

**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**

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**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**

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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**

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**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**

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**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**

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**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**

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**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**

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**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**

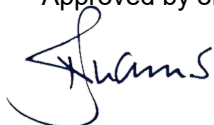
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**Disclosure of information to auditors**

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**

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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.**

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**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)**

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**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)**

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**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)**

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our 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 £
<b>Income from:</b>					
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
<b>Total income</b>		<b>1,538,907</b>	<b>6,432</b>	<b>1,545,339</b>	<b>1,313,888</b>
<b>Expenditure on:</b>					
Charitable activities	7	1,366,230	6,432	1,372,662	1,113,582
<b>Total expenditure</b>		<b>1,366,230</b>	<b>6,432</b>	<b>1,372,662</b>	<b>1,113,582</b>
<b>Net movement in funds</b>		<b>172,677</b>	<b>-</b>	<b>172,677</b>	<b>200,306</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		1,029,902	-	1,029,902	829,596
Net movement in funds		172,677	-	172,677	200,306
<b>Total funds carried forward</b>		<b>1,202,579</b>	<b>-</b>	<b>1,202,579</b>	<b>1,029,902</b>



**Balance Sheet**  
**As at 31 March 2023**

	Note	2023 £	2022 £
<b>Fixed assets</b>			
Tangible assets	12	1,035,000	1,035,000
		<u>1,035,000</u>	<u>1,035,000</u>
<b>Current assets</b>			
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)
<b>Net current assets / liabilities</b>		<u>652,100</u>	<u>522,872</u>
<b>Total assets less current liabilities</b>		<u>1,687,100</u>	<u>1,557,872</u>
Creditors: amounts falling due after more than one year	15	(484,521)	(527,970)
<b>Total net assets</b>		<u><u>1,202,579</u></u>	<u><u>1,029,902</u></u>
<b>Charity funds</b>			
Restricted funds	17	-	-
Unrestricted funds	17	1,202,579	1,029,902
<b>Total funds</b>		<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 £
<b>Cash flows from operating activities</b>		
Net cash used in operating activities	98,230	37,581
<b>Cash flows from investing activities</b>		
Dividends, interests and rents from investments	34,467	37,844
<b>Net cash provided by investing activities</b>	34,467	37,844
<b>Cash flows from financing activities</b>		
Repayments of borrowing	(58,886)	(50,227)
<b>Net cash used in financing activities</b>	(58,886)	(50,227)
<b>Change in cash and cash equivalents in the year</b>	73,811	25,198
Cash and cash equivalents at the beginning of the year	430,683	405,485
<b>Cash and cash equivalents at the end of the year</b>	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**

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**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**

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**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**

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**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**

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**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**

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**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**

	<b>Unrestricted funds 2023 £</b>	<b>Restricted funds 2023 £</b>	<b>Total funds 2023 £</b>
Donations	51,588	-	51,588
	<b>Unrestricted funds 2022 £</b>	<b>Restricted funds 2022 £</b>	<b>Total funds 2022 £</b>
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**

	<b>Unrestricted funds 2023 £</b>	<b>Restricted funds 2023 £</b>	<b>Total funds 2023 £</b>
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)**

	<b>Unrestricted funds 2022 £</b>	<b>Restricted funds 2022 £</b>	<b>Total funds 2022 £</b>
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**

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

	<b>Unrestricted funds 2022 £</b>	<b>Total funds 2022 £</b>
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
	<b>1,144,119</b>	<b>917,456</b>

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
	<b>228,543</b>	<b>196,126</b>

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

**9. Auditors' remuneration**

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

**10. Staff costs**

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

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

	<b>2023</b> <b>No.</b>	<b>2022</b> <b>No.</b>
Advisors and administration	<b>43</b>	38
Central Management	<b>3</b>	3
	<u><b>46</b></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 £
<b>Cost or valuation</b>			
At 1 April 2022	1,035,000	144,332	1,179,332
At 31 March 2023	1,035,000	144,332	1,179,332
<b>Depreciation</b>			
At 1 April 2022	-	144,332	144,332
At 31 March 2023	-	144,332	144,332
<b>Net book value</b>			
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 £
<b>Due within one year</b>		
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**

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

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

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16. Financial instruments

	2023 £	2022 £
<b>Financial assets</b>		
Financial assets measured at amortised cost	<b>320,614</b>	248,111
	<u>          </u>	<u>          </u>
	2023 £	2022 £
<b>Financial liabilities</b>		
Financial liabilities measured at amortised cost	<b>610,410</b>	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 £
<b>Unrestricted funds</b>					
<b>Designated funds</b>					
Land and Buildings	461,534	-	-	42,264	503,798
<b>General funds</b>					
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
<b>Total Unrestricted funds</b>	<b>1,029,902</b>	<b>1,538,907</b>	<b>(1,366,230)</b>	<b>-</b>	<b>1,202,579</b>
<b>Restricted funds</b>					
Help through crisis	-	6,432	(6,432)	-	-
<b>Total of funds</b>	<b>1,029,902</b>	<b>1,545,339</b>	<b>(1,372,662)</b>	<b>-</b>	<b>1,202,579</b>



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 £
<b>Unrestricted funds</b>					
<b>Designated funds</b>					
Land and Buildings	416,017	-	-	45,517	461,534
<b>General funds</b>					
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
<b>Total Unrestricted funds</b>	829,596	1,286,416	(1,086,110)	-	1,029,902
<b>Restricted funds</b>					
Help through crisis	-	8,968	(8,968)	-	-
Coronavirus Job Retention Scheme	-	18,504	(18,504)	-	-
	-	27,472	(27,472)	-	-
<b>Total of funds</b>	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**

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

**Analysis of net assets between funds - prior year**

	<b>Unrestricted funds 2022 £</b>	<b>Total funds 2022 £</b>
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)
<b>Total</b>	<b>1,029,902</b>	<b>1,029,902</b>

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
<b>Adjustments for:</b>		
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)
<b>Net cash provided by operating activities</b>	<b>98,230</b>	<b>37,581</b>

20. Analysis of cash and cash equivalents

	2023 £	2022 £
Cash in hand	504,494	430,683
<b>Total cash and cash equivalents</b>	<b>504,494</b>	<b>430,683</b>

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**

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**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:

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

**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.