to vulnerable people. This prevents us from assisting people with housing benefit issues, general disrepair, tenancy matters, and with mortgage or rent arrears before a landlord or lender has initiated possession action which greatly restricts the number of clients we can help.

Funding is becoming increasingly difficult to obtain in the current financial climate with increasing requirements of reporting and outcomes and competition with other charities and organisations which impacts on the range and scope of the services we are able to offer particularly to the most vulnerable clients.

Trustees' Report (continued)
For the Year Ended 31 March 2022

Achievements and performance (continued)

d. Fundraising activities and income generation

Specialist Housing advice work is undertaken against Legal Aid Agency contracts including casework and court representation, participation in a National Helpline and Duty Solicitor representation at Housing Repossession sessions. Payment is received on a case-by-case basis in accordance with contracted rates.

Training (both certified and non-certified) is delivered against specific requirements and contracts with specified payment against certified outcomes.

Projects are provided against specific funding in accordance with the requirements of the Grant — currently The Big Lottery, Ground Works, St Ann's Advice, Derby City Council, Derbyshire County Council and several employment contracts and smaller donations.

Funding requests and bid submissions are made as appropriate on an on-going basis to further the charitable aims and maintain financial stability.

Financial review

a. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

b. Reserves policy

The reserves policy is an aspiration to hold liquid reserves of £1,000,000 being 12 months' forecast expenditure in order to absorb any adverse fluctuations in funding income or unexpected outgoings and to achieve this by diversification of the funding base. The total amount of funds held at 31 March 2022 was £1,029,902 (2021 - £829,596) of which £nil (2021 - £nil) was restricted funds.

c. Principal risks and uncertainties

Financial sustainability is the major risk for the Charity. The risk is regularly reviewed to ensure funds are available to settle debts as they fall due together with active Financial Management of trade debtors and creditors.

The on-going availability of charitable funds is uncertain and is kept under constant review and operations will be managed in accordance.

Trustees' Report (continued)
For the Year Ended 31 March 2022

d. Financial risk management objectives and policies

Trustees are required to ensure that the charitable funds and assets are used reasonably and only in furtherance of the Charity's objects, and to avoid undertaking activities that might place the Charity's funds, assets or reputation at undue risk while giving regard to the overall efficiency and continuity of operations to deliver the charitable objectives.

Risk associated with specific activities must be considered & reviewed, where possible mitigated and if deemed to be excessive the activity not undertaken.

There will be an annual financial planning cycle with the Trustees who will have adequate information to review the budget and make recommendations for its approval and to satisfy themselves that they can adequately discharge their statutory responsibilities and ensure the solvency of the Charity.

There will be a Business Continuity Plan in place in case of a major event affecting the day-to-day operations and resultant financial impact and a Risk Strategy will be in place.

e. Principal funding

The primary income is derived from delivery against the Legal Aid Agency contracts together with D2N2 contract funding from the European Social Fund/Big Lottery Fund via several partner organisations.

Structure, governance and management

a. Constitution

Direct Help & Advice Ltd. is registered as a charitable company limited by guarantee and was set up by a Memorandum of Association.

b. Methods of appointment or election of Trustees

The management of the Company is the responsibility of the Trustees who are elected and co-opted under the terms of the Articles of Association.

c. Organisational structure and decision-making policies

The Board of Trustees administers the Charity. The board meets regularly, with additional sub-group committee meetings covering operational programs, financial and business functions.

The CEO has responsibility for ensuring that the Charity delivers the services specified and that key performance indicators are met. The CEO, with support from the Senior Management Team, has overall responsibility for the day to day operational and support management of the Charity and also for ensuring the departments continue to develop their skills and working practices in line with our mission.

Trustees' Report (continued)
For the Year Ended 31 March 2022

Structure, governance and management (continued)

d. Policies adopted for the induction and training of Trustees

The Charity, as of 31 January 2021 has a board of Trustees of 7 members, plus the CEO, FD and 1 Head of Services (who is company secretary) who meet regularly and are responsible for the strategic direction and policies of the charity. The Trustees are from a variety of professional backgrounds relevant to the work of the Charity.

Full Trustee meetings were held bi-monthly from the 2020 year end, with sub-group committee meetings in the following areas on a monthly basis: Finance; Advice Services; Training & Communities; Human Resources and Health & Safety.

A scheme of delegation is in place and day to day responsibility for advising Trustees and assisting in compliance with all legal obligations and the provision of services rests with the CEO.

Under the requirements of the Memorandum and Articles of Association, the Trustees are elected to serve until the next Annual General Meeting, after which they must be re-elected. All Trustees give their time voluntarily and receive no benefits from the Charity. Any expenses reclaimed from the Charity will be declared in the notes to the accounts.

Due to the nature of the Charity's work, the Trustees seek to ensure that the needs of the service users are appropriately reflected through the diversity of the Trustee body. The Board of Trustees is a well-established team of committed individuals who possess wide ranging and highly specialised business skills and expertise relevant to the Charity's needs.

All Trustees are familiar with the practical work of the Charity having been encouraged to become involved in the services across the organisation and attend meetings and events throughout the year.

Newly elected Trustees are invited and encouraged to attend meetings and events to familiarise themselves with the Charity and the context within which it operates. An induction pack is provided which details their role and responsibilities, and new Trustees are also initially mentored by existing board members.

e. Pay policy for key management personnel

The approach is to pay a fair salary to attract and retain skilled senior leaders with an expertise. Salaries and benefits need to be competitive within the Charity sector and proportionate to the complexity of each role.

To achieve this our Pay Policy aims to:

- Pay the median range for similar organisations in the UK Charity sector market and locally but not to compete on salaries with the public or private sectors; and
- Ensure performance is reviewed and reported on at least an annual basis.

f. Related party relationships

There are no related party transactions during the reporting period.

Trustees do not receive remuneration or other benefit by virtue of being a Trustee of the Charity.

At the start of every Trustee meeting all Trustees are required to disclose any conflicts of interest.

Trustees' Report (continued)
For the Year Ended 31 March 2022

Structure, governance and management (continued)

g. Financial risk management

The Trustees have a risk management strategy which comprises:

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

This process offers a crucial opportunity to evaluate potential problems, and to establish appropriate systems or procedures to mitigate the risk as necessary.

This work has identified that financial sustainability is the major risk for the Charity. A key element in the management of the financial risk is a regular review of available funds to settle debts, regular liaison with the banking relationship managers, and active management of trade debtors and work in progress to ensure sufficient working capital for the Charity.

The Trustees have assessed the major risks to which the Company is exposed, in particular those related to the operations and finances of the Company, and are satisfied that systems and procedures are in place to mitigate our exposure to the major risks.

Plans for future periods

DHA are committed to continue providing specialist Housing Support Advice and Training programs whilst extending the services whenever additional funding sources make it possible.

Any opportunities that arise that will assist in the furtherance of the charitable aims will be maximised and potential opportunities kept under review.

Fundraising

DHA undertook no fundraising activity during the year and does not employ a fundraiser. We do on occasion make application for grants but these are formal applications from Constituted Awarding bodies

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' Report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Approved by order of the members of the board of Trustees and signed on their behalf by:

N Williams
Chair
Date:



P Davies
Vice Chair



Statement of Trustees' responsibilities
For the Year Ended 31 March 2022

The Trustees (who are also the directors of the Company for the purposes of company law) are responsible for preparing the Trustees' Report 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. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) 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 Company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees and signed on its behalf by:

N Williams

Chair

Date:


31.10.22

P Davies

Vice Chair



Independent Auditors' Report to the Members of Direct Help & Advice Ltd.

Opinion

We have audited the financial statements of Direct Help & Advice Ltd. (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Independent Auditors' Report to the Members of Direct Help & Advice Ltd. (continued)

Other information

The other information comprises the information included in the Annual Report other than the financial statements and our Auditors' Report thereon. The Trustees are responsible for the other information contained within the Annual Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters in relation to which Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

Responsibilities of trustees

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

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

Independent Auditors' Report to the Members of Direct Help & Advice Ltd. (continued)

Auditors' responsibilities for the audit of the financial statements

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

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

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the senior statutory auditor ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charitable company through discussions with directors and other management, and from our commercial knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the financial reporting legislation, Companies Act 2006, Charities Act 2011, taxation legislation, anti-bribery, employment, and environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the company's legal advisors.

Independent Auditors' Report to the Members of Direct Help & Advice Ltd. (continued)

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditors' Report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditors' Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Simon Hawkins (Senior Statutory Auditor)

for and on behalf of

Dains Audit Limited

Statutory Auditor
Chartered Accountants

Suite 2, Albion House
2 Etruria Office Village
Forge Lane
Stoke on Trent
ST1 5RQ

Date:

Statement of financial activities (incorporating income and expenditure account)
For the Year Ended 31 March 2022

	Note	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Income from:					
Donations and legacies	4	(600)	18,504	17,904	269,504
Charitable activities	5	1,245,735	8,968	1,254,703	1,281,164
Investments	6	41,281	-	41,281	27
Total income		1,286,416	27,472	1,313,888	1,550,695
Expenditure on:					
Charitable activities	7	1,086,110	27,472	1,113,582	1,180,306
Total expenditure		1,086,110	27,472	1,113,582	1,180,306
Net movement in funds before other recognised gains		200,306	-	200,306	370,389
Other recognised gains:					
Gains on revaluation of fixed assets		-	-	-	40,000
Net movement in funds		200,306	-	200,306	410,389
Reconciliation of funds:					
Total funds brought forward		829,596	-	829,596	419,207
Net movement in funds		200,306	-	200,306	410,389
Total funds carried forward		1,029,902	-	1,029,902	829,596

Balance Sheet
As at 31 March 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	12	1,035,000	1,035,000
Investments	13	-	100
		<u>1,035,000</u>	<u>1,035,100</u>
Current assets			
Debtors	14	264,160	205,494
Cash at bank and in hand		430,683	405,485
		<u>694,843</u>	<u>610,979</u>
Creditors: amounts falling due within one year	15	(171,971)	(242,252)
Net current assets / liabilities		<u>522,872</u>	<u>368,727</u>
Total assets less current liabilities		<u>1,557,872</u>	<u>1,403,827</u>
Creditors: amounts falling due after more than one year	16	(527,970)	(574,231)
Total net assets		<u><u>1,029,902</u></u>	<u><u>829,596</u></u>
Charity funds			
Restricted funds	18	-	-
Unrestricted funds	18	1,029,902	829,596
Total funds		<u><u>1,029,902</u></u>	<u><u>829,596</u></u>

Registered number: 3495233

Direct Help & Advice Ltd.
(A Company Limited by Guarantee)

Balance Sheet (continued)
As at 31 March 2022

The Trustees acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

N Williams

Chair

Date:

31.10.22



P Davies

Vice Chair



The notes on pages 17 to 37 form part of these financial statements.

Statement of Cash Flows
For the Year Ended 31 March 2022

	2022 £	2021 £
Cash flows from operating activities		
Net cash used in operating activities	37,581	491,767
Cash flows from investing activities		
Dividends, interests and rents from investments	37,844	27
Purchase of tangible fixed assets	-	(1,450)
Net cash provided by/(used in) investing activities	37,844	(1,423)
Cash flows from financing activities		
Repayments of borrowing	(50,227)	(34,966)
Net cash used in financing activities	(50,227)	(34,966)
Change in cash and cash equivalents in the year	25,198	455,378
Cash and cash equivalents at the beginning of the year	405,485	(49,893)
Cash and cash equivalents at the end of the year	430,683	405,485

The notes on pages 17 to 37 form part of these financial statements

Notes to the Financial Statements
For the Year Ended 31 March 2022

1. General information

Direct Help & Advice Limited is a charity registered in England and Wales and a private company limited by guarantee incorporated in England and Wales. The members of the Company are the Trustees named on Page 1. In the event of the Company being wound up, the liability in respect of the guarantee is limited to £5 per member of the Company.

The Company's registered office is Pheonix Street, Derby, DE1 2ER.

The principal activity of the Company was prevent and alleviate homelessness, poverty, financial and housing difficulty and associated issues to ensure everyone has a decent, safe home, be financially stable, be healthy and participate in the local community.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements 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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Direct Help & Advice Ltd. 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.

2.2 Income

All income is recognised once the Company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Company has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Company, can be reliably measured.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Notes to the Financial Statements
For the Year Ended 31 March 2022

2. Accounting policies (continued)

2.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Costs of generating funds are costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.

2.4 Going concern

The Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For long term finance they rely on bank loans, as disclosed in notes 15 and 16. In assessing going concern they have assumed that these loans will be renewed as required for the foreseeable future and, on that basis, they continue to adopt the going concern basis of accounting in preparing the annual financial statements.

2.5 Tangible fixed assets and depreciation

Tangible fixed assets costing £5,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfall is between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of Financial Activities.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

Freehold property	- Not depreciated
Motor vehicles	- 4 years straight line
Fixtures and fittings	- 5 years straight line
Computer equipment	- 3 years straight line

Notes to the Financial Statements
For the Year Ended 31 March 2022

2. Accounting policies (continued)

2.6 Revaluation of tangible fixed assets

The Company has adopted the revaluation model to revalue items of property, plant and equipment whose fair value can be measured reliably. The revaluations shall be made with sufficient regularity to ensure that the carrying amount does not differ materially from that which would be determined using fair value at the end of the reporting period.

The fair value of land and buildings is usually determined from market-based evidence by appraisal that is normally undertaken by professionally qualified valuers.

2.7 Investments

Investments in subsidiaries are valued at cost less provision for impairment.

2.8 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Company; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.9 Debtors

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

2.10 Cash at bank and in hand

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

2.11 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of Financial Activities as a finance cost.

2.12 Financial instruments

The Company 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.

Notes to the Financial Statements
For the Year Ended 31 March 2022

2. Accounting policies (continued)

2.13 Taxation

The Company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2.14 Pensions

The Company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Company to the fund in respect of the year.

2.15 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Notes to the Financial Statements
For the Year Ended 31 March 2022

3. Critical accounting estimates and areas of judgment

In the application of the Company's accounting policies, which are described in note 2, the Directors are required to make judgements, estimates and assumptions about the carrying amounts of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of revision and future periods if the revision affects both current and future periods.

Critical accounting estimates and assumptions:

Accrued Income

Accrued income is an amount that has been earned, there is a right to receive the amount, and it has not been recorded within the financial statements. Due to the nature of the revenue within the Company, work completed during the period will not yet have been received and therefore the Trustees are required to make assumptions regarding the recognition of this revenue and its recoverability.

Deferred Income

Deferred income is an amount that has been received and recorded within the financial statements but the conditions of the income have not yet been met. The Trustees are required to assess if the conditions of receipt of grant income have been met before revenue can be recognised within the financial statements.

Tangible fixed assets

Tangible fixed assets are depreciated over their useful life taking into account, where appropriate, residual values. Assessments of useful lives and residual values are performed annually, taking into account factors such as technological innovation, maintenance programmes, market information and management considerations. In assessing the residual values, the remaining life of the asset, its projected disposal value and future market conditions are taken into account. Detail on tangible fixed assets can be found in note 17.

Notes to the Financial Statements
For the Year Ended 31 March 2022

4. Income from donations and legacies

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £
Donations	(600)	-	(600)
Government grants	-	18,504	18,504
	<u>(600)</u>	<u>18,504</u>	<u>17,904</u>
	<u><u>(600)</u></u>	<u><u>18,504</u></u>	<u><u>17,904</u></u>
	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Donations	61,900	-	61,900
Government grants	-	207,604	207,604
	<u>61,900</u>	<u>207,604</u>	<u>269,504</u>
	<u><u>61,900</u></u>	<u><u>207,604</u></u>	<u><u>269,504</u></u>

The group has been eligible to claim additional funding in year from government in relation to the coronavirus job retention scheme. The funding received is shown above under 'government grants'.

Notes to the Financial Statements
For the Year Ended 31 March 2022

5. Income from charitable activities

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £
Legal Aid Agency	457,121	-	457,121
DCC Libraries	277,272	-	277,272
St Annes	100,085	-	100,085
Help Through Crisis	-	8,968	8,968
Enable	58,936	-	58,936
Nottingham City Council	51,789	-	51,789
National Careers Service	8,790	-	8,790
Severn Trent	-	-	-
Ground Works	154,742	-	154,742
Derby City Council	137,000	-	137,000
Big Lottery Fund	-	-	-
Other income	-	-	-
	1,245,735	8,968	1,254,703
	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Legal Aid Agency	344,555	-	344,555
DCC Libraries	226,427	-	226,427
St Annes	95,106	-	95,106
Help Through Crisis	-	107,099	107,099
Ground Works	116,127	-	116,127
Enable	55,880	-	55,880
Nottingham City Council	13,169	-	13,169
National Careers Service	53,956	-	53,956
Severn Trent	-	2,000	2,000
Big Lottery Fund	-	92,845	92,845
Other Income	174,000	-	174,000
	1,079,220	201,944	1,281,164

Notes to the Financial Statements
For the Year Ended 31 March 2022

6. Investment income

	Unrestricted funds 2022 £	Total funds 2022 £
Rental income	41,248	41,248
Investment income	33	33
	<u>41,281</u>	<u>41,281</u>
	Unrestricted funds 2021 £	Total funds 2021 £
Investment income	27	27
	<u>27</u>	<u>27</u>

7. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £
Charitable Activities	1,086,110	27,472	1,113,582
	<u>1,086,110</u>	<u>27,472</u>	<u>1,113,582</u>
	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Charitable Activities	978,362	201,944	1,180,306
	<u>978,362</u>	<u>201,944</u>	<u>1,180,306</u>

Notes to the Financial Statements
For the Year Ended 31 March 2022

7. Analysis of expenditure on charitable activities (continued)

Summary by expenditure type

	Staff costs 2022 £	Other costs 2022 £	Total funds 2022 £
Charitable Activities	884,539	229,043	1,113,582

	Staff costs 2021 £	Depreciation 2021 £	Other costs 2021 £	Total funds 2021 £
Charitable Activities	797,168	11,522	371,616	1,180,306

8. Analysis of expenditure by activities

	Activities undertaken directly 2022 £	Support costs 2022 £	Total funds 2022 £
Charitable activities	917,456	196,126	1,113,582

	Activities undertaken directly 2021 £	Support costs 2021 £	Total funds 2021 £
Charitable activities	783,165	397,141	1,180,306

Notes to the Financial Statements
For the Year Ended 31 March 2022

8. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Total funds 2022 £	Total funds 2021 £
Staff costs	837,989	644,992
Depreciation	-	11,522
Office premises	7,156	22,048
Training delivery costs	6,411	28,030
Administrative expenses	65,514	76,480
Travel	386	93
	917,456	783,165

Analysis of support costs

	Total funds 2022 £	Total funds 2021 £
Staff costs	46,550	152,176
Office premises	35,209	59,024
Insurance	7,243	15,072
Training delivery costs	5,000	65,787
IT Support	33,285	26,728
Loan Interest	4,710	9,566
Communications	24,538	22,354
Administrative expenses	13,274	26,101
Central library costs	15,999	13,288
Travel	4,633	1,745
Governance costs	5,685	5,300
	196,126	397,141

Notes to the Financial Statements
For the Year Ended 31 March 2022

9. Auditors' remuneration

	2022 £	2021 £
Fees payable to the Group's auditor for the audit of the Group's annual accounts	4,650	4,650
Fees payable to the Group's auditor in respect of: All non-audit services not included above	300	360
	<u>4,950</u>	<u>5,010</u>

10. Staff costs

	2022 £	2021 £
Wages and salaries	780,474	703,407
Social security costs	57,592	48,482
Contribution to defined contribution pension schemes	46,473	45,279
	<u>884,539</u>	<u>797,168</u>

The average number of persons employed by the Company during the year was as follows:

	2022 No.	2021 No.
Advisors and administration	38	34
Central Management	3	3
	<u>41</u>	<u>37</u>

No employee received remuneration amounting to more than £60,000 in either year.

The total amount of employee benefits (including employee pension contributions) received by key management personnel for their services was £133,149 (2021 - £127,113). The key management personnel of the Charity consists of the Trustees and senior management team.

11. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2021 - £NIL).

During the year ended 31 March 2022, no Trustee expenses have been incurred (2021 - £NIL).

Notes to the Financial Statements
For the Year Ended 31 March 2022

12. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Computer equipment £	Total £
Cost or valuation				
At 1 April 2021	1,035,000	2,803	144,332	1,182,135
Disposals	-	(2,803)	-	(2,803)
At 31 March 2022	1,035,000	-	144,332	1,179,332
Depreciation				
At 1 April 2021	-	2,803	144,332	147,135
On disposals	-	(2,803)	-	(2,803)
At 31 March 2022	-	-	144,332	144,332
Net book value				
At 31 March 2022	1,035,000	-	-	1,035,000
At 31 March 2021	1,035,000	-	-	1,035,000

A valuation of freehold land and buildings was carried out on 11 February 2021 and 28 May 2021 by an external valuer, David Brown. These were valued at £1,035,000 on the basis of existing use. The Trustees believe that this valuation remains reasonable.

The Company has adopted a policy of revaluation for tangible fixed assets. Had these assets been measured at historic cost, the carrying values would have been as follows:

	2022 £	2021 £
Freehold property	972,884	1,001,734

Notes to the Financial Statements
For the Year Ended 31 March 2022

13. Fixed asset investments

	Investments in subsidiary companies £
At 1 April 2021	100
Disposals	(100)
At 31 March 2022	-
Net book value	
At 31 March 2022	-
At 31 March 2021	100

14. Debtors

	2022 £	2021 £
Due within one year		
Trade debtors	8,434	4,150
Other debtors	19,200	16,079
Prepayments and accrued income	236,526	185,265
	264,160	205,494

15. Creditors: Amounts falling due within one year

	2022 £	2021 £
Bank loans	45,496	44,752
Trade creditors	27,211	32,175
Other taxation and social security	42,615	19,774
Other creditors	8,086	6,199
Accruals and deferred income	48,563	139,352
	171,971	242,252

Notes to the Financial Statements
For the Year Ended 31 March 2022

	2022 £	2021 £
Deferred income at 1 April	76,501	17,784
Resources deferred during the year	14,835	68,169
Amounts released from previous periods	(76,501)	(9,452)
	<u>14,835</u>	<u>76,501</u>

As at the balance sheet date the charitable company was holding funds relating to income received in advance of the 2022/23 financial year.

The mortgages are secured on the freehold property owned by the Charity.

16. Creditors: Amounts falling due after more than one year

	2022 £	2021 £
Bank loans	527,970	574,231
	<u>527,970</u>	<u>574,231</u>

The aggregate amount of liabilities payable or repayable wholly or in part more than five years after the reporting date is:

	2022 £	2021 £
Repayable by instalments	527,970	388,473
	<u>527,970</u>	<u>388,473</u>

The Charity has 2 loans in place with the bank with rates of interest at 1% p.a. over base rate and they expire on 13 September 2031 and 22 January 2034.

The mortgages are secured on the freehold property owned by the Charity.

Notes to the Financial Statements
For the Year Ended 31 March 2022

17. Financial instruments

	2022 £	2021 £
Financial assets		
Financial assets measured at amortised cost	248,111	194,201
	2022 £	2021 £
Financial liabilities		
Financial liabilities measured at amortised cost	638,496	714,459

Financial assets measured at amortised cost comprise trade debtors, other debtors and accrued income.

Financial liabilities measured at amortised cost comprise bank loans, trade creditors, other creditors and accruals.

Notes to the Financial Statements
For the Year Ended 31 March 2022

18. Statement of funds

Statement of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
Unrestricted funds					
Designated funds					
Land and Buildings	416,017	-	-	45,517	461,534
General funds					
General Funds - all funds	413,579	1,009,144	(808,838)	(45,517)	568,368
DCC Libraries	-	277,272	(277,272)	-	-
	413,579	1,286,416	(1,086,110)	(45,517)	568,368
Total Unrestricted funds	829,596	1,286,416	(1,086,110)	-	1,029,902
Restricted funds					
Help through crisis	-	8,968	(8,968)	-	-
Coronavirus Job Retention Scheme	-	18,504	(18,504)	-	-
	-	27,472	(27,472)	-	-
Total of funds	829,596	1,313,888	(1,113,582)	-	1,029,902

Notes to the Financial Statements
For the Year Ended 31 March 2022

18. Statement of funds (continued)

Designated Funds

The designated fund relates to the net book value of the premises less the mortgage outstanding. This sum has been designated as the buildings are required to enable the Charity to meet its aims and objectives.

Restricted Funds

Help through Crisis

To support people whose first language is not English who are experiencing a hardship crisis in areas such as homelessness, financial hardship, family breakdown and employment issues.

Severn Trent

To support and advise people who have debt issues predominately starting with water debts.

Coronavirus Job Retention Scheme

Funds received under the government's job support scheme.

Covid Emergency Response Line

A Covid Response Line was operated to assist people with any problems they faced due to the pandemic- they were advised which specific agencies were able to help them with any issues arising covering any matters from shopping & education to social & entertainment opportunities.

Notes to the Financial Statements
For the Year Ended 31 March 2022

18. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2021 £
Unrestricted funds						
Designated funds						
Land and Buildings	316,414	-	-	59,603	40,000	416,017
General funds						
DCC Libraries	-	226,427	(226,427)	-	-	-
General reserves	102,793	914,720	(751,935)	148,001	-	413,579
	102,793	1,141,147	(978,362)	148,001	-	413,579
Total Unrestricted funds	419,207	1,141,147	(978,362)	207,604	40,000	829,596
Restricted funds						
Help through crisis	-	107,099	(107,099)	-	-	-
Coronavirus Job Retention Scheme	-	207,604	-	(207,604)	-	-
Severn Trent	-	2,000	(2,000)	-	-	-
Covid Emergency Response Line	-	92,845	(92,845)	-	-	-
	-	409,548	(201,944)	(207,604)	-	-
Total of funds	419,207	1,550,695	(1,180,306)	-	40,000	829,596

Notes to the Financial Statements
For the Year Ended 31 March 2022

19. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2022 £	Total funds 2022 £
Tangible fixed assets	1,035,000	1,035,000
Current assets	694,843	694,843
Creditors due within one year	(171,971)	(171,971)
Creditors due in more than one year	(527,970)	(527,970)
Total	1,029,902	1,029,902

Analysis of net assets between funds - prior year

	Unrestricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	1,035,000	1,035,000
Fixed asset investments	100	100
Current assets	610,979	610,979
Creditors due within one year	(242,252)	(242,252)
Creditors due in more than one year	(574,231)	(574,231)
Total	829,596	829,596

Notes to the Financial Statements
For the Year Ended 31 March 2022

20. Reconciliation of net movement in funds to net cash flow from operating activities

	2022 £	2021 £
Net income for the year (as per Statement of Financial Activities)	200,306	370,389
Adjustments for:		
Depreciation charges	-	11,522
Interest	4,710	9,566
Dividends, interests and rents from investments	(37,841)	(27)
(Increase)/decrease in debtors	(58,566)	77,669
(Decrease)/Increase in creditors	(71,028)	22,648
Net cash provided by operating activities	37,581	491,767

21. Analysis of cash and cash equivalents

	2022 £	2021 £
Cash in hand	430,683	405,485
Total cash and cash equivalents	430,683	405,485

22. Analysis of changes in net debt

	At 1 April 2021 £	Cash flows £	Other non- cash changes £	At 31 March 2022 £
Cash at bank and in hand	405,485	25,198	-	430,683
Debt due within 1 year	(44,752)	50,227	(50,971)	(45,496)
Debt due after 1 year	(574,231)	-	46,261	(527,970)

23. Pension commitments

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £46,473 (2021 - £45,279). Contributions totalling £7,817 (2021 - £6,199) were payable to the fund at the balance sheet date and are included in creditors.

Notes to the Financial Statements
For the Year Ended 31 March 2022

24. Operating lease commitments

At 31 March 2022 the Company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2022 £	2021 £
Not later than 1 year	13,662	14,362
Later than 1 year and not later than 5 years	5,081	15,243
	<u>18,743</u>	<u>29,605</u>

25. Related party transactions

As at 31 March 2022, the Group owes £nil (2021 - £nil) to the St James' Centre, a company which is connected due to G Freeman, being a director in both. During the year, the company spent £nil (2021 - £10,561) with the St James' Centre.

DIRECT HELP & ADVICE LTD.

England & Wales - Charity number 1073231

Accounts

Registered number: 3495233
Charity number: 1073231

Direct Help & Advice Ltd.

Trustees' Report and Financial Statements

For the Year Ended 31 March 2021



Direct Help & Advice Ltd.
(A Company Limited by Guarantee)

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Direct Help & Advice Ltd.
(A Company Limited by Guarantee)

Reference and Administrative Details of the Company, its Trustees and Advisers
For the Year Ended 31 March 2021

Trustees

A W J Cartwright
J E Seaman
S Bravery, Chair from 12 January 2021 (appointed 14 July 2020)
E A Davies (resigned 9 March 2021)
P S Davies
A W Deighton
G J Freeman (resigned 27 September 2021)
R S Morris, Chair until 12 January 2021 (resigned 12 January 2021)
P M Coleman (appointed 30 September 2019, resigned 6 July 2020)
K T McGrath (appointed 25 May 2021)
N J Williams (appointed 15 July 2021)

Company registered number

3495233

Charity registered number

1073231

Registered office

Phoenix Street
Derby
Derbyshire
DE1 2ER

Company secretary

S G Walker

Chief executive officer

K Cook

Independent auditors

Dains LLP
Statutory Auditor
Suite 2, Albion House
2 Etruria Office Village
Forge Lane
Stoke on Trent
ST1 5RQ

Bankers

National Westminster Bank Plc
58 St Peters Street
Derby
DE1 1XL

Trustees' Report
For the Year Ended 31 March 2021

The Trustees present their annual report together with the audited financial statements of the Company for the year 1 April 2020 to 31 March 2021. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Objectives and activities

a. Policies and objectives

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

b. Strategies for achieving objectives

Resolve legal issues and actively provide support to prevent individuals and families losing their accommodation, provide debt advice services and improve social inclusion and financial stability through local community activities and services, provide training programmes and volunteering opportunities to enable beneficiaries to increase their skills, knowledge and employability.

c. Activities undertaken to achieve objectives

To provide free, independent, specialist housing and debt advice - and training programs — both accredited and non-accredited - and volunteering opportunities and assist in securing employment for beneficiaries to prevent the causes of homelessness and provide them and their families with a sustainable future in Derby, Derbyshire, East Staffordshire, Nottingham and Nottinghamshire as well as nationally through the Civil Legal Advice telephone helpline.

d. Main activities undertaken to further the Company's purposes for the public benefit

Preventing and resolving legal issues through specialist housing advice including face to face casework and through court representation, provide telephone support, drop in sessions and outreach provisions within the larger area to prevent families losing their accommodation, resolve landlord disputes and challenge unfair decisions.

Our Community Training department provides work related training, advice and support together with volunteering opportunities to improve confidence and skills leading to sustainable work together with associated improvements in health and wellbeing.

Direct Help Advice is keen to work in partnership to protect local community services in the city. To acknowledge our support we are managing and running 10 of Derby City Libraries as Community Managed Libraries. DHA are committed to not only supporting the existing good work that the libraries provide, but also protecting popular, traditional library services such as book lending and free Internet access, and also bringing added value to the libraries by enhancing the services within the library setting with the support of volunteers.

Trustees' Report (continued)
For the Year Ended 31 March 2021

Strategic report

Achievements and performance

a. Key performance indicators

The Charity's key financial performance indicators are the amount of income received from fund raising and grants which has increased to £1,551,150 (2020 - £1,525,888).

Another key performance indicator is the number of people volunteering locally and beneficiaries that the Charity can advise to help tackle debt and housing problems, together with the number of learners in our training and communities department, and of these learners the number that gain accredited qualifications or employment.

b. Review of activities

Face to Face - Clients coming into our service centres needing help and advice
Telephone Advice - Clients assisted by DHA via the National Telephone Advice service
Training into Employment - Training programmes delivered to clients
Employment Assisted unemployed people into jobs
Volunteers engaging on activities

c. Fundraising activities and income generation

Specialist Housing advice work is undertaken against Legal Aid Agency contracts including casework and court representation, participation in a National Helpline and Duty Solicitor representation at Housing Repossession sessions. Payment is received on a case-by-case basis in accordance with contracted rates.

Training (both certified and non-certified) is delivered against specific requirements and contracts with specified payment against certified outcomes.

Projects are provided against specific funding in accordance with the requirements of the Grant — currently The Big Lottery, Severn Trent, Ground Works, St Ann's Advice, The Postcode Lottery, Derby City Council, Derbyshire County Council, Alex Ferry, Erewash Borough Council and several employment contracts and smaller donations.

Funding requests and bid submissions are made as appropriate on an on-going basis to further the charitable aims and maintain financial stability.

d. Factors relevant to achieve objectives

Following the Legal Aid Reforms, we are now no longer funded to provide early intervention advice and assistance to vulnerable people. This prevents us from assisting people with housing benefit issues, general disrepair, tenancy matters, and with mortgage or rent arrears before a landlord or lender has initiated possession action which greatly restricts the number of clients we can help.

Funding is becoming increasingly difficult to obtain in the current financial climate with increasing requirements of reporting and outcomes and competition with other charities and organisations which impacts on the range and scope of the services we are able to offer particularly to the most vulnerable clients.

Trustees' Report (continued)
For the Year Ended 31 March 2021

Strategic report (continued)

Financial review

a. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

b. Reserves policy

The reserves policy is an aspiration to hold reserves of between 12 months' forecast expenditure in order to absorb any adverse fluctuations in funding income or unexpected outgoings and to achieve this by diversification of the funding base. The total amount of funds held at 31 March 2021 was £830,354 (2020 - £419,962) of which £nil (2020 - £nil) was designated as restricted funds.

c. Principal risks and uncertainties

Financial sustainability is the major risk for both the Charity and its subsidiary. The risk is regularly reviewed to ensure funds are available to settle debts as they fall due together with active Financial Management of trade debtors and creditors.

The on-going availability of charitable funds is uncertain and is kept under constant review and operations will be managed in accordance.

d. Financial risk management objectives and policies

Trustees are required to ensure that the charitable funds and assets are used reasonably and only in furtherance of the Charity's objects, and to avoid undertaking activities that might place the Charity's funds, assets or reputation at undue risk while giving regard to the overall efficiency and continuity of operations to deliver the charitable objectives.

Risk associated with specific activities must be considered & reviewed, where possible mitigated and if deemed to be excessive the activity not undertaken.

There will be an annual financial planning cycle with the Trustees who will have adequate information to review the budget and make recommendations for its approval and to satisfy themselves that they can adequately discharge their statutory responsibilities and ensure the solvency of the Charity.

There will be a Business Continuity Plan in place in case of a major event affecting the day-to-day operations and resultant financial impact and a Risk Strategy will be in place.

e. Principal funding

The primary income is derived from delivery against the Legal Aid Agency contracts together with D2N2 contract funding from the European Social Fund/Big Lottery Fund via several partner organisations.

In addition grants are received from Big Lottery with lesser amounts from other funders and trusts.

Structure, governance and management

a. Constitution

Direct Help & Advice Ltd. is registered as a charitable company limited by guarantee and was set up by a Memorandum of Association.

b. Methods of appointment or election of Trustees

The management of the Group and the Company is the responsibility of the Trustees who are elected and co-opted under the terms of the Articles of Association.

c. Organisational structure and decision-making policies

The Board of Trustees administers the Charity. The board meets regularly, with additional sub-group committee meetings covering operational programs, financial and business functions.

The CEO has responsibility for ensuring that the Charity delivers the services specified and that key performance indicators are met. The CEO, with support from the Senior Management Team, has overall responsibility for the day to day operational and support management of the Charity and also for ensuring the departments continue to develop their skills and working practices in line with our mission.

d. Policies adopted for the induction and training of Trustees

The Charity, as of 31 January 2021 has a board of Trustees of 7 members, plus the CEO, Company Secretary and 4 Senior Managers who meet regularly and are responsible for the strategic direction and policies of the charity. The Trustees are from a variety of professional backgrounds relevant to the work of the Charity.

Full Trustee meetings were held bi-monthly for the year ended 31 March 2020, with sub-group committee meetings in the following areas on a monthly basis: Finance; Advice Services; Training & Communities; Human Resources and Health & Safety.

A scheme of delegation is in place and day to day responsibility for advising Trustees and assisting in compliance with all legal obligations and the provision of services rests with the CEO.

Under the requirements of the Memorandum and Articles of Association, the Trustees are elected to serve until the next Annual General Meeting, after which they must be re-elected. All Trustees give their time voluntarily and receive no benefits from the Charity. Any expenses reclaimed from the Charity will be declared in the notes to the accounts.

Due to the nature of the Charity's work, the Trustees seek to ensure that the needs of the service users are appropriately reflected through the diversity of the Trustee body. The Board of Trustees is a well-established team of committed individuals who possess wide ranging and highly specialised business skills and expertise relevant to the Charity's needs.

All Trustees are familiar with the practical work of the Charity having been encouraged to become involved in the services across the organisation and attend meetings and events throughout the year.

Newly elected Trustees are invited and encouraged to attend meetings and events to familiarise themselves with the Charity and the context within which it operates. An induction pack is provided which details their role and responsibilities, and new Trustees are also initially mentored by existing board members.

Structure, governance and management (continued)

e. Pay policy for key management personnel

The approach is to pay a fair salary to attract and retain skilled senior leaders with an expertise. Salaries and benefits need to be competitive within the Charity sector and proportionate to the complexity of each role.

To achieve this our Pay Policy aims to:

- 1) Pay the median range for similar organisations in the UK Charity sector market and locally but not to compete on salaries with the public or private sectors; and
- 2) Ensure performance is reviewed and reported on at least an annual basis.

f. Related party relationships

There are no related party transactions during the reporting period, except for gift aid payments from DHA Support Limited, a wholly owned subsidiary.

Trustees do not receive remuneration or other benefit by virtue of being a Trustee of the Charity.

At the start of every Trustee meeting all Trustees are required to disclose any conflicts of interest.

g. Financial risk management

The Trustees have a risk management strategy which comprises:

- 1) An annual review of the principal risks and uncertainties that the Charity and its subsidiary DHA Support Limited faces;
- 2) An establishment of policies, systems and procedures to mitigate those risks identified in the annual review;
- 3) The implementation of procedures designed to minimise or manage any potential impact on the Charity should those risks materialise.

This process offers a crucial opportunity to evaluate potential problems, and to establish appropriate systems or procedures to mitigate the risk as necessary.

This work has identified that financial sustainability is the major risk for both the Charity and its subsidiary. A key element in the management of the financial risk is a regular review of available funds to settle debts, regular liaison with the banking relationship managers, and active management of trade debtors and work in progress to ensure sufficient working capital for the Charity and its subsidiary.

The Trustees have assessed the major risks to which the Company and the Group is exposed, in particular those related to the operations and finances of the Company and the Group, and are satisfied that systems and procedures are in place to mitigate our exposure to the major risks.

h. Principal activities

To prevent and alleviate homelessness, poverty, financial and housing difficulty and associated issues. To ensure everyone has a decent, safe home, be financially stable, be healthy and participate in the local community.

Trustees' Report (continued)
For the Year Ended 31 March 2021

Plans for future periods

DHA are committed to continue providing specialist Housing Support Advice and Training programs whilst extending the services whenever additional funding sources make it possible.

Any opportunities that arise that will assist in the furtherance of the charitable aims will be maximised and potential opportunities kept under review.

Covid-19

Covid-19 has obviously had a significant impact on the organisation with our offices closing in March 20.

Since then we have been able to continue delivering some services by telephone & digitally with working remotely from home, the CML staff have undertaken different support roles with some other staff being furloughed. We have also received some additional grant income to deliver a Telephone Advice line to support the public during the pandemic either directly or by signposting them to other organisations.

All our existing contracts are still in place and will resume as the restrictions are lifted.

Fundraising

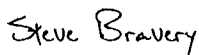
DHA undertake no fundraising from the Public & as such do not employ a fundraiser. We do on occasion make application for grants but these are formal applications from Constituted Awarding bodies.

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' Report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable group's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable group's auditors are aware of that information.

Approved by order of the members of the board of Trustees and signed on their behalf by:



S Bravery

Chair

Date: 16.11.21



N Williams

Trustee

Direct Help & Advice Ltd.
(A Company Limited by Guarantee)

Statement of Trustees' responsibilities
For the Year Ended 31 March 2021

The Trustees (who are also the directors of the Company for the purposes of company law) are responsible for preparing the Trustees' Report including the Strategic Report 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. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Group and the Company and of their incoming resources and application of resources, including their income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) 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 Group will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Group and the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Group and the Company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Group and the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees and signed on its behalf by:

Steve Bravery

S Bravery
Chair

Date: 16.11.21

N Williams

N Williams
Trustee

Independent Auditors' Report to the Members of Direct Help & Advice Ltd.

Opinion

We have audited the financial statements of Direct Help & Advice Ltd. (the 'parent charitable company') and its subsidiary (the 'group') for the year ended 31 March 2021 which comprise the Consolidated Statement of Financial Activities, the Consolidated Balance Sheet, the Company Balance Sheet, the Consolidated Statement of Cash Flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the Group's and of the parent charitable company's affairs as at 31 March 2021 and of the Group's incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Independent Auditors' Report to the Members of Direct Help & Advice Ltd. (continued)

Other information

The other information comprises the information included in the Annual Report other than the financial statements and our Auditors' Report thereon. The Trustees are responsible for the other information contained within the Annual Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report including the Strategic Report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' Report and the Strategic Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report including the Strategic Report.

We have nothing to report in respect of the following matters in relation to which Companies Act 2006 requires us to report to you if, in our opinion:

- the parent charitable company has not kept adequate and sufficient accounting records, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

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

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

Independent Auditors' Report to the Members of Direct Help & Advice Ltd. (continued)

Auditors' responsibilities for the audit of the financial statements

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

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

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the senior statutory auditor ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charitable company through discussions with directors and other management, and from our commercial knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the financial reporting legislation, Companies Act 2006, Charities Act 2011, taxation legislation, anti-bribery, employment, and environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the company's legal advisors.

Independent Auditors' Report to the Members of Direct Help & Advice Ltd. (continued)

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditors' Report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditors' Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Dains LLP

Simon Hawkins (Senior Statutory Auditor)

for and on behalf of

Dains LLP

Statutory Auditor
Chartered Accountants

Suite 2, Albion House
2 Etruria Office Village
Forge Lane
Stoke on Trent
ST1 5RQ

Date: *16.11.21*

Direct Help & Advice Ltd.
(A Company Limited by Guarantee)

Consolidated Statement of financial activities (incorporating income and expenditure account)
For the Year Ended 31 March 2021

	Note	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Income from:					
Donations and legacies	2	18,409	207,604	226,013	32,374
Charitable activities	3	1,079,220	201,944	1,281,164	1,444,183
Other trading activities		43,946	-	43,946	49,328
Investments	4	27	-	27	3
		<u>1,141,602</u>	<u>409,548</u>	<u>1,551,150</u>	<u>1,525,888</u>
Total income					
Expenditure on:					
Raising funds		452	-	452	128
Charitable activities	5	978,362	201,944	1,180,306	1,440,244
		<u>978,814</u>	<u>201,944</u>	<u>1,180,758</u>	<u>1,440,372</u>
Total expenditure					
Net income before taxation		162,788	207,604	370,392	85,516
Taxation	10	-	-	-	(177)
		<u>162,788</u>	<u>207,604</u>	<u>370,392</u>	<u>85,339</u>
Net income after taxation		162,788	207,604	370,392	85,339
Transfers between funds	17	207,604	(207,604)	-	-
		<u>370,392</u>	<u>-</u>	<u>370,392</u>	<u>85,339</u>
Net movement in funds before other recognised gains		370,392	-	370,392	85,339
Other recognised gains:					
Gains on revaluation of fixed assets		40,000	-	40,000	-
		<u>410,392</u>	<u>-</u>	<u>410,392</u>	<u>85,339</u>
Net movement in funds		410,392	-	410,392	85,339
Reconciliation of funds:					
Total funds brought forward		419,962	-	419,962	334,623
Net movement in funds		410,392	-	410,392	85,339
		<u>830,354</u>	<u>-</u>	<u>830,354</u>	<u>419,962</u>
Total funds carried forward		830,354	-	830,354	419,962

The Consolidated Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 17 to 37 form part of these financial statements.

Direct Help & Advice Ltd.
(A Company Limited by Guarantee)
Registered number: 3495233

Consolidated Balance Sheet
As at 31 March 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	11	1,035,000	1,005,072
		<u>1,035,000</u>	<u>1,005,072</u>
Current assets			
Debtors	13	206,321	294,209
Cash at bank and in hand		408,472	880
		<u>614,793</u>	<u>295,089</u>
Creditors: amounts falling due within one year	14	(245,208)	(287,286)
Net current assets / liabilities		<u>369,585</u>	<u>7,803</u>
Total assets less current liabilities		<u>1,404,585</u>	<u>1,012,875</u>
Creditors: amounts falling due after more than one year	15	(574,231)	(592,913)
Total net assets		<u><u>830,354</u></u>	<u><u>419,962</u></u>
Charity funds			
Restricted funds	17	-	-
Unrestricted funds	17	830,354	419,962
Total funds		<u><u>830,354</u></u>	<u><u>419,962</u></u>

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

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Steve Bravery

N Williams

S Bravery
Chair

N Williams
Trustee

Date: 16.11.21

The notes on pages 17 to 37 form part of these financial statements.

Direct Help & Advice Ltd.
(A Company Limited by Guarantee)
Registered number: 3495233

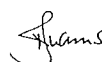
Company Statement of financial position
As at 31 March 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	11	1,035,000	1,005,072
Investments	12	100	100
		<u>1,035,100</u>	<u>1,005,172</u>
Current assets			
Debtors	13	205,494	283,170
Cash at bank and in hand		405,485	873
		<u>610,979</u>	<u>284,043</u>
Creditors: amounts falling due within one year	14	(242,252)	(277,095)
Net current assets / liabilities		<u>368,727</u>	<u>6,948</u>
Total assets less current liabilities		<u>1,403,827</u>	<u>1,012,120</u>
Creditors: amounts falling due after more than one year	15	(574,231)	(592,913)
Total net assets		<u>829,596</u>	<u>419,207</u>
Charity funds			
Restricted funds	17	-	-
Unrestricted funds	17	829,596	419,207
Total funds		<u>829,596</u>	<u>419,207</u>

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

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Steve Bravery



S Bravery

N Williams

Chair

Trustee

Date: 16.11.21

The notes on pages 17 to 37 form part of these financial statements.

Direct Help & Advice Ltd.
(A Company Limited by Guarantee)

Consolidated Statement of Cash Flows
For the Year Ended 31 March 2021

	2021 £	2020 £
Cash flows from operating activities		
Net cash used in operating activities	494,754	77,691
Cash flows from investing activities		
Dividends, interests and rents from investments	27	3
Purchase of tangible fixed assets	(1,450)	(777)
Net cash used in investing activities	(1,423)	(774)
Cash flows from financing activities		
Repayments of borrowing	(34,966)	(47,618)
Net cash used in financing activities	(34,966)	(47,618)
Change in cash and cash equivalents in the year	458,365	29,299
Cash and cash equivalents at the beginning of the year	(49,893)	(79,192)
Cash and cash equivalents at the end of the year	408,472	(49,893)

The notes on pages 17 to 37 form part of these financial statements

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

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements 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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Direct Help & Advice Ltd. 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.

The Consolidated Statement of Financial Activities (SOFA) and Consolidated Balance Sheet consolidate the financial statements of the Company and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

No separate SOFA has been presented for the Company alone as permitted by section 408 of the Companies Act 2006.

1.2 Company status

Direct Help & Advice Limited is a charity registered in England and a private Company limited by guarantee incorporated in England and Wales. The members of the Company are the Trustees named on page 1. In the event of the Company being wound up, the liability in respect of the guarantee is limited to £5 per member of the Company.

The Company's registered office is Phoenix Street, Derby, DE1 2ER.

The principal activity of the Company was to prevent and alleviate homelessness, poverty, financial and housing difficulty and associated issues to ensure everyone has a decent, safe home, be financially stable, be healthy and participate in the local community.

1.3 Income

All income is recognised once the Company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Company has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Company, can be reliably measured.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

1. Accounting policies (continued)

1.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Costs of generating funds are costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.

1.5 Basis of consolidation

The financial statements consolidate the accounts of Direct Help & Advice Limited and all of its subsidiary undertakings ('subsidiaries').

The Company has taken advantage of the exemption contained within section 408 of the Companies Act 2006 not to present its own Income and Expenditure Account.

The income and expenditure account for the year amounted to a surplus of £410,389 (2020 - £84,412).

1.6 Going concern

The Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For long term finance they rely on bank loans, as disclosed in notes 14 and 15. In assessing going concern they have assumed that these loans will be renewed as required for the foreseeable future and, on that basis, they continue to adopt the going concern basis of accounting in preparing the annual financial statements.

1.7 Tangible fixed assets and depreciation

Tangible fixed assets costing £5,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of Financial Activities.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

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

1. Accounting policies (continued)

1.7 Tangible fixed assets and depreciation (continued)

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

Freehold property	- Not depreciated
Motor vehicles	- 4 years straight line
Fixtures and fittings	- 5 years straight line
Computer equipment	- 3 years straight line

1.8 Revaluation of tangible fixed assets

The Company has adopted the revaluation model to revalue items of property, plant and equipment whose fair value can be measured reliably. The revaluations shall be made with sufficient regularity to ensure that the carrying amount does not differ materially from that which would be determined using fair value at the end of the reporting period.

The fair value of land and buildings is usually determined from market-based evidence by appraisal that is normally undertaken by professionally qualified valuers.

1.9 Investments

Investments in subsidiaries are valued at cost less provision for impairment.

1.10 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Group; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

1.11 Debtors

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

1.12 Cash at bank and in hand

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

1. Accounting policies (continued)

1.13 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated Statement of Financial Activities as a finance cost.

1.14 Financial instruments

The Group 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.

1.15 Taxation

The Company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

1.16 Pensions

The Group operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Company to the fund in respect of the year.

1.17 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Group for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1. Accounting policies (continued)

1.18 Critical accounting estimates and areas of judgment

In the application of the Company's accounting policies, which are described in note 1, the Directors are required to make judgements, estimates and assumptions about the carrying amounts of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of revision and future periods if the revision affects both current and future periods.

Critical accounting estimates and assumptions:

Accrued Income

Accrued income is an amount that has been earned, there is a right to receive the amount, and it has not been recorded within the financial statements. Due to the nature of the revenue within the Company, work completed during the period will not yet have been received and therefore the Trustees are required to make assumptions regarding the recognition of this revenue and its recoverability.

Deferred Income

Deferred income is an amount that has been received and recorded within the financial statements but the conditions of the income have not yet been met. The Trustees are required to assess if the conditions of receipt of grant income have been met before revenue can be recognised within the financial statements.

Tangible fixed assets

Tangible fixed assets are depreciated over their useful life taking into account, where appropriate, residual values. Assessments of useful lives and residual values are performed annually, taking into account factors such as technological innovation, maintenance programmes, market information and management considerations. In assessing the residual values, the remaining life of the asset, its projected disposal value and future market conditions are taken into account. Detail on tangible fixed assets can be found in note 11.

Direct Help & Advice Ltd.
(A Company Limited by Guarantee)

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

2. Income from donations and legacies

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Donations	18,409	-	18,409
Government grants	-	207,604	207,604
	<u>18,409</u>	<u>207,604</u>	<u>226,013</u>

The group has been eligible to claim additional funding in year from government in relation to the coronavirus job retention scheme. This funding received is shown above under 'government grants'.

	Unrestricted funds 2020 £	Total funds 2020 £
Donations	32,374	32,374

3. Income from charitable activities

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Legal Aid Agency	344,555	-	344,555
DCC Libraries	226,427	-	226,427
Training and Communities	95,106	-	95,106
Help Through Crisis	-	107,099	107,099
Ground Works	116,127	-	116,127
Working Links	-	-	-
Enable	55,880	-	55,880
National Career Service	53,956	-	53,956
Nottingham City Council	13,169	-	13,169
Severn Trent	-	2,000	2,000
Big Lottery Fund	-	92,845	92,845
Other income	174,000	-	174,000
	<u>1,079,220</u>	<u>201,944</u>	<u>1,281,164</u>

Direct Help & Advice Ltd.
(A Company Limited by Guarantee)

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

3. Income from charitable activities (continued)

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £
Legal Aid Agency	732,335	-	732,335
DCC Libraries	251,845	-	251,845
Training and Communities	198,781	-	198,781
Help Through Crisis	-	100,737	100,737
Ground Works	108,333	-	108,333
Working Links	2,843	-	2,843
Enable	19,309	-	19,309
Severn Trent	-	30,000	30,000
	<u>1,313,446</u>	<u>130,737</u>	<u>1,444,183</u>

4. Investment income

	Unrestricted funds 2021 £	Total funds 2021 £
Investment income	<u>27</u>	<u>27</u>

	Unrestricted funds 2020 £	Total funds 2020 £
Investment income	<u>3</u>	<u>3</u>

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

5. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Charitable Activities	978,362	201,944	1,180,306

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £
Charitable Activities	1,309,507	130,737	1,440,244

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

5. Analysis of expenditure on charitable activities (continued)

Summary by expenditure type

	Staff costs 2021 £	Depreciation 2021 £	Other costs 2021 £	Total funds 2021 £
Charitable Activities	797,168	11,522	371,616	1,180,306

	Staff costs 2020 £	Depreciation 2020 £	Other costs 2020 £	Total funds 2020 £
Charitable Activities	1,084,335	3,752	352,157	1,440,244

6. Analysis of expenditure by activities

	Activities undertaken directly 2021 £	Support costs 2021 £	Total funds 2021 £
Charitable activities	783,165	397,141	1,180,306

	Activities undertaken directly 2020 £	Support costs 2020 £	Total funds 2020 £
Charitable activities	1,069,678	370,566	1,440,244

Direct Help & Advice Ltd.
(A Company Limited by Guarantee)

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

6. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Total funds 2021 £	Total funds 2020 £
Staff costs	644,992	958,702
Depreciation	11,522	3,752
Office premises	22,048	15,523
Training delivery costs	28,030	4,353
Administrative expenses	56,480	65,806
Central Library costs	20,000	19,999
Travel	93	1,543
	<u>783,165</u>	<u>1,069,678</u>

Analysis of support costs

	Total funds 2021 £	Total funds 2020 £
Staff costs	152,176	125,633
Office premises	59,024	66,740
Insurance	15,072	17,952
Training delivery costs	65,787	45,690
IT Support	26,728	22,712
Loan Interest	9,566	12,468
Communications	22,354	27,082
Administrative expenses	26,101	34,320
Central library costs	13,288	-
Travel	1,745	12,329
Governance costs	5,300	5,640
	<u>397,141</u>	<u>370,566</u>

Direct Help & Advice Ltd.
(A Company Limited by Guarantee)

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

7. Auditors' remuneration

	2021 £	2020 £
Fees payable to the Group's auditor for the audit of the Group's annual accounts	4,650	4,650
Fees payable to the Group's auditor in respect of: All non-audit services not included above	360	360

8. Staff costs

	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Wages and salaries	703,407	945,393	703,407	945,393
Social security costs	48,482	72,303	48,482	72,303
Contribution to defined contribution pension schemes	45,279	66,639	45,279	66,639
	<u>797,168</u>	<u>1,084,335</u>	<u>797,168</u>	<u>1,084,335</u>

The average number of persons employed by the Company during the year was as follows:

	Group 2021 No.	Group 2020 No.	Company 2021 No.	Company 2020 No.
Advisors and administration	34	46	34	46
Central Management	3	3	3	3
	<u>37</u>	<u>49</u>	<u>37</u>	<u>49</u>

No employee received remuneration amounting to more than £60,000 in either year.

The total amount of employee benefits (including employer pension contributions) received by key management personnel for their services was £127,113 (2020 - £177,107). The key management personnel of the Charity consists of the Trustees and senior management team.

9. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2020 - £NIL).

During the year ended 31 March 2021, no Trustee expenses have been incurred (2020 - £NIL).

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

10. Taxation

	2021 £	2020 £
Corporation tax		
Current tax on net income for the year	-	177
Taxation on net income	<u>-</u>	<u>177</u>

The tax assessed for the year is lower than (2020 - lower than) the standard rate of corporation tax in the UK of 19% (2020 - 19%). The differences are explained below:

	2021 £	2020 £
Net income before tax	<u>370,392</u>	<u>85,516</u>
Net income multiplied by the standard rate of corporation tax in the UK of 19% (2020 - 19%).	70,374	16,248
Effects of:		
Non-taxable income	(70,374)	(16,071)
Total tax charge for the year	<u>-</u>	<u>177</u>

There are no factors considered likely to affect future tax charges.

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

11. Tangible fixed assets

Group and Company

	Freehold property £	Fixtures and fittings £	Computer equipment £	Total £
Cost or valuation				
At 1 April 2020	995,000	2,803	142,882	1,140,685
Additions	-	-	1,450	1,450
Revaluations	40,000	-	-	40,000
At 31 March 2021	1,035,000	2,803	144,332	1,182,135
Depreciation				
At 1 April 2020	-	-	135,613	135,613
Charge for the year	-	2,803	8,719	11,522
At 31 March 2021	-	2,803	144,332	147,135
Net book value				
At 31 March 2021	1,035,000	-	-	1,035,000
At 31 March 2020	995,000	2,803	7,269	1,005,072

A valuation of freehold land and buildings was carried out on 11 February 2021 and 28 May 2021 by an external valuer, David Brown. These were valued at £1,035,000 on the basis of existing use. The Trustees believe that this valuation remains reasonable.

The Group has adopted a policy of revaluation for tangible fixed assets. Had these assets been measured at historic cost, the carrying values would have been as follows:

	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Freehold property	1,001,734	1,030,584	1,001,734	1,030,584

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

12. Fixed asset investments

Company	Investments in subsidiary companies £
Cost or valuation	
At 1 April 2020	100
At 31 March 2021	100
Net book value	
At 31 March 2021	100
At 31 March 2020	100

Principal subsidiaries

The following was a subsidiary undertaking of the Company:

Name	Company number	Principal activity	Class of shares	Holding
DHA Support Limited	08873510	Property rental	Ordinary	100%

**Included in
consolidation**

Yes

The financial results of the subsidiary for the year were:

Name	Income £	Expenditure £	Net assets £
DHA Support Limited	43,946	(43,946)	853

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13. Debtors

	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Due within one year				
Trade debtors	7,344	11,535	4,150	496
Amounts owed by group undertakings	-	-	2,443	-
Other debtors	13,711	12,717	13,636	12,717
Prepayments and accrued income	185,266	269,957	185,265	269,957
	<u>206,321</u>	<u>294,209</u>	<u>205,494</u>	<u>283,170</u>

14. Creditors: Amounts falling due within one year

	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Bank overdrafts	-	50,773	-	50,773
Bank loans	44,752	51,470	44,752	51,470
Trade creditors	32,624	73,726	32,175	73,726
Amounts owed to group undertakings	-	-	-	501
Corporation tax	177	177	-	-
Other taxation and social security	22,103	42,529	19,774	38,264
Other creditors	6,199	23,961	6,199	23,961
Accruals and deferred income	139,353	44,650	139,352	38,400
	<u>245,208</u>	<u>287,286</u>	<u>242,252</u>	<u>277,095</u>

	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Deferred income at 1 April	17,784	8,318	17,784	8,318
Resources deferred during the year	68,169	17,784	68,169	17,784
Amounts released from previous periods	(9,452)	(8,318)	(9,452)	(8,318)
	<u>76,501</u>	<u>17,784</u>	<u>76,501</u>	<u>17,784</u>

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

15. Creditors: Amounts falling due after more than one year

	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Bank loans	574,231	592,913	574,231	592,913

The aggregate amount of liabilities payable or repayable wholly or in part more than five years after the reporting date is:

	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Repayable by instalments	388,473	396,647	388,473	396,647
	<u>388,473</u>	<u>396,647</u>	<u>388,473</u>	<u>396,647</u>

The Charity has 2 loans in place with the bank with rates of interest at 1% p.a. over base rate and they expire on 13 September 2031 and 22 January 2034.

The mortgages are secured on the freehold property owned by the Charity.

16. Financial instruments

	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Financial assets				
Financial assets measured at amortised cost	194,201	276,651	191,010	265,609
	<u>194,201</u>	<u>276,651</u>	<u>191,010</u>	<u>265,609</u>
	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Financial liabilities				
Financial liabilities measured at amortised cost	714,459	768,239	714,009	731,356
	<u>714,459</u>	<u>768,239</u>	<u>714,009</u>	<u>731,356</u>

Financial assets measured at amortised cost comprise trade debtors, other debtors and accrued income.

Financial liabilities measured at amortised cost comprise bank loans, trade creditors, other creditors and accruals.

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

17. Statement of funds

Statement of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2021 £
Unrestricted funds						
Designated funds						
Land and Buildings	316,414	-	-	59,603	40,000	416,017
General funds						
General Funds	103,548	915,175	(752,387)	148,001	-	414,337
DCC Libraries	-	226,427	(226,427)	-	-	-
	103,548	1,141,602	(978,814)	148,001	-	414,337
Total Unrestricted funds	419,962	1,141,602	(978,814)	207,604	40,000	830,354
Restricted funds						
Help through crisis	-	107,099	(107,099)	-	-	-
Severn Trent	-	2,000	(2,000)	-	-	-
Coronavirus Job Retention Scheme	-	207,604	-	(207,604)	-	-
Covid Emergency Response Line	-	92,845	(92,845)	-	-	-
	-	409,548	(201,944)	(207,604)	-	-
Total of funds	419,962	1,551,150	(1,180,758)	-	40,000	830,354

17. Statement of funds (continued)

Designated funds

The designated fund relates to the net book value of the premises less the mortgage outstanding. This sum has been designated as the buildings are required to enable the Charity to meet its aims and objectives.

St Annes Advice

A designated fund to support families in crisis due to debt issues and supporting these families through advice and workshops.

Restricted funds

Big Lottery fund

To support Skills development for the economically disadvantaged or socially isolated looking to enter employment by providing support to build confidence & develop skills.

Comic Relief

To support families in crisis due to debt issues and supporting these families through advice and workshops.

Severn Trent

To support and advise people who have debt issues predominantly starting with water debts.

Help Through Crisis

To support people whose first language is not English who are experiencing a hardship crisis in areas such as homelessness, financial hardship, family breakdown and employment issues.

Coronavirus Job Retention Scheme

Funds received under the government's job support scheme.

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

17. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2019 £	Income £	Expenditure £	Taxation £	Balance at 31 March 2020 £
Unrestricted funds					
Designated funds					
Land and Buildings	316,414	-	-	-	316,414
General funds					
General reserves	18,209	1,143,306	(1,057,790)	(177)	103,548
DCC Libraries	-	251,845	(251,845)	-	-
	18,209	1,395,151	(1,309,635)	(177)	103,548
Total Unrestricted funds	334,623	-	(1,309,635)	(177)	419,962
Restricted funds					
Big Lottery Fund	-	100,737	(100,737)	-	-
Severn Trent	-	30,000	(30,000)	-	-
	-	130,737	(130,737)	-	-
Total of funds	334,623	130,737	(1,440,372)	(177)	419,962

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Notes to the Financial Statements
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18. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	1,035,000	1,035,000
Current assets	614,793	614,793
Creditors due within one year	(245,208)	(245,208)
Creditors due in more than one year	(574,231)	(574,231)
Total	830,354	830,354

Analysis of net assets between funds - prior year

	Unrestricted funds 2020 £	Total funds 2020 £
Tangible fixed assets	1,005,072	1,005,072
Current assets	295,089	295,089
Creditors due within one year	(287,286)	(287,286)
Creditors due in more than one year	(592,913)	(592,913)
Total	419,962	419,962

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

19. Pension commitments

The group operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the group in an independently administered fund. The pension cost charge represents contributions payable by the group to the fund and amounted to £45,279 (2020 - £66,639). Contributions totalling £6,199 (2020 - £23,961) were payable to the fund at the balance sheet date and are included in creditors.

20. Operating lease commitments

At 31 March 2021 the Group and the Company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Not later than 1 year	14,362	14,362	14,362	14,362
Later than 1 year and not later than 5 years	15,243	33,104	15,243	33,104
	<u>29,605</u>	<u>47,466</u>	<u>29,605</u>	<u>47,466</u>

21. Related party transactions

The Group has taken advantage of the exemption provided in the Financial Reporting Standard 102, Section 33 'Related Party Disclosures'. Disclosures need not be given of transactions entered into between two or more members of a group, provided that any subsidiary which is party to the transaction is wholly owned by such a member.

As at 31 March 2021, the Group owes £nil (2020: £3,890) to the St James' Centre, a company which is connected due to G Freeman, being a director in both. During the year, the company spent £10,561 (2020: £17,547) with the St James Centre.