

DACORUM DISTRICT CITIZENS ADVICE BUREAU

England & Wales · Charity number 1085882

Details

Other names	CAB
Status	Registered
Legal form	Charitable company
Company number	04174250
Registered	2001-03-29
Register	View on the Charity Commission register

Contact

Address	The Forum Marlowes Hemel Hempstead HP1 1DN
Phone	01442 617300
Email	Office@dacorum.cabnet.org.uk
Website	www.dacorumcab.org.uk

Activities

Objects: TO PROMOTE ANY CHARITABLE PURPOSE FOR THE BENEFIT OF THE COMMUNITY IN THE BOROUGH OF DACORUM AND SURROUNDING AREAS BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS.

Activities: We provide free, independent, confidential and impartial advice to everybody on their rights and responsibilities.

Classification

- **How:** Provides Advocacy/advice/information, Other Charitable Activities
- **What:** Other Charitable Purposes
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** DACORUM AND SURROUNDING AREAS
- Hertfordshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£366,802	£363,270	-	-
2024-03-31	£402,707	£398,780	-	-
2023-03-31	£364,594	£363,133	-	-
2022-03-31	£411,161	£371,008	-	-
2021-03-31	£355,434	£336,958	-	-

Trustees

Name	Role	Appointed
LAURENCE LICHMAN	Chair	2022-06-08
David Payne		2018-02-07
Emma Norman		2024-11-13
Nicholas Rouse		2022-06-08
Patricia Daly		2023-11-22
Robert Ray		2025-06-25
SCOTT BARNES		2023-11-22
Tudor Costigan		2023-11-22

DACORUM DISTRICT CITIZENS ADVICE BUREAU

England & Wales - Charity number 1085882

Accounts

Registered Charity No. 1085882
Company No. 4174250

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31st MARCH 2025

**DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)**

COMPANY NUMBER 4174250

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2025**

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DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

COMPANY NUMBER 4174250

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2025

The Trustees (who are also Directors for the purpose of Company Law) have pleasure in presenting their Annual Report and the financial statements for the year ended 31 March 2025.

The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and the charities Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland; FRS 102) issued in October 2019.

REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name: Dacorum District Citizens Advice Bureau

Charity Registration: 1085882

Company Registration: 4174250

Registered Office: The Forum, Marlowes, Hemel Hempstead,
Hertfordshire, HP1 1DN

Chief Executive: Mrs A Fox

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

Independent Examiner: Hillier Hopkins LLP, 51 Clarendon Road, Watford,
Hertfordshire, WD17 1HP

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2025

The directors who served during the period and up to the date of this report are set out below.

DIRECTORS/ TRUSTEES	ROLE	APPOINTED	RESIGNED
Mr L Lichman	Trustee-Chair	08.06.22	
Ms A Foster	Trustee	20.05.15	
Mr M Egan	Trustee	07.02.18	13.11.24
Mr D Payne	Trustee	07.02.18	
Ms C Miles	Trustee	08.06.22	
Mr N Rouse	Trustee	08.06.22	
Mr P Templeman	Trustee	08.06.22	
Ms P Daley	Trustee	22.11.23	
Mr S Barnes	Trustee	22.11.23	
Mr T Costigan	Trustee	22.11.23	
Ms E Norman	Trustee	27.11.24	
Mr R Ray	Trustee	04.06.25	

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2025

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Dacorum District Citizens Advice Bureau (known as 'Dacorum Citizens Advice') was incorporated as a company limited by guarantee in March 2001.

At 31st March 2025 it had 9 members, and the maximum liability of each member is limited to one pound.

Its Memorandum and Articles of Association dated 1st April 2001 (amended - as agreed by the Charity Commission in 2008 and in 2023) governs Dacorum District Citizens Advice Bureau.

Recruitment, Appointment of Trustees

Trustees, who are also Directors of the Company, are elected by the Members from the local community and usually either reside or work in Dacorum or the surrounding areas. As stated in the Articles of Association up to 15 trustees can be appointed to the Board. At each Annual General Meeting, one third of the current trustees are required to stand down and can seek re-election. During the year we seek to recruit trustees to join the Board where we have identified a particular skill shortage. The Chair oversees the process for Board appointments, and prospective trustees go through a formal selection process undertaken by the Chief Executive, Trustee Board Chair and one other Director. If necessary, individuals can then be co-opted onto the Board until the next AGM. A separate process agreed by the Trustee Board is followed for the election of the Chair and Officers. No persons or bodies external to the charity are entitled to appoint persons to the Trustee Board.

Induction of Trustees

Newly appointed Trustees to Dacorum Citizens Advice undergo an induction process in accordance with a written procedure. They are regularly circulated with reading material from the national Citizens Advice and the Charities Commission regarding their legal obligations as well as being kept informed about available training courses. A Register of Trustees' Interests is maintained at the registered office and is available to the public.

Organisational Structure

The Trustee Board, which governs Dacorum Citizens Advice, is responsible for setting the strategic direction of the organisation and the policy of the charity. It meets at least quarterly. The Trustees carry the ultimate responsibility for the conduct of Dacorum Citizens Advice and for ensuring that the charity satisfies its legal and contractual obligations.

There are two sub-committees, Personnel & Operations and Finance, which meet a minimum of four times a year, as decided by the Board.

The Trustee Board delegates day-to-day management of the organisation to the Chief Executive, Mrs A Fox and other senior staff.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2025

Related Parties

Dacorum Citizens Advice is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Dacorum Citizens Advice is reviewed every year under the Citizens Advice leadership self-assessment scheme. Additionally, the Company's operating policies are independently determined by its Trustee Board to fulfil its charitable objects and meet national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and statutory bodies on behalf of clients. Provisions are in place to avoid conflicts of interest of Trustees.

Statement of Internal Control

The Trustee Board oversee the information security of all personal information of our clients, staff, funders and strategic partners that is processed. Dacorum Citizens Advice holds joint responsibility for client data that is held in our case management system, with Citizens Advice. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of the General Data Protection Regulation and Data Protection Act 2018.

Major Risks

The Trustees recognise that the major risks to which the charity may be exposed need to be reviewed and systems maintained to mitigate them. To that end Dacorum Citizens Advice continually monitors and manages its risks and ensures mitigating plans are in place.

The principal external risk relates to funding. The Charity is aware of the financial pressures experienced by its major funders, and in view of this it continues to seek economies and efficiencies in operational procedures and increase and diversify additional sources of funding for its services. This is kept under continual review.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2025

OBJECTIVES AND ACTIVITIES

Charitable Objects

The charity's objectives as set out in the company's Memorandum and Articles of Association are to promote any charitable purpose for the benefit of the community in the Borough of Dacorum and surrounding areas, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and stress.

Public Benefit

When reviewing our Aims and Objectives, and in planning our activities in their furtherance, we take careful account of the Charity Commission's General Guidance on Public Benefit.

Aims, Objectives, Strategies and Activities for the Year

Dacorum Citizens Advice aim to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. The service aims to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives through social policy via its Research and Campaigns work.

Our main objective this year has been to continue the delivery of the community service contract that has been recommissioned by Dacorum Borough Council under a new three-year contract with the option of a further two years extension.

Contribution of Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public, administering the charity and delivering the service. This year we have managed to increase our volunteer base to 55 Volunteers who contributed approximately 440 hours per week of largely advisory work to the Centre. The estimated public value of that advice and volunteering was £17,499,745.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2025

ACHIEVEMENTS AND PERFORMANCE

Charitable Activities

The Charity achieved an outright pass on their Citizens Advice Organisational Audit and was awarded the Advice Quality Mark back in 2016, the mark of quality independent advice organisations.

In 2024/2025 Dacorum Citizens Advice helped 8,886 clients with 22,488 issues and the total value of benefits advice (financial outcomes) to individuals in the year 2024/25 was over £4.3 million.

Investment Activities

The charity does not currently hold material investments.

Factors Affecting the Achievement of Objectives

We depend on several sources other than our major funder to support the services needed by the community, the range and volume of which grows continuously. Failure to obtain such funding risks the withdrawal of important services.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2025**

FINANCIAL REVIEW

Financial Position

Incoming resources in the year were £366,802 (2024: £402,707), of which £170,556 (2024: £241,131) related to project restricted activities.

Total costs in the year ended 31 March 2025 amounted to £363,270 (2024: £398,780). Within total costs, staff costs were £317,864 representing 88% of total costs (2024: 82%, £327,072)

A surplus of £3,532 was generated in the year (2024: surplus £3,927). The surplus will be carried forward to support financial sustainability in future years. At the end of the year there were no carry forward funding balances relating to the restricted activities.

At 31 March 2025 total reserves were £238,219, comprising only unrestricted funds (2024: £234,687 comprising only unrestricted funds).

Reserves Policy

The Trustees have reviewed the charity's reserves to ensure that there are sufficient funds to:

- ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen circumstances, including delayed receipt of expected funding
- allow the charity to close down and meet its financial commitments in an orderly manner if the business becomes unsustainable.

The calculation of required reserves takes into account the reliability and continuance of future funding, timing of cashflows and working capital requirements, cover for unplanned emergency repairs and potential liabilities relating to staff should there be closure of a particular activity.

Level of Unrestricted Reserves

The Trustees consider that an appropriate minimum level of reserves is £196,750. (2024: £178,000). A risk-based approach was adopted to calculate the required level of reserves. This level of reserves would be adequate to cover the costs of closure of the charity and also to provide a financial cushion to cover cashflow delays or other unforeseen operational events. This level of reserves would amount to approximately 6 months cover of the charity's operational expenses.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2025

Principal Funding Sources

The Directors extend their gratitude to Dacorum Borough Council who continue to support the core operating capacity of the charity through a new contract, and to fund a Money Advice Service. Dacorum Borough Council also provides the premises at Hemel Hempstead and Berkhamsted at minimal financial cost to the charity.

FUTURE PLANS

In view of the constantly changing social and economic climate, the Trustees regularly review the operation.

During 2024/2025, we will concentrate on the following:

- Providing a free quality service to the Dacorum community in line with our membership agreement with National Citizens Advice, and stakeholder contracts.
- Performance delivery against Service Level Agreements with Dacorum Borough Council and all stakeholders
- Continuing development of Channels to improve ease of access to service, both digital and face to face
- Developing new targeted services to meet particular community needs such as outreach at local community groups
- Building on the volunteer recruitment and training drive which has taken place so far this year to sustain and increase capacity for service delivery
- Adapting our recruitment, training & support to open up volunteering to a wider range of people
- Continuing to generate additional funding to support the above
- Continuing to develop partnership working to support the above
- Increasing our focus on research & campaigning to tackle practices that disadvantage the community.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2025

DIRECTORS' RESPONSIBILITIES

The Trustees (who are also directors of Dacorum District Citizens Advice Bureau 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 and charity law require the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing 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;
- make judgments and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and reporting by Charities and with the provisions the Companies Act 2006 relating to small companies.


E Lichman, Chair

29th October
... 2025

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2025

REPORT OF THE INDEPENDENT EXAMINER TO THE
TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2025

Independent Examiner's Report

I report to the trustees on my examination of the accounts of the company for the year ended 31 March 2025.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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



Hillier Hopkins LLP Chartered
Accountants Radius House
51 Clarendon Road
Watford
Herts WD17 1HP

Date: 12 November 2025

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

Company No. 4174250

STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31ST MARCH 2025

	Note(s)	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Income from :					
Donations and Legacies	2	6,641	-	6,641	2,082
Charitable Activities	3	184,200	170,556	354,756	396,631
Investment income	4	5,405	-	5,405	3,536
Other income		-	-	-	458
Total Income		<u>196,246</u>	<u>170,556</u>	<u>366,802</u>	<u>402,707</u>
Expenditure on:					
Charitable activities	5	192,140	171,130	363,270	398,780
Total Expenditure		<u>192,140</u>	<u>171,130</u>	<u>363,270</u>	<u>398,780</u>
Net Income / (Expenditure) for the Year		4,106	(574)	3,532	3,927
Transfers between Funds		(574)	574	-	-
Net movement in funds		<u>3,532</u>	<u>-</u>	<u>3,532</u>	<u>3,927</u>
Reconciliation of funds					
Total funds at 1st April 2024		234,687	-	234,687	230,760
Total funds carried forward at 31st March 2025		<u>238,219</u>	<u>-</u>	<u>238,219</u>	<u>234,687</u>

The Company has no other recognised gains, or losses other than the deficit/surplus for the year as stated above.

All of the above amounts relate to continuing operations.

The reconciliation of movement in funds is shown in Notes 13- 14 .

The Notes on Pages 16 to 26 form part of the Accounts.

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

Company No. 4174250

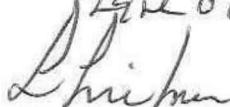
BALANCE SHEET
AS AT 31ST MARCH 2025

	Note(s)	2025		2024	
		£	£	£	£
Fixed Assets					
Tangible Assets	9		13,364		-
Current Assets					
Debtors and Prepayments	10	10,363		2,625	
Cash at Bank and In Hand		<u>239,410</u>		<u>256,391</u>	
Total current assets		<u>249,773</u>		<u>259,016</u>	
Creditors: Amounts Falling Due Within One Year					
	11	<u>24,919</u>		<u>24,329</u>	
Net Current Assets			224,854		234,687
Net Assets			<u>238,219</u>		<u>234,687</u>
Charity Funds					
Restricted Funds	13		-		-
Unrestricted Funds					
Designated Funds	13	196,750		178,000	
General Fund	13	41,469		<u>56,687</u>	
			238,219		234,687
			<u>238,219</u>		<u>234,687</u>

The Trustees consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act. The Trustees acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31 March 2025 and of its profit or loss for the year then ended in accordance with the requirements of sections 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to the financial statements so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements on pages 13 to 15 were approved by the board of directors and authorised for issue on 29th October 2025 and are signed on its behalf by:

29th October


L Lichman: Chair

Date: *29/10/25*

The Notes on Pages 16 to 26 form part of the Accounts.

**DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)**

Company No. 4174250

**STATEMENT OF CASHFLOWS
AS AT 31ST MARCH 2025**

		2025	2024
		£	£
Cash flow from operating activities	17	(6,762)	2,789
Cash flow from financing activities			
Interest received		5,405	3,536
Net cash flow from financing activities		5,405	3,536
Cash flow from investing activities			
Investment in fixed assets		(15,624)	-
Net cash flow from investing activities		(15,624)	
Net (decrease)/increase in cash and cash equivalents		(16,981)	6,325
Cash and cash equivalents at start of period		256,391	250,066
Cash and cash equivalents at end of period		<u>239,410</u>	<u>256,391</u>
Cash and cash equivalents consists of:			
Cash at Bank and in hand		<u>239,410</u>	<u>256,391</u>

The notes on pages 16-26 form part of the accounts.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2025

1 ACCOUNTING POLICIES

1.1 Basis of preparation

Dacorum District Citizens Advice Bureau (also known as Dacorum Citizens Advice) is a charity limited by guarantee in the United Kingdom. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 3 of these financial statements. The nature of the charity's operations and principal activities are in providing advice and counselling to the general public .

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 and Charities SORP FRS 102), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the accounting policy or note.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1.2 Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102).

Voluntary income by way of grants, donations and gifts is included in full in the Statement of Financial Activities when receivable and when the amounts are known with certainty and are measurable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charitable company, are recognised when the charity becomes unconditionally entitled to the grant.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity. For example the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charitable company earns the right to consideration by its performance. Where income is received in advance of performance it is treated as deferred income and included within creditors.

Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charitable company earns the right to consideration by its performance. Where income is received in advance of performance it is treated as deferred income and included within creditors.

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2025 (CONTINUED)**

1.3 Resources Expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. Charitable expenditure comprises those costs incurred by the charitable company in the delivery of its activities and services for its beneficiaries.

1.4 Fund Accounting

Restricted funds

Restricted funds represent grants and donations received which are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal. The aim and use of each restricted fund is set out in the notes to the financial statements.

Unrestricted funds and designated funds

Unrestricted funds represent funds that are expendable at the discretion of the directors in the furtherance of the objects of the charitable company. Such funds may be held in order to finance both working capital and capital investment.

Designated funds are those funds which are unrestricted in nature but which have been designated by the directors to be used in a particular manner.

1.5 Tangible Fixed Assets

Depreciation is provided at the following annual rates in order to write off assets over their useful life.

Fixtures, Fittings & Equipment	20% on reducing balance
Telephone & Computer Equipment	33% on cost

1.6 Debtors and Creditors Receivable/Payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

1.7 Recognition of liabilities

Liabilities are recognised when an obligation arises to transfer economic benefits as a result of past transactions or events.

1.8 Employee Benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in for that service.

1.9 VAT

The charity is not VAT registered, hence VAT is not recoverable. VAT is included within the relevant costs in the Statement of Financial Activities.

1.10 Tax

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2025 (CONTINUED)

1.11 Leases

Assets acquired under finance leases are capitalised and depreciated over the shorter of the lease term and expected useful life of the asset. Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding lease liability using the effective interest method. The related obligations, net of future charges, are included in creditors.

1.12 Going Concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties, that would affect the charity's going concern status, exist. The trustees have considered the level of reserves held and the expected level of income and expenditure for 12 months from authorising these financial statements. The trustees believe that projected reserves are sufficient for the charity to be able to continue as a going concern.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2025 (CONTINUED)

2 Donations and Legacies

	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Donations	6,641	-	6,641	2,082
Total donations and legacies	6,641	-	6,641	2,082

3 Income from Charitable Activities

	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Income 2025 £	Total Income 2024 £
Grants and Commissioning				
Dacorum Borough Council -Core Service	184,200	-	184,200	154,500
Dacorum Borough Council -Money Advice	-	26,500	26,500	28,125
Dacorum Borough Council -Health Hub	-	-	-	20,200
Dacorum Borough Council -Cherry Trees project	-	-	-	3,657
Citizens Advice - share prosperity fund	-	5,000	5,000	-
Citizens Advice - Energy advice programme	-	10,080	10,080	10,500
Citizens Advice - Rausing Trust donation	-	51,875	51,875	32,292
Herts County Council - Crisis intervention	-	31,387	31,387	87,036
Herts County Council - Refugee projects	-	30,737	30,737	27,771
Herts County Council - Household support fund	-	10,000	10,000	23,850
Berkhamsted and Tring Ukrainian Host Network	-	0	-	8,700
Grocers Hall	-	1,250	1,250	-
Other	-	3,727	3,727	-
Total income from charitable activities	184,200	170,556	354,756	396,631

A Service Level Agreement with Dacorum Borough Council supports the majority of the charity's objectives. This funding is received quarterly. A review of performance against the agreed indicators is carried out each quarter and at the end of each financial year.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2025 (CONTINUED)

4 Investments	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Bank Deposit Interest	<u>5,405</u>	-	<u>5,405</u>	<u>3,536</u>

5 Expenditure on Charitable Activities

	Basis of Allocation	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Charitable Activities					
Costs directly related to activities					
Staff costs	Direct	150,844	147,856	298,700	315,545
Premises costs	Direct	-	-	-	-
Administrative and other costs	Direct	-	-	-	17,862
		<u>150,844</u>	<u>147,856</u>	<u>298,700</u>	<u>333,407</u>
Support costs allocated to activities					
Staff costs	Judgemental	12,457	6,707	19,164	11,527
Premises costs	Judgemental	3,624	1,952	5,576	8,621
Administrative and other costs	Judgemental	23,813	13,860	37,673	43,316
		<u>39,894</u>	<u>22,519</u>	<u>62,413</u>	<u>63,464</u>
Governance costs	Judgemental	1,402	755	2,157	1,909
TOTAL RESOURCES EXPENDED		<u>192,140</u>	<u>171,130</u>	<u>363,270</u>	<u>398,780</u>
Total Resources Expended					
Staff costs		163,301	154,563	317,864	327,072
Premises costs		3,624	1,952	5,576	8,621
Direct project delivery costs		-	-	-	-
Administrative and other costs		23,813	13,860	37,673	61,178
Governance costs		1,402	755	2,157	1,909
		<u>192,140</u>	<u>171,130</u>	<u>363,270</u>	<u>398,780</u>

6 Basis of Support costs allocation

Support costs have been allocated proportionately, based on an estimate of time spent by permanent staff on different activities and projects undertaken by the charity.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2025 (CONTINUED)

7 Employee numbers and costs

	2025	2024
	No.	No.
Permanent Staff		
Headcount	17	20
Full time equivalent number	9	10

As of 31 March 2025 the charity had 17 employees (2024: 20 employees). Additionally the services of 55 volunteers were utilised, of which 95% were regular scheduled attendees during the year (2024, 59 volunteers of which 95% were regular attendees).

The staff salary costs were as follows:

	2025	2024
	£	£
Wages and salaries	292,566	300,026
Social security costs	14,978	20,848
Pension costs	10,319	6,161
	<u>317,863</u>	<u>327,035</u>

No employee received remuneration of more than £60,000.

8 Trustees and key Management personnel remuneration and expenses

No trustee received any remuneration during the year in respect of services as a Trustee (2024: £nil). No trustee claimed travel expenses during the year (2024: 1 trustee claimed travel expenses of £52).

The total amount of employee benefits received by key management personnel is £38,315 (2024: £36,575)

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

Company No. 4174250

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2025 (CONTINUED)

9 Tangible Fixed Assets

	Furniture & Equipment	Telephone & Computer Equipment	Total 2025
	£	£	£
COST			
Balance brought forward	289	42,545	42,834
Additions	-	15,624	15,624
Disposals	-	-	-
Balance carried forward	<u>289</u>	<u>58,169</u>	<u>58,458</u>
DEPRECIATION			
Balance brought forward	289	42,546	42,835
Charge in the year	-	2,259	2,259
On disposals	-	-	-
Balance carried forward	<u>289</u>	<u>44,805</u>	<u>45,094</u>
NET BOOK VALUE AT 31ST MARCH 2025	<u>-</u>	<u>13,364</u>	<u>13,364</u>
NET BOOK VALUE AT 31ST MARCH 2024	<u>-</u>	<u>-</u>	<u>-</u>
10 Debtors		2025	2024
		£	£
Accrued Income		10,162	2,625
Prepayments		201	-
		<u>10,363</u>	<u>2,625</u>
11 Creditors		2025	2024
		£	£
Taxation and Social Security		4,462	4,969
Deferred Income		17,208	13,833
Accruals and other amounts payable		3,249	5,527
		<u>24,919</u>	<u>24,329</u>
12 Deferred Income		2025	2024
		£	£
National Citizens Advice		3,458	13,833
HCC Household Support Fund		10,000	-
Grocers Hall		3,750	-
		<u>17,208</u>	<u>13,833</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2025 (CONTINUED)

13 Movement in funds	At 31st March 2024 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31st March 2025 £
Restricted Funds:					
Dacorum Borough Council - Money Advice	-	26,500	(26,500)	-	-
Citizens Advice - Energy Costs and Cost of Living	-	10,080	(10,080)	-	-
Citizens Advice - Rausing Trust	-	51,875	(51,875)	-	-
Citizens Advice - Share Prosperity Fund	-	5,000	(5,000)	-	-
Herts County Council - Crisis Intervention Fund	-	31,387	(31,387)	-	-
Herts County Council - Refugee projects	-	30,737	(30,737)	-	-
Herts County Council - Household Support Fund	-	10,000	(10,000)	-	-
Grocers Hall	-	1,250	(1,250)	-	-
Other restricted funds	-	3,727	(3,727)	-	-
Total Restricted funds	-	170,556	(170,556)	-	-
Unrestricted funds:					
Designated funds	178,000	-	-	18,750	196,750
General funds	56,687	196,246	(192,714)	(18,750)	41,469
Total unrestricted funds	234,687	196,246	(192,714)	-	238,219
Total funds	234,687	366,802	(363,270)	-	238,219

**DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2025 (CONTINUED)**

13 MOVEMENTS IN FUNDS (CONTINUED)

Restricted Funds

The charity's restricted funding comprised:

Dacorum Borough Council - Money Advice

To help address the issue of DBC tenants in rent arrears. This project provides priority support and advice to clients on debt issues with face to face and telephone advice and specialist casework support.

Dacorum Community Trust – Share Prosperity Fund

To recruit and train volunteer advisers to provide free, confidential and impartial advice to the community

Citizens Advice – Energy Advice Programme

To provide one to one energy appointments to help people with energy issues and to provide energy advice and information in community locations for vulnerable groups.

Citizens Advice –Raising Trust

To increase capacity to support clients affected by the cost of living crisis by increasing our capacity at the first point of contact both by phone and in person.

To increase capacity to deliver a remote service to more clients through phone and webchat.

Hertfordshire County Council-Crisis Intervention

To provide people with urgent or complex needs experiencing crisis food and grant support detailed advice on a range of issues, including debt, budgeting and income maximisation.

Hertfordshire County Council - Refugee projects

To support refugees living in the UK by providing support and advice on benefits, refugee status and other issues that affect their wellbeing.

Hertfordshire County Council - Household Support Fund

To distribute food and utility vouchers to clients in need as part of our advice and casework.

Grocers Hall

To provide housing advice to help alleviate poverty by preventing homelessness and improving living conditions, and ensuring access to secure, affordable housing.

Unrestricted funds

Unrestricted funds are those reserves which are freely available for expenditure within the charity's purposes.

Within the balance of unrestricted funds, the trustees have designated reserves to cover the potential statutory liabilities which would arise if the charity were forced to close. The requirement was reviewed in June 2025, and the trustees agreed to increase the designated reserves by £18,750 to £196,750.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2025 (CONTINUED)

14 Movement in Funds Prior year	At 31st March 2023 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31st March 2024 £
Restricted Funds:					
Dacorum Borough Council - Money Advice		28,125	(22,500)	(5,625)	-
Dacorum Borough Council - Health Hub	-	20,200	(20,200)	-	-
Dacorum Borough Council - Cherry Trees Project		3,657	(3,657)		
Citizens Advice - Energy Costs and Cost of Living	-	10,500	(10,500)	-	-
Citizens Advice - Rausing Trust		32,292	(32,292)		
Herts County Council - Crisis Intervention Fund	-	87,036	(87,036)	-	-
Herts County Council - Ukrainian Refugee Project	-	27,771	(27,771)	-	-
Herts County Council - Household Support Fund	-	22,850	(22,850)	-	-
Berkhamsted and Tring Ukrainian Host Network	-	8,700	(8,700)	-	-
Total Restricted funds	-	241,131	(235,506)	(5,625)	-
Unrestricted funds:					
Designated funds	178,000	-	-	-	178,000
General funds	52,760	161,576	(163,274)	5,625	56,687
Total unrestricted funds	230,760	161,576	(163,274)	5,625	234,687
Total funds	230,760	402,707	(398,780)	-	234,687

15 Analysis of Net Assets between funds

	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Fixed assets	13,364	-	13,364	13,364
Debtors and prepayments	10,363	-	10,363	2,625
Cash at bank and in hand	239,410	-	239,410	256,391
Creditors due in one year	(24,919)	-	(24,919)	(24,329)
Net assets at 31st March 2025	238,219	-	238,219	234,687

16 Analysis of Net Assets between funds prior year

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Debtors and prepayments	2,625	-	2,625	11,478
Cash at bank and in hand	256,391	-	256,391	250,066
Creditors due in one year	(24,329)	-	(24,329)	(30,784)
Net assets at 31st March 2024	234,687	-	234,687	230,760

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2025 (CONTINUED)

17 Reconciliation of net income/(expenditure) to net cash flow from operating activities

	2025	2024
	£	£
Net income for the year	3,532	3,927
investment income	(5,405)	(3,536)
Depreciation of tangible Fixed Assets	2,259	-
(Increase) / Decrease in Debtors	(7,738)	8,853
Increase / (Decrease) in creditors	590	(6,455)
Net Cash Flow from operating activities	<u>(6,762)</u>	<u>2,789</u>

18 Members

The charity is incorporated as a company limited by guarantee having no share capital and in accordance with the Memorandum of Association, every member is liable to contribute a sum of £1 in the event of the company being wound up. At 31 March 2025 there were 9 members (2024: 10 members).

19 Pension Scheme

Between 1 April 2016 and 30 June 2016, the company offered to make contributions to employees' individual pension schemes held with various companies. DCAB, the company, paid contributions at 8% of salary for those that wanted to take up the offer. After 3 July 2016, these staff were also offered the option of accessing the NEST pension scheme described below.

All staff employed after 3 July 2016 have been automatically enrolled in the NEST pension scheme, with the contributions calculated on yearly salaries. A 5% contribution is made by the Company and the employee makes a 4% contribution.

NEST (National Employment Savings Trust) is a defined contribution workplace pension scheme .

20 Related Parties

A person connected to one trustee was hired as an employee of the charity during the financial year ended 31 March 2025 (2024: nil). The total remuneration earned by this individual was £2,863 (2024: nil)

DACORUM DISTRICT CITIZENS ADVICE BUREAU

England & Wales - Charity number 1085882

Accounts

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

Registered Charity No. 1085882
Company No. 4174250

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)
TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024

**DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)**

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DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

Report of the Trustees

For the year ended 31 March 2024

The Trustees (who are also the Directors for the purpose of Company Law) have pleasure in presenting their annual report and the financial statements for the year ended 31 March 2024. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and the charities Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland; FRS 102) issued in October 2019.

1. REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name: Dacorum District Citizens Advice Bureau

Charity Registration: 1085882

Company Registration: 4174250

Registered Office: The Forum, Marlowes, Hemel Hempstead,
Hertfordshire, HP1 1DN

Chief Executive: Mrs A Fox

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

Independent Examiner: Hillier Hopkins LLP, 249 Silbury Boulevard, Milton Keynes,
Buckinghamshire, MK9 1NA

**DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)**

The directors who served during the period and up to the date of this report are set out below.

DIRECTORS/ TRUSTEES	ROLE	APPOINTED	RESIGNED
Mr R Coxage	Trustee	13.11.07	16.6.2023
Ms A Foster	Trustee	20.05.15	
Mr J Salisbury	Trustee	20.05.15	22.11.23
Mr M Egan	Trustee	07.02.18	13.11.24
Mr D Payne	Trustee	07.02.18	
Mr S Bolton	Trustee	04.06.18	24.5.23
Mr L Lichman	Trustee-Chair	08.06.22	
Ms C Miles	Trustee	08.06.22	
Mr N Rouse	Trustee	08.06.22	
Mr P Templeman	Trustee	08.06.22	
Ms P Daley	Trustee	22.11.23	
Mr S Barnes	Trustee	22.11.23	
Mr T Costigan	Trustee	22.11.23	

**DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)**

2. STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Dacorum District Citizens Advice Bureau (known as 'Dacorum Citizens Advice') was incorporated as a company limited by guarantee in March 2001 at which date the assets and liabilities of the unincorporated Dacorum District Citizens Advice Bureau were acquired. The Centre is a registered charity and is entered in the Central Charities Register (registration number 1085882).

At 31st March 2024 it had 17 members, and the maximum liability of each member is limited to one pound.

Its Memorandum and Articles of Association dated 1st April 2001 (amended - as agreed by the Charity Commission in 2008 and in 2023) governs Dacorum District Citizens Advice Bureau.

Recruitment, Appointment of Trustees

Trustees, who are also Directors of the Company, are elected by the Members from the local community and usually either reside or work in Dacorum or the surrounding areas. As stated in the Articles of Association up to 15 trustees can be appointed to the Board. At each Annual General Meeting, one third of the current trustees are required to stand down and can seek re-election. During the year we seek to recruit trustees to join the Board where we have identified a particular skill shortage. The Chair oversees the process for Board appointments, and prospective trustees go through a formal selection process undertaken by the Chief Executive, Trustee Board Chair and one other Director. If necessary, individuals can then be co-opted onto the Board until the next AGM. A separate process agreed by the Trustee Board is followed for the election of the Chair and Officers. No persons or bodies external to the charity are entitled to appoint persons to the Trustee Board.

Induction of Trustees

Newly appointed Trustees to Dacorum Citizens Advice undergo an induction process in accordance with a written procedure. They are regularly circulated with reading material from the national Citizens Advice and the Charities Commission regarding their legal obligations as well as being kept informed about available training courses. A Register of Trustees' Interests is maintained at the registered office and is available to the public.

Organisational Structure

The Trustee Board, which governs Dacorum Citizens Advice, is responsible for setting the strategic direction of the organisation and the policy of the charity. It meets at least quarterly. The Trustees carry the ultimate responsibility for the conduct of Dacorum Citizens Advice and for ensuring that the charity satisfies its legal and contractual obligations.

There are two sub-committees, Personnel & Operations and Finance, which meet a minimum of four times a year or more, if decided by the Board.

The Trustee Board delegates day-to-day management of the organisation to the Chief Executive, Mrs A Fox and other senior staff.

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

Related Parties

Dacorum Citizens Advice is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureau, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Dacorum Citizens Advice is reviewed every year under the Citizens Advice leadership self-assessment scheme. Additionally, the Company's operating policies are independently determined by its Trustee Board to fulfil its charitable objects and meet national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and statutory bodies on behalf of clients. Provisions are in place to avoid conflicts of interest of Trustees.

Statement of Internal Control

The Trustee Board oversee the information security of all personal information of our clients, staff, funders and strategic partners that is processed. Dacorum Citizens Advice holds joint responsibility for client data that is held in our case management system, with Citizens Advice. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements the General Data Protection Regulation and Data Protection Act 2018.

The Chair's Report

In September this year was the 85th anniversary of Citizens Advice. In one way, it was cause for celebration; on the other hand, it is very sad that our services are needed now more than ever! As will be detailed elsewhere, in the last year, we saw 7,171 clients compared to 6,767 in the previous year.

We would not be able to provide this level of service without our staff and volunteers, whether in a client facing role or providing the administrative support. Applying the National Citizens Advice financial modelling tool for 2023-24, the public value for volunteering is £14.4m and the value to the people in Dacorum is £5.5 million (by maximising their annual income). A particular thank you must go to our CEO, Angela, and our Advice Services Manager, Jill, for enabling us to continue to provide such a high level of service during another difficult year for us with the Cost-of-Living crisis continuing to have an impact on not only clients but staff and volunteers as well.

We are very pleased that we have been able to sign a new funding contract with Dacorum Borough Council; this is for a period of 3 years with the possibility of a 2 years extension. This new funding arrangement will enable us to plan for the future with confidence. Also, we are very grateful to Hertfordshire County Council and our other funders for providing us with additional resources. We will continue to seek other funding opportunities so that we can further extend our services to Dacorum residents.

Despite having to set a small deficit budget for 2023/24, we are very pleased to have ended the year with a small surplus for which we have to thank the management team.

Last year, we welcomed three new trustees to the board, and I am pleased to say that they are making a very valuable contribution to our operations. I would like to take the opportunity to thank them and our other trustees for all their hard work and enthusiasm. Unfortunately, we are losing the services of Michael Egan as a trustee. Michael is a former chair and will be sorely missed. Annually, we conduct a trustee skills audit to determine whether there are gaps in our skills base that we would like to fill. Some gaps have been identified, so we shall continue to seek new trustees.

**DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)**

Major Risks

The Trustees recognise that the major risks to which the charity may be exposed need to be reviewed and systems maintained to mitigate them. To that end Dacorum Citizens Advice continually monitors and manages its risk and ensures mitigating plans are in place.

The principal external risk relates to funding. The Charity is aware of the financial pressures experienced by its major funders, and in view of this it continues to seek economies and efficiencies in operational procedures and increase and diversify additional sources of funding for its services. This is kept under continual review.

3. OBJECTIVES AND ACTIVITIES

Charitable Objects

The Charity's objectives as set out in the Company's Memorandum and Articles of Association are to promote any charitable purpose for the benefit of the community in the Borough of Dacorum and surrounding areas, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and stress.

Public Benefit

When reviewing our Aims and Objectives, and in planning our activities in their furtherance, we take careful account of the Charity Commission's General Guidance on Public Benefit.

Aims, Objectives, Strategies and Activities for the Year

Dacorum Citizens Advice aim to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. The service aims to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives through social policy via its Research and Campaigns work.

Our main objective this year has been to continue the delivery of the community service contract that has been recommissioned by Dacorum Borough Council under a new three-year contract with the option of a further two years extension.

Contribution of Volunteers

The Charity receives help and support in the form of voluntary assistance in advising the public, administering the Charity and delivering the service. This year we have managed to increase our volunteer base to 59 Volunteers who contributed approximately 452 hours per week of largely advisory work to the Centre. The estimated public value of that advice and volunteering was £14,352,821.

4. ACHIEVEMENTS AND PERFORMANCE

Charitable Activities

The Charity achieved an outright pass on their Citizens Advice Organisational Audit and was awarded the Advice Quality Mark back in 2016, the mark of quality independent advice organisations.

In 2023/2024 Dacorum Citizens Advice helped 7171 clients with 18,037 issues and the total value of benefits advice (financial outcomes) to individuals in the year 2023/24 was over £5.5 million.

Investment Activities

The Charity does not currently hold material investments.

Factors Affecting the Achievement of Objectives

We depend on several sources other than our major funder to support the services needed by the community, the range and volume of which grows continuously. Failure to obtain such funding risks the withdrawal of important services.

5. FINANCIAL REVIEW

Financial Position

Incoming resources in the year were £402,707 (2023: £364,594), of which £241,131 (2023: £194,527) related to project restricted activities.

Total costs in the year ended 31 March 2024 amounted to £398,780 (2023: £363,133). Within total costs, staff costs represented 82% of the total at £327,072 (2023: 86%, £313,817)

A surplus of £3,927 was generated in the year (2023: surplus £1,461). The surplus will be carried forward to support financial sustainability in future years. At the end of the year there were no carry forward funding balances relating to the restricted activities.

At 31 March 2024 total reserves were £234,687, comprising only unrestricted funds (2023: £230,760 comprising only unrestricted funds).

Reserves Policy

The Trustees have reviewed the Charity's reserves to ensure that there are sufficient funds to:

- ensure that the Charity can continue to operate and meet the needs of clients in the event of unforeseen circumstances, including delayed receipt of expected funding.
- allow the Charity to close down and meet its financial commitments in an orderly manner if the business becomes unsustainable.

The calculation of required reserves takes into account the reliability and continuance of future funding, timing of cashflows and working capital requirements, cover for unplanned emergency repairs and potential liabilities relating to staff should there be closure of a particular activity.

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

Level of Unrestricted Reserves

The Trustees consider that an appropriate minimum level of reserves is £178,000. (2023: £178,000). A risk-based approach was adopted to calculate the required level of reserves. This level of reserves would be adequate to cover the costs of closure of the charity and also to provide a financial cushion to cover cashflow delays or other unforeseen operational events. This level of reserves would amount to approximately 6 months cover of the charity's operational expenses.

Principal Funding Sources

The Directors extend their gratitude to Dacorum Borough Council who continue to support the core operating capacity of the Charity through a new contract, and to fund a Money Advice Service. Dacorum Borough Council also provides the premises at Hemel Hempstead and Berkhamsted at minimal financial cost to the Charity.

6. FUTURE PLANS

In view of the constantly changing social and economic climate, the Trustees regularly review the operation.

During 2024/2025, we will concentrate on the following:

- Providing a free quality service to the Dacorum community in line with our membership agreement with National Citizens Advice, and stakeholder contracts.
- Performance delivery against Service Level Agreements with Dacorum Borough Council and all stakeholders.
- Continuing development of Channels to improve ease of access to service.
- Developing new targeted services to meet particular community needs such as outreach at local community groups.
- Building on the volunteer recruitment and training drive which has taken place so far this year to sustain and increase capacity for service delivery.
- Adapting our recruitment, training & support to open up volunteering to a wider range of people.
- Continuing to generate additional funding to support the above.
- Continuing to develop partnership working to support the above.
- Increasing our focus on research & campaigning to tackle practices that disadvantage the community.

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

7. DIRECTORS' RESPONSIBILITIES

The Trustees (who are also directors of Dacorum District Citizens Advice Bureau 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 and charity law require the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing 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;
- make judgments and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and reporting by Charities and with the provisions the Companies Act 2006 relating to small companies.



L Lichman, Chairman

13/11/24
... 2024

**REPORT OF THE INDEPENDENT EXAMINER TO THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2024**

Independent Examiner's Report

I report to the trustees on my examination of the accounts of the company for the year ended 31 March 2024.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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



Grant Franklin ACA

Hillier Hopkins LLP Chartered Accountants
249 Silbury Boulevard
Milton Keynes
Buckinghamshire
MK9 1NA

Date: 20.11.2024

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

Company No. 4174250

STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31ST MARCH 2024

	Note(s)	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Income from :					
Donations and Legacies	2	2,082	-	2,082	13,976
Charitable Activities	3	155,500	241,131	396,631	349,027
Investment income	4	3,536	-	3,536	-
Other income		458	-	458	1,591
Total Income		<u>161,576</u>	<u>241,131</u>	<u>402,707</u>	<u>364,594</u>
Expenditure on:					
Charitable activities	5	163,274	235,506	398,780	363,133
Total Expenditure		<u>163,274</u>	<u>235,506</u>	<u>398,780</u>	<u>363,133</u>
Net Income /(Expenditure) for the Year		(1,698)	5,625	3,927	1,461
Transfers between Funds		5,625	(5,625)	-	-
Net movement in funds		<u>3,927</u>	<u>-</u>	<u>3,927</u>	<u>1,461</u>
Reconciliation of funds					
Total funds at 1st April 2023		230,760	-	230,760	229,299
Total funds carried forward at 31st March 2024		<u><u>234,687</u></u>	<u><u>-</u></u>	<u><u>234,687</u></u>	<u><u>230,760</u></u>

The Company has no other recognised gains, or losses other than the deficit/surplus for the year as stated above.

All of the above amounts relate to continuing operations.

The reconciliation of movement in funds is shown in Notes 13- 14 .

The Notes on Pages 15 to 26 form part of the Accounts.

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

Company No. 4174250

BALANCE SHEET
AS AT 31ST MARCH 2024

		2024		2023	
	Note(s)	£	£	£	£
Fixed Assets					
Tangible Assets	9		-		-
Current Assets					
Debtors and Prepayments	10	2,625		11,478	
Cash at Bank and In Hand		256,391		250,066	
Total current assets		<u>259,016</u>		<u>261,544</u>	
Creditors: Amounts Falling Due Within One Year	11	<u>24,329</u>		<u>30,784</u>	
Net Current Assets			234,687		230,760
Net Assets			<u>234,687</u>		<u>230,760</u>
Charity Funds					
Restricted Funds	13		-		-
Unrestricted Funds					
Designated Funds	13	178,000		178,000	
General Fund	13	<u>56,687</u>		<u>52,760</u>	
			234,687		230,760
			<u>234,687</u>		<u>230,760</u>

The Trustees consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act. The Trustees acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31 March 2024 and of its profit or loss for the year then ended in accordance with the requirements of sections 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to the financial statements so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements on pages 12 to 26 were approved by the board of directors and authorised for issue on 2024 and are signed on its behalf by:


L Lichman: Chairman

Date: 13/11/24

The Notes on Pages 15 to 26 form part of the Accounts.

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

STATEMENT OF CASHFLOWS
AS AT 31ST MARCH 2024

		2024	2023
		£	£
Cash flow from operating activities	17	2,789	(5,422)
Cash flow from investing activities			
Interest received		3,536	-
Net cash flow from investing activities		3,536	-
Net increase in cash and cash equivalents		6,325	(5,422)
Cash and cash equivalents at start of period		250,066	255,488
Cash and cash equivalents at end of period		<u>256,391</u>	<u>250,066</u>
Cash and cash equivalents consists of:			
Cash at Bank and In hand		<u>256,391</u>	<u>250,066</u>

The Notes on Pages 15 to 26 form part of the Accounts.

**DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024**

1 ACCOUNTING POLICIES

1.1 Basis of preparation

Dacorum District Citizens Advice Bureau (also known as DCAB) is a charity limited by guarantee in the United Kingdom. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. The address of the registered office is given in the charity information on page 3 of these financial statements. The nature of the Charity's operations and principal activities are in providing advice and counselling to the general public .

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 and Charities SORP FRS 102), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the accounting policy or note.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1.2 Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102).

Voluntary income by way of grants, donations and gifts is included in full in the Statement of Financial Activities when receivable and when the amounts are known with certainty and are measurable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charitable company, are recognised when the charity becomes unconditionally entitled to the grant.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity. For example the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charitable company earns the right to consideration by its performance. Where income is received in advance of performance it is treated as deferred income and included within creditors.

**DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024 (CONTINUED)**

1.3 Resources Expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. Charitable expenditure comprises those costs incurred by the charitable company in the delivery of its activities and services for its beneficiaries.

1.4 Fund Accounting

Restricted funds

Restricted funds represent grants and donations received which are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal. The aim and use of each restricted fund is set out in the notes to the financial statements.

Unrestricted funds and designated funds

Unrestricted funds represent funds that are expendable at the discretion of the directors in the furtherance of the objects of the charitable company. Such funds may be held in order to finance both working capital and capital investment.

Designated funds are those funds which are unrestricted in nature but which have been designated by the directors to be used in a particular manner.

1.5 Tangible Fixed Assets

Depreciation is provided at the following annual rates in order to write off assets over their useful life.

Fixtures, Fittings & Equipment	20% on reducing balance
Telephone & Computer Equipment	33% on cost

1.6 Debtors and Creditors Receivable/Payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

1.7 Recognition of liabilities

Liabilities are recognised when an obligation arises to transfer economic benefits as a result of past transactions or events.

1.8 Employee Benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in for that service.

1.9 VAT

The charity is not VAT registered, hence VAT is not recoverable. VAT is included within the relevant costs in the Statement of Financial Activities.

1.10 Tax

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024 (CONTINUED)

1.11 Leases

Assets acquired under finance leases are capitalised and depreciated over the shorter of the lease term and expected useful life of the asset. Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding lease liability using the effective interest method. The related obligations, net of future charges, are included in creditors.

1.12 Going Concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties, that would affect the Charity's going concern status, exist. The trustees have considered the level of reserves held and the expected level of income and expenditure for 12 months from authorising these financial statements. The trustees believe that projected reserves are sufficient for the charity to be able to continue as a going concern.

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024 (CONTINUED)

2 Donations and Legacies

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Donations	2,082	-	2,082	13,976
Total donations and legacies	<u>2,082</u>	<u>-</u>	<u>2,082</u>	<u>13,976</u>

3 Income from Charitable Activities

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Income 2024 £	Total Income 2023 £
Grants and Commissioning				
Dacorum Borough Council -Core Service	154,500	-	154,500	154,500
Dacorum Borough Council -Money Advice	-	28,125	28,125	22,500
Dacorum Borough Council -Health Hub	-	20,200	20,200	-
Dacorum Borough Council -Cherry Trees Project	-	3,657	3,657	-
Dacorum Borough Council -Additional Funding	-	-	-	38,760
Dacorum Council for Voluntary Services	-	-	-	4,000
Citizens Advice - Energy advice programme	-	10,500	10,500	47,903
Citizens Advice - Rausing Trust donation	-	32,292	32,292	-
Herts County Council - Crisis intervention	-	87,036	87,036	66,428
Herts County Council - Refugee projects	-	27,771	27,771	-
Herts County Council - Household support fund	1,000	22,850	23,850	-
Berkhamsted and Tring Ukrainian host network	-	8,700	8,700	-
Kick start	-	-	-	8,011
Hertfordshire Community Fund	-	-	-	4,925
Stop Loan Sharks	-	-	-	2,000
Total income from charitable activities	<u>155,500</u>	<u>241,131</u>	<u>396,631</u>	<u>349,027</u>

A Service Level Agreement with Dacorum Borough Council supports the majority of the charity's objectives. This funding is received quarterly. A review of performance against the agreed indicators is carried out each quarter and at the end of each financial year.

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024 (CONTINUED)

4	Investments	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
	Bank Deposit Interest	3,536	-	3,536	-
5	Expenditure on Charitable Activities	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
	Charitable Activities				
	Costs directly related to activities				
	Staff costs	131,316	184,229	315,545	301,111
	Premises costs	-	-	-	-
	Administrative and other costs	-	17,862	17,862	357
		<u>131,316</u>	<u>202,091</u>	<u>333,407</u>	<u>301,468</u>
	Support costs allocated to activities				
	Staff costs	4,864	6,663	11,527	12,706
	Premises costs	5,033	3,588	8,621	8,005
	Administrative and other costs	21,121	22,195	43,316	38,468
		<u>31,018</u>	<u>32,446</u>	<u>63,464</u>	<u>59,179</u>
	Governance costs	940	969	1,909	2,486
	TOTAL RESOURCES EXPENDED	<u>163,274</u>	<u>235,506</u>	<u>398,780</u>	<u>363,133</u>
	Total Resources Expended				
	Staff costs	136,180	190,892	327,072	313,817
	Premises costs	5,033	3,588	8,621	8,005
	Administrative and other costs	21,121	40,057	61,178	38,825
	Governance costs	940	969	1,909	2,486
		<u>163,274</u>	<u>235,506</u>	<u>398,780</u>	<u>363,133</u>

6 Basis of Support costs allocation

Support costs have been allocated proportionately, based on an estimate of time spent by permanent staff on different activities and projects undertaken by the charity.

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024 (CONTINUED)

7 Employee numbers and costs

	2024	2023
	No.	No.
Permanent Staff	20	15

As of 31 March 2024 the charity had 20 employees (2023: 15 employees). Additionally the services of 59 volunteers were utilised, of which 95% were regular scheduled attendees during the year (2023, 52 volunteers of which 95% were regular attendees).

The staff salary costs were as follows:	2024	2023
	£	£
Wages and salaries	300,026	286,090
Social security costs	20,885	21,603
Pension costs	6,161	6,124
	<u>327,072</u>	<u>313,817</u>

No employee received remuneration of more than £60,000.

8 Trustees and key Management personnel remuneration and expenses

No trustee received any remuneration during the year in respect of services as a Trustee (2023:£nil).Travel expenses of £52 (2023: £189) were reimbursed to 1 Trustee (2023: 1).

The total amount of employee benefits received by key management personnel is £36,575 (2023:£34,373)

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024 (CONTINUED)

9 Tangible Fixed Assets

	Furniture & Equipment	Telephone & Computer Equipment	Total 2024
	£	£	£
COST			
Balance brought forward	289	42,545	42,834
Additions	-	-	-
Disposals	-	-	-
Balance carried forward	<u>289</u>	<u>42,545</u>	<u>42,834</u>
DEPRECIATION			
Balance brought forward	289	42,545	42,834
Charge in the year	-	-	-
On disposals	-	-	-
Balance carried forward	<u>289</u>	<u>42,545</u>	<u>42,834</u>
NET BOOK VALUE AT 31ST MARCH 2024	<u>-</u>	<u>-</u>	<u>-</u>
NET BOOK VALUE AT 31ST MARCH 2023	<u>-</u>	<u>-</u>	<u>-</u>

10 Debtors	2024	2023
	£	£
Accrued Income	2,625	11,478
	<u>2,625</u>	<u>11,478</u>

11 Creditors	2024	2023
	£	£
Taxation and Social Security	4,969	4,763
Deferred Income	13,833	20,625
Accruals and other amounts payable	5,527	5,396
	<u>24,329</u>	<u>30,784</u>

12 Deferred Income	2024	2023
	£	£
National Citizens Advice Donation Fund	13,833	15,000
DBC Money Advice	-	5,625
	<u>13,833</u>	<u>20,625</u>

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024 (CONTINUED)

13 Movement in Funds	At 31st March 2023 £	Incoming Resources £	Outgoing Resources £	Transfers	At 31st March 2024 £
Restricted Funds:					
Dacorum Borough Council - Money Advice	-	28,125	(22,500)	(5,625)	-
Dacorum Borough Council - Health Hub	-	20,200	(20,200)	-	-
Dacorum Borough Council - Cherry Trees project	-	3,657	(3,657)	-	-
Citizens Advice - Energy costs and cost of living	-	10,500	(10,500)	-	-
Citizens Advice - Rausing Trust donation	-	32,292	(32,292)	-	-
Herts County Council - crisis intervention fund	-	87,036	(87,036)	-	-
Herts County Council - Ukrainian refuge project	-	27,771	(27,771)	-	-
Herts County Council - Household support fund	-	22,850	(22,850)	-	-
Berkhamsted and Tring Ukrainian Host Network	-	8,700	(8,700)	-	-
Total Restricted funds	-	241,131	(235,506)	(5,625)	-
Unrestricted funds:					
Designated funds	178,000	-	-	-	178,000
General funds	52,760	161,576	(163,274)	5,625	56,687
Total unrestricted funds	230,760	161,576	(163,274)	5,625	234,687
Total funds	230,760	402,707	(398,780)	-	234,687
14 Movement in Funds Prior year	At 31st March 2022 £	Incoming Resources £	Outgoing Resources £		At 31st March 2023 £
Restricted Funds:					
Dacorum Borough Council-Money Advice	-	22,500	(22,500)		-
Dacorum Borough Council-Additional Funding	-	38,760	(38,760)		-
Dacorum Council for Voluntary Services	-	4,000	(4,000)		-
Citizens Advice - Energy costs and cost of living	-	47,903	(47,903)		-
Herts CC Crisis funding	-	58,428	(58,428)		-
HCF	-	4,925	(4,925)		-
Stop loan sharks	-	2,000	(2,000)		-
Kick Start	-	8,011	(8,011)		-
Total Restricted funds	-	186,527	(186,527)		-
Unrestricted funds:					
Designated funds	155,000	-	23,000		178,000
General funds	74,299	170,067	(191,606)		52,760
Total unrestricted funds	229,299	170,067	(168,606)		230,760
Total funds	229,299	356,594	(355,133)		230,760

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024 (CONTINUED)

15 Analysis of Net Assets between funds

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Debtors and prepayments	2,625		2,625	11,478
Cash at bank and in hand	256,391		256,391	250,066
Creditors due in one year	(24,329)		(24,329)	(30,784)
Net assets at 31st March 2024	234,687	-	234,687	230,760

16 Analysis of Net Assets between funds prior year

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
Tangible fixed assets	-	-	-	2,029
Debtors and prepayments	11,478	-	11,478	5,375
Cash at bank and in hand	250,066	-	250,066	255,488
Creditors due in one year	(30,784)	-	(30,784)	(33,593)
Net assets at 31st March 2023	230,760	-	230,760	229,299

**DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024 (CONTINUED)**

17 FUNDS

Restricted Funds

The charity's restricted funding comprised:

Dacorum Borough Council-Money Advice

To help address the issue of DBC tenants in rent arrears. This project provides priority support and advice to clients on debt issues with face to face and telephone advice and specialist casework support.

Dacorum Borough Council -Health hub

To help address health issues and access to health advice for residents of Dacorum.

Dacorum Borough Council -Cherry Trees Project

To deliver a specialist adviser service at Cherry Trees Outreach within Dacorum. This project aims to support clients with debt and benefit advice.

Citizens Advice – Energy Advice Programme and Big Energy Saving Network

To provide one to one energy appointments to help people with energy issues and to provide energy advice and information in community locations for vulnerable groups.

Citizens Advice –Rausing Trust donation

To increase capacity to deliver a remote service to more clients through phone and webchat.

Hertfordshire County Council-Crisis Intervention

To provide people with urgent or complex needs experiencing crisis food and grant support detailed advice on a range of issues, including debt, budgeting and income maximisation.

Hertfordshire County Council - Ukrainian Appeal

To support Ukrainian nationals living in the UK by providing support and advice on benefits, refugee status and other issues that affect their wellbeing.

Hertfordshire County Council - Household Support Fund

To distribute food and utility vouchers to clients in need as part of our advice and casework.

Berkhamsted and Tring Ukrainian Host Network

A partnership with Berkhamsted and Tring Ukrainian Hosting Network (BATHUN) to offer one to one advice to the Ukrainian people living with hosts.

Unrestricted funds

Unrestricted funds are those reserves which are freely available for expenditure within the charity's purposes.

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024 (CONTINUED)

18 Reconciliation of net income/(expenditure) to net cash flow from operating activities

	2024	2023
	£	£
Net income/(expenditure) for the year	3,927	2,995
investment income	(3,536)	
Depreciation of tangible Fixed Assets	-	2,029
(Increase) / Decrease in Debtors	8,853	(6,103)
Decrease in creditors	(6,455)	(4,343)
Net Cash Flow from operating activities	<u>2,789</u>	<u>(5,422)</u>

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024 (CONTINUED)

18 Members

The charity is incorporated as a company limited by guarantee having no share capital and in accordance with the Memorandum of Association, every member is liable to contribute a sum of £1 in the event of the company being wound up. At 31 March 2024 there were 17 members (2023: 15 members).

19 Pension Scheme

Between 1 April 2016 and 30 June 2016, Citizens Advice Dacorum (DCAB) offered to make contributions to employees' individual pension schemes held with various companies. DCAB as the employer, paid contributions at 8% of salary for those that wanted to take up the offer. After 3 July 2016, these staff were also offered the option of accessing the NEST pension scheme described below.

All staff employed after 3 July 2016 have been automatically enrolled in the NEST pension scheme, with the contributions calculated on yearly salaries. A 5% contribution is made by the Company and the employee makes a 4% contribution.

NEST (National Employment Savings Trust) is a defined contribution workplace pension scheme .

DACORUM DISTRICT CITIZENS ADVICE BUREAU

England & Wales - Charity number 1085882

Accounts

**DACORUM DISTRICT CITIZENS ADVICE
BUREAU
(A company limited by guarantee)**

Company No. 4174250

**DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)**

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023**

**DACORUM DISTRICT CITIZENS ADVICE
BUREAU
(A company limited by guarantee)**

Company No. 4174250

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**DACORUM DISTRICT CITIZENS ADVICE
BUREAU
(A company limited by guarantee)****Company No. 4174250**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

The Trustees (who are also the Directors for the purpose of Company Law) have pleasure in presenting their annual report and the financial statements for the year ended 31 March 2023. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the Charities Act 2011, the Companies Act 2006, the Articles of Association, and the charities Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland; FRS 102) issued in October 2019.

1. REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name:	Dacorum District Citizens Advice Bureau
Charity Registration:	1085882
Company Registration:	4174250
Registered Office:	The Forum, Marlowes, Hemel Hempstead, Hertfordshire, HP1 1DN
Chief Executive:	Mrs. A Fox
Bank:	CAF Bank Limited, 25 Kings Hill Avenue, West Malling, Kent ME19 4JQ
Independent Examiner:	Hillier Hopkins LLP, 51 Clarendon Road, Watford, Hertfordshire, WD17 1HP

**DACORUM DISTRICT CITIZENS ADVICE
BUREAU
(A company limited by guarantee)**

Company No. 4174250

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

The directors who served during the period and up to the date of this report are set out below.

DIRECTORS/ TRUSTEES	ROLE	APPOINTED	RESIGNED
Mr. R Coxage	Trustee	13.11.07	16.06.23
Mr. M Mercer-Deadman	Trustee, Treasurer, Company Secretary, Vice Chair	8.10.14	31.12.22
Ms. A Foster	Trustee	20.05.15	
Mr. J Salisbury	Trustee	20.05.15	
Mr. M Egan	Trustee -Resigned as Chair 08.06.2022	7.02.18	
Mr. D Payne	Trustee	7.02.18	
Mr. S Bolton	Trustee	04.06.18	24.05.23
Mr. L Lichman	Chair	8.06.22	
Ms. C Miles	Treasurer	8.06.22	
Mr. N Rouse	Trustee	8.06.22	
Mr. P Templeman	Trustee	8.06.22	

**DACORUM DISTRICT CITIZENS ADVICE
BUREAU
(A company limited by guarantee)****Company No. 4174250**

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2023

2. STRUCTURE, GOVERNANCE AND MANAGEMENT**Governing Document**

Dacorum District Citizens Advice Bureau (known as 'Citizens Advice Dacorum') was incorporated as a company limited by guarantee in March 2001 at which date the assets and liabilities of the unincorporated Dacorum District Citizens Advice Bureau were acquired. The Centre is a registered charity and is entered in the Central Charities Register (registration number 1085882).

At 31st March 2023 it had 15 members and the maximum liability of each member is limited to one pound.

Its Memorandum and Articles of Association dated 1st April 2001 (amended - as agreed by the Charity Commission in 2008 and in 2023) governs Dacorum District Citizens Advice Bureau.

Recruitment, Appointment of Trustees

Trustees, who are also Directors of the Company, are elected by the Members from the local community and usually either reside or work in Dacorum or the surrounding areas. As stated in the Articles of Association up to 15 are elected at the Annual General Meeting for the forthcoming year. During the year the Trustees seek to recruit suitable trustees to the Board. The Chair oversees the process for Board appointments, and prospective trustees go through a formal selection process undertaken by the Chief Executive, Trustee Board Chair and one other Director. If necessary, individuals can then be co-opted onto the Board until the next AGM. A separate process agreed by the Trustee Board is followed for the election of the Chair and Officers. No persons or bodies external to the charity are entitled to appoint persons to the Trustee Board.

Induction of Trustees

Newly appointed Trustees to Citizens Advice Dacorum undergo an induction process in accordance with a written procedure. They are regularly circulated with reading material from the national Citizens Advice and the Charities Commission regarding their legal obligations as well as being kept informed about available training courses. A Register of Trustees Interests is maintained at the registered office and is available to the public.

Organisational Structure

The Trustee Board, which governs Citizens Advice Dacorum, is responsible for setting the strategic direction of the organisation and the policy of the charity. It meets at least quarterly. The Trustees carry the ultimate responsibility for the

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REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

conduct of Citizens Advice Dacorum and for ensuring that the charity satisfies its legal and contractual obligations.

There are two sub-committees, Personnel & Operations and Finance, which meet a minimum of four times a year or more, if decided by the Board.

The Trustee Board delegates day-to-day management of the organisation to the Chief Executive, Mrs. A Fox and other senior staff.

Related Parties

Citizens Advice Dacorum is a member of Citizens Advice, the operating name of the National Association of Citizens Advice which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Citizens Advice Dacorum is reviewed every year under the Citizens Advice leadership self-assessment scheme. Additionally, the Company's operating policies are independently determined by its Trustee Board in order to fulfil its charitable objects and meet national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and statutory bodies on behalf of clients. Provisions are in place to avoid conflicts of interest of Trustees.

Statement of Internal Control

The Trustee Board oversees the information security of all personal information of our clients, staff, funders and strategic partners that is processed. Citizens Advice Dacorum holds joint responsibility for client data that is held in our case management system, with Citizens Advice. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements the General Data Protection Regulation and Data Protection Act 2018.

The Chair's Report

In my first year as Chair of Citizens Advice Dacorum, I have been impressed by the professionalism and commitment of the CEO, Angela Fox, and her team, both staff and volunteers. In my years with Citizens Advice in various capacities, the enthusiasm and dedication to providing the best possible service to clients is always so encouraging and this certainly the case here.

It has been another difficult year for us with the Cost-of-Living crisis impacting not only clients but staff and volunteers as well. We have also suffered the loss of

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some sources of income whilst continuing to work within the confines of our base funding which was set in 2016. We are looking forward to the opportunity to put in place a new funding contract with Dacorum Borough Council which will enable us to plan for the following few years with confidence.

Despite having to set a deficit budget for 2022/23, we are very pleased to have ended the year with a small surplus for which we have to thank Angela and her team.

During the year and up to now, we have lost the services of 3 trustees – Mark Mercer-Deadman, Sean Bolton and Ron Coxage. I would like to take the opportunity to thank them for their dedication to Citizens Advice Dacorum over many years. Since the board has been reduced to only 8 trustees, we are seeking new trustees to augment a very good and hard-working trustee board.

Major Risks

The Trustees recognise that the major risks to which the charity may be exposed need to be reviewed and systems maintained to mitigate them. To that end Citizens Advice Dacorum continually monitors and manages its risk and ensures mitigating plans are in place.

The principal external risk relates to funding. The Charity is aware of the financial pressures experienced by its major funders, and in view of this it continues to seek economies and efficiencies in operational procedures and increase and diversify additional sources of funding for its services. This is kept under continual review.

3. OBJECTIVES AND ACTIVITIES

Charitable Objects

The charity's objectives as set out in the company's Articles of Association are to promote any charitable purpose for the benefit of the community in the Borough of Dacorum and surrounding areas, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and stress.

Public Benefit

When reviewing our Aims and Objectives, and in planning our activities in their furtherance, we take careful account of the Charity Commission's General Guidance on Public Benefit.

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Aims, Objectives, Strategies and Activities for the Year

Citizens Advice Dacorum aims to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. The service aims to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives through social policy via its Research and Campaigns work.

Our main objective this year has been to help support clients impacted by the cost of living crisis as well as continuing the delivery of our services to clients in our community in line with the Service Level Agreement we have held since 2016 with Dacorum Borough Council (DBC). The contract has been extended twice due to Covid-19 restrictions and has now been extended till March 2024. The additional two year SLA funding provided by DBC using Covid-19 funds ended at the end of March 2023. This funding enabled us to increase our capacity to support clients at specialist level in debt and housing.

Our community service level contract is outcomes based, which includes financial outcomes in the form of financial gains generated for clients, as well as client outcomes such as improved health and well-being as a direct result of our advice. In the last year we have supported 6,767 clients with 16,308 presented issues. Of those clients providing feedback on our service, 8 in 10 people said they felt less stressed or anxious as a direct result of our advice. We have recorded financial gains for our clients across the year of over £5 million albeit this figure presents a mere snapshot of the benefit we bring to clients and the local community.

Hertfordshire County Council (HCC) continues to provide funding through the Hertfordshire Crisis Intervention Project for clients experiencing crisis in their lives and via the Crisis Enhancement project which supports those struggling with the cost of living crisis. Many of our Dacorum residents require Food Bank food vouchers to provide them and their families with basic essential food provision and increasingly fuel bank vouchers to enable them to top-up their pre-payment utility meters. We are increasingly seeing people with deficit budgets.

HCC also provided funding to us via the Household Support Fund in the form of supermarket vouchers for clients who are engaging with us on an advice issue and who will greatly benefit from this help whilst we are supporting them in dealing with their presenting issues. These could include claiming disability benefits, and addressing family breakdown, debt, health, utility arrears and housing issues.

In partnership with local community group Berkhamsted & Tring Ukrainian Host

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FOR THE YEAR ENDED 31 MARCH 2023

Network, we started a local outreach advice support clinic for Ukrainian guests in November 2022 to help them settle into life in the UK. As the financial year drew to an end we started a new DBC Healthy Hub advice service in March to support people with health and wellbeing issues by providing them with generalist advice. We also received at this time some funding through National Citizens Advice to increase our capacity by enabling us to recruit and train more volunteers.

Our co-location with Dacorum Borough Council, the Dacorum First Credit Union and Dacorum Community Trust, alongside our continued collaboration with Community partners has supported partnership working and joint funding applications with the ongoing aim of delivering cohesive voluntary services across the Borough, developing new services and reaching our entire community. This has meant we can react quickly to the changing needs of our community.

We are particularly grateful to Dacorum Borough Council for our core funding, and we look forward to continued partnership working for the benefit of the community.

Additionally, Citizens Advice Dacorum has been a member of the Hertfordshire Citizens Advice Service, an umbrella body formed to represent the ten Hertfordshire Local Citizens Advice offices, which met regularly to share expertise, experience and knowledge, including IT and training, and have successfully obtained project funding for the benefit of clients across Hertfordshire. Recently, it has been decided that this body will be replaced with a less formal model.

Contribution of Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public, administering the charity and delivering the service. This year we have managed to increase our volunteer base to 61 Volunteers who contributed approximately 20,792 hours per year of largely advisory work to the Centre. The estimated public value of that advice and volunteering was £12,329,430.

4. ACHIEVEMENTS AND PERFORMANCE**Charitable Activities**

The Charity achieved an outright pass on their Citizens Advice Organisational Audit and was awarded the Advice Quality Mark back in 2016, the mark of quality for independent advice organisations.

In 2022/2023 Citizens Advice Dacorum helped 6,767 clients with 16,308 issues, this is a slight reduction on last year. This is due to clients presenting with increasingly complex issues that take more staff time and resources to progress as well as the

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loss of funding projects and the resources that these provided that reduce our capacity to support clients. We issued 469 food vouchers with a total value of £24,800 and 192 supermarket vouchers for a total sum of £26,790.

The total value of benefits advice (financial outcomes) to individuals in the year 2022/23 was £5,000,000. Nearly 7 in 10 people found it easy to access our service and 85% would recommend us to a friend. A huge 87% of clients say they would not have resolved their problem without us and 8 in 10 people say they felt less stressed, depressed or anxious as a direct result of our advice.

Investment Activities

The charity does not currently hold material investments.

Factors Affecting the Achievement of Objectives

We depend on several sources other than our major funder to support the services needed by the community, the range and volume of which grows continuously. Failure to obtain such funding risks the withdrawal of important services.

5. FINANCIAL REVIEW

Financial Position

Incoming resources in the year were £364,594 (2022: £411,161), of which £194,527 (2022: £250,468) related to project restricted activities. The decreased income was due to Covid-19 related grants received in 2022.

A surplus of £1,461 was generated in the year (2022: surplus £40,153). At the end of the year there were no carry-forward funding balances relating to the restricted activities.

Staff expenditure decreased compared to the previous year. This is related to the income decrease for the year and natural staff wastage. Overall the number of employees decreased from 16 to 15 as the 31 March 2023. There was also a reduction in administrative and other costs.

At 31 March 2023 total reserves were £230,760, comprising only unrestricted funds (2022: £229,299 comprising only unrestricted funds).

Reserves Policy

Citizens Advice Dacorum is required to ensure the financial sustainability of the charity by providing the resources to meet any reasonably foreseeable contingency. The charity's reserve policy is reviewed at least once every financial

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FOR THE YEAR ENDED 31 MARCH 2023

year by the Trustee Board. The reserves policy was last reviewed in June 2023. The policy was revised in the light of potential closure costs, income projections and identified risks.

In determining the level of unrestricted funds to be held, the Trustees have calculated:

- The charity's contractual commitment should closure be necessary
- An appropriate operational reserve to cover short or medium term shortfalls in income

Trustees have also stipulated that funds should be maintained at least equal to six months of normal (non-project) operating expenditure.

This calculation reaches a required reserves level of £178,000 (2021/22 £155,000). The increase in required reserves reflects the Trustees' concerns about future risks to funding.

At 31 March 2023, total reserves were £230,760, showing a surplus to the required level agreed in the policy. The charity's Trustees believe that this surplus is appropriate to ensure the continued sustainability of the charity, as the charity expects to report a deficit in 2023/24.

Principal Funding Sources

The Directors extend their gratitude to Dacorum Borough Council who continued to support the core operating capacity of the charity, and to fund a Money Advice Service. Dacorum Borough Council also provides the offices in Hemel Hempstead and Berkhamsted to Dacorum Citizens Advice at minimal financial cost to the charity.

6. FUTURE PLANS

In view of the constantly changing social and economic climate, the Trustees regularly review the operation.

During 2023/2024, the Centre will concentrate on the following:

- Providing a free quality service to the Dacorum community in line with our membership agreement with National Citizens Advice, and stakeholder contracts.
- Performance delivery against Service Level Agreements with Dacorum Borough Council and all stakeholders.
- Working with DBC on recommissioning to ensure that core funding is secured at the appropriate level to provide a solid foundation that can then

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be used to develop and attract additional project funding to address identified

- The service is delivered across multi channels to improve ease of access to our services, both digital and face-to-face service. A service review is currently being undertaken by management in consultation with the staff and volunteer team to ensure the best use of our resources and a good client experience.
- Working in partnership with our local authority on a client needs analysis to ensure that we understand the identified needs for support are and where these are across the district. With appropriate levels of funding and resources in place we will then test this with the setting up of community advice pilots. If the need is evidenced, we will look to secure funding to set up regular advice provision in this area.
- Having invested time and resources in recruiting and training new volunteers we now need to ensure that we have the appropriate resources in place to support and develop them.
- Continuing to generate additional funding to support the above
- Continuing to develop partnership working to support the above
- Increasing our focus on research & campaigning to tackle practices that disadvantage the community.

7. DIRECTORS' RESPONSIBILITIES

The Trustees (who are also directors of Dacorum District Citizens Advice Bureau 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 and charity law require the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing 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;
- make judgments and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping proper accounting records that disclose

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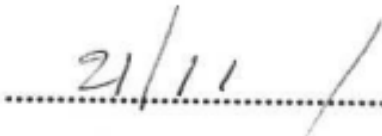
Company No. 4174250

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

with reasonable accuracy at any time the financial position of the charitable 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and reporting by Charities and with the provisions the Companies Act 2006 relating to small companies.


L Lichman, Chair

2023

REPORT OF THE INDEPENDENT EXAMINER TO THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2023

Independent Examiner's Report

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

Responsibilities and basis of report

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

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

Independent examiner's statement

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

1. accounting records were not kept in respect of the Trust as required by section 386 of the 2006 Act;
or
2. the accounts do not accord with those records;
or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination;
or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities.

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

DocuSigned by:
Hillier Hopkins LLP
512213CD94334AB...

Grant Franklin ACA

**Hillier Hopkins LLP Chartered Accountants
Radius House
51 Clarendon Road
Watford
Herts
WD17 1HP**

Date: 28-11-2023 | 02:23 PST

**DACORUM DISTRICT CITIZENS ADVICE
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**STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31ST MARCH 2023**

	Note(s)	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
Income from :					
Donations and Legacies	2	13,976	-	13,976	2,833
Investments		-		-	41
Charitable Activities	3	154,500	194,527	349,027	405,518
Other income		1,591		1,591	2,769
Total Income		<u>170,067</u>	<u>194,527</u>	<u>364,594</u>	<u>411,161</u>
Expenditure on:					
Charitable activities	4	168,606	194,527	363,133	371,008
Total Expenditure		<u>168,606</u>	<u>194,527</u>	<u>363,133</u>	<u>371,008</u>
Net Income / (Expenditure) for the Year		1,461	-	1,461	40,153
Transfers between Funds		-	-	-	-
Net movement in funds		<u>1,461</u>	<u>-</u>	<u>1,461</u>	<u>40,153</u>
Reconciliation of funds					
Total funds at 1st April 2022		229,299	-	229,299	189,146
Total funds carried forward at 31st March 2023		<u>230,760</u>	<u>-</u>	<u>230,760</u>	<u>229,299</u>

The Company has no other recognised gains, or losses other than the deficit/surplus for the year as stated above.

All of the above amounts relate to continuing operations.

The reconciliation of movement in funds is shown in Notes 13- 14 .

The notes on pages 19 to 27 form part of the accounts.

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**BALANCE SHEET
AS AT 31ST MARCH 2023**

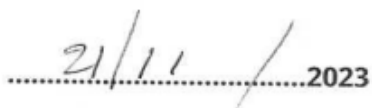
		2023		2022	
	Note(s)	£	£	£	£
Fixed Assets					
Tangible Assets	9		-		2,029
Current Assets					
Debtors and Prepayments	10	11,478		5,375	
Cash at Bank and In Hand		250,066		255,488	
Total current assets		<u>261,544</u>		<u>260,863</u>	
Creditors: Amounts Falling Due Within One Year					
	11	<u>30,784</u>		<u>33,593</u>	
Net Current Assets			230,760		227,270
Net Assets			<u>230,760</u>		<u>229,299</u>
Charity Funds					
Restricted Funds	13		-		-
Unrestricted Funds					
Designated Funds	13	178,000		155,000	
General Fund	13	<u>52,760</u>		<u>74,298</u>	
			230,760		229,299
			<u>230,760</u>		<u>229,299</u>

The Trustees consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act. The Trustees acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31 March 2023 and of its profit or loss for the year then ended in accordance with the requirements of sections 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to the financial statements so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The Financial Statements on pages 16-27 were approved by the board of directors and authorised for issue on 2023 and are signed on its behalf by


L Lichman, Chair



The notes on page 19-27 form part of the Accounts

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**STATEMENT OF CASHFLOWS
AS AT 31ST MARCH 2023**

		2023	2022
		£	£
Cash flow from operating activities	17	(5,422)	(10,123)
Cash flow from investing activities			
Interest received		-	41
Purchase of tangible fixed assets		-	-
Net cash flow from investing activities		-	41
Net increase in cash and cash equivalents		(5,422)	(10,084)
Cash and cash equivalents at start of period		255,488	265,573
Cash and cash equivalents at end of period		<u>250,066</u>	<u>255,488</u>
Cash and cash equivalents consists of:			
Cash at Bank and In hand		<u>250,066</u>	<u>255,488</u>

The notes on pages 19 to 27 form part of the Accounts.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023**

1 ACCOUNTING POLICIES**1.1 Basis of preparation**

Dacorum District Citizens Advice Bureau (also known as DCAB) is a charity limited by guarantee in the United Kingdom. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 3 of these financial statements. The nature of the charity's operations and principal activities are in providing advice and counselling to the general public .

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 and Charities SORP FRS 102), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the accounting policy or note.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1.2 Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102).

Voluntary income by way of grants, donations and gifts is included in full in the Statement of Financial Activities when receivable and when the amounts are known with certainty and are measurable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charitable company, are recognised when the charity becomes unconditionally entitled to the grant.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity. For example the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charitable company earns the right to consideration by its performance. Where income is received in advance of performance it is treated as deferred income and included within creditors.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023 (CONTINUED)**

1.3 Resources Expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. Charitable expenditure comprises those costs incurred by the charitable company in the delivery of its activities and services for its beneficiaries.

1.4 Fund Accounting

Restricted funds

Restricted funds represent grants and donations received which are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal. The aim and use of each restricted fund is set out in the notes to the financial statements.

Unrestricted funds and designated funds

Unrestricted funds represent funds that are expendable at the discretion of the directors in the furtherance of the objects of the charitable company. Such funds may be held in order to finance both working capital and capital investment.

Designated funds are those funds which are unrestricted in nature but which have been designated by the directors to be used in a particular manner.

1.5 Tangible Fixed Assets

Depreciation is provided at the following annual rates in order to write off assets over their useful life.

Fixtures, Fittings & Equipment	20% on reducing balance
Telephone & Computer Equipment	33% on cost

1.6 Debtors and Creditors Receivable/Payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

1.7 Recognition of liabilities

Liabilities are recognised when an obligation arises to transfer economic benefits as a result of past transactions or events.

1.8 Employee Benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in for that service.

1.9 VAT

The charity is not VAT registered, hence VAT is not recoverable. VAT is included within the relevant costs in the Statement of Financial Activities.

1.10 Tax

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023 (CONTINUED)**

1.11 Leases

Assets acquired under finance leases are capitalised and depreciated over the shorter of the lease term and expected useful life of the asset. Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding lease liability using the effective interest method. The related obligations, net of future charges, are included in creditors.

1.12 Going Concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties, that would affect the charity's going concern status, exist. The trustees have considered the level of reserves held and the expected level of income and expenditure for 12 months from authorising these financial statements. The trustees believe that projected reserves are sufficient for the charity to be able to continue as a going concern.

2 Donations and Legacies

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
Donations	13,976	-	13,976	2,833
Total donations and legacies	13,976	-	13,976	2,833

3 Income from Charitable Activities

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
Grants and Commissioning				
Dacorum Borough Council -Core Service & Money Advice	154,500	22,500	177,000	177,000
Dacorum Borough Council -Additional Funding		38,760	38,760	38,000
Dacorum Borough Council -Health Hub		-	-	15,070
Dacorum Council for Voluntary Services		4,000	4,000	
Citizens Advice		47,903	47,903	113,252
Herts County Council		66,428	66,428	36,338
Winter Fuel			-	9,500
Kick start		8,011	8,011	10,808
Clothworks			-	5,000
Hertfordshire Community Fund		4,925	4,925	
Stop Loan Sharks		2,000	2,000	-
Other				550
Total income from charitable activities	154,500	194,527	349,027	405,518

A Service Level Agreement with Dacorum Borough Council supports the majority of the charity's objectives. This funding is received quarterly. A review of performance against the agreed indicators is carried out each quarter and at the end of each financial year.

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023 (CONTINUED)**

5 Expenditure on Charitable Activities

	Basis of Allocation	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
Charitable Activities					
Costs directly related to activities					
Staff costs	Direct	137,322	163,789	301,111	322,434
Premises costs	Direct	-	-	-	-
Administrative and other costs	Direct	-	357	357	(1,702)
		<u>137,322</u>	<u>164,146</u>	<u>301,468</u>	<u>320,732</u>
Support costs allocated to activities					
Staff costs	Judgemental	5,986	6,720	12,706	20,509
Premises costs	Judgemental	6,053	1,952	8,005	5,375
Administrative and other costs	Judgemental	25,373	13,095	38,468	19,802
		<u>37,412</u>	<u>21,767</u>	<u>59,179</u>	<u>45,686</u>
Governance costs	Judgemental	1,872	614	2,486	4,590
TOTAL RESOURCES EXPENDED		<u>176,606</u>	<u>186,527</u>	<u>363,133</u>	<u>371,008</u>
Total Resources Expended					
Staff costs		143,308	170,509	313,817	343,446
Premises costs		6,053	1,952	8,005	4,775
Administrative and other costs		25,373	13,452	38,825	20,598
Governance costs		1,872	614	2,486	2,189
		<u>176,606</u>	<u>186,527</u>	<u>363,133</u>	<u>371,008</u>

6 Basis of Support costs allocation

Support costs have been allocated proportionately, based on an estimate of time spent by permanent staff on different activities and projects undertaken by the charity.

7 Employee numbers and costs

	2023 No.	2022 No.
Permanent Staff	15	16

As of 31 March 2023 the centre had 15 employees. Additionally the services of 52 volunteers were utilised, of which 95% were regular scheduled attendees during the year (2022, 58 volunteers of which 95% were regular attendees).

The staff salary costs were as follows:

	2023 £	2022 £
Wages and salaries	286,090	307,137
Social security costs	21,603	20,866
Pension costs	6,124	6,506
	<u>313,817</u>	<u>334,510</u>

No employee received remuneration of more than £60,000.

**DACORUM DISTRICT CITIZENS ADVICE
BUREAU
(A company limited by guarantee)**

Company No. 4174250

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023 (CONTINUED)**

8 Trustees and key Management personnel remuneration and expenses

No trustee received any remuneration during the year in respect of services as a Trustee (2022: £nil). Travel expenses of £189 (2022: £35) were reimbursed to 1 Trustee (2022: 1).

The total amount of employee benefits received by key management personnel is £ 34,373.

9 Tangible Fixed Assets

	Furniture & Equipment	Telephone & Computer Equipment	Total 2023
	£	£	£
COST			
Balance brought forward	289	42,545	42,834
Additions	-	-	-
Disposals	-	-	-
Balance carried forward	<u>289</u>	<u>42,545</u>	<u>42,834</u>
DEPRECIATION			
Balance brought forward	289	40,517	40,806
Charge in the year	-	2,029	2,029
On disposals	-	-	-
Balance carried forward	<u>289</u>	<u>42,546</u>	<u>42,835</u>
NET BOOK VALUE AT 31ST MARCH 2023	<u>-</u>	<u>-</u>	<u>-</u>
NET BOOK VALUE AT 31ST MARCH 2022	-	<u>2,029</u>	<u>2,029</u>

10 Debtors	2023	2022
	£	£
Accrued Income	<u>11,478</u>	<u>5,375</u>
	<u><u>11,478</u></u>	<u><u>5,375</u></u>

11 Creditors	2023	2022
	£	£
Taxation and Social Security	4,763	5,271
Deferred Income	20,625	24,070
Accruals and other amounts payable	<u>5,396</u>	<u>4,254</u>
	<u><u>30,784</u></u>	<u><u>33,595</u></u>

12 Deferred Income	2023	2022
	£	£
National Citizens Advice Donation Fund	15,000	-
DBC Money Advice	5,625	5,625
Helping Herts Fund	-	10,445
Covid Recovery Fund	-	4,500
Household Support Fund	<u>-</u>	<u>3,500</u>
	<u><u>20,625</u></u>	<u><u>24,070</u></u>

**DACORUM DISTRICT CITIZENS ADVICE
BUREAU
(A company limited by guarantee)**

Company No. 4174250

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023 (CONTINUED)**

13 Movement in Funds	At 31st March 2022 £	Incoming Resources £	Outgoing Resources £	At 31st March 2023 £
Restricted Funds:				
Dacorum Borough Council-Money Advice	-	22,500	(22,500)	-
Dacorum Borough Council-Additional Funding	-	38,760	(38,760)	-
Dacorum Council for Voluntary Services	-	4,000	(4,000)	-
Citizens Advice - Energy costs and cost of living	-	47,903	(47,903)	-
Herts CC Crisis funding	-	58,428	(58,428)	-
HCF	-	4,925	(4,925)	-
Stop loan sharks	-	2,000	(2,000)	-
Kick Start	-	8,011	(8,011)	-
Total Restricted funds	-	186,527	(186,527)	-
Unrestricted funds:				
Designated funds	155,000	-	23,000	178,000
General funds	74,299	170,067	(191,606)	52,760
Total unrestricted funds	229,299	170,067	(168,606)	230,760
Total funds	229,299	356,594	(355,133)	230,760
14 Movement in Funds Prior year				
	At 31st March 2021 £	Incoming Resources £	Outgoing Resources £	At 31st March 2022 £
Restricted Funds:				
Dacorum Borough Council-Money Advice	-	22,500	(22,500)	-
Dacorum Borough Council-Additional Funding	-	38,000	(38,000)	-
Citizens Advice- Best Energy Deal Extra	-	14,300	(14,300)	-
Herts County Council-Crisis Intervention Service	-	36,338	(36,338)	-
Citizens Advice- Help to Claim	-	67,615	(67,615)	-
Citizens Advice- Help to C BEIS	-	18,600	(18,600)	-
HCF	2,640	-	(2,640)	-
Maps	-	12,737	(12,737)	-
Winter Fuel	-	9,500	(9,500)	-
Clothesworks	-	5,000	(5,000)	-
Kick Start	-	10,808	(10,808)	-
Dacorum Borough Council-Heathy Hub	-	15,070	(15,070)	-
Total Restricted Revenue funds	2,640	250,468	(253,108)	-
Unrestricted funds:				
Designated funds	155,000	-	-	155,000
General funds	31,506	160,693	(117,901)	74,299
Total unrestricted funds	186,506	160,693	(117,901)	229,299
Total funds	189,146	411,161	(371,009)	229,299

**DACORUM DISTRICT CITIZENS ADVICE
BUREAU
(A company limited by guarantee)**

Company No. 4174250

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023 (CONTINUED)**

Restricted Funds

The charity's restricted funding comprises:

Dacorum Borough Council-Money Advice

To help address the issue of DBC tenants in rent arrears. This project provides priority support and advice to clients on debt issues with face to face and telephone advice and specialist casework support.

Dacorum Borough Council -Additional Funding

Funding to increase capacity for specialist debt and housing advice due to the additional pressures on households caused by the pandemic.

Dacorum Council for Voluntary Services

Funding to support volunteer activities.

Citizens Advice – Energy Costs and Cost of Living

To provide consumers facing fuel poverty with advice and information on alleviating their situation, including energy and thermal efficiency measures, accessing additional support from suppliers, understanding bills, switching tariffs and government support schemes, dealing with debt and claiming appropriate benefits.

Herts County Council-Crisis Intervention

To provide people with urgent or complex needs experiencing crisis food and grant support detailed advice on a range of issues, including debt, budgeting and income maximisation. This funding enables us to provide specialist benefit advice; applications and appeals.

Hertfordshire Community Fund - Advice in Translation

Funding to support the cost of telephone translation services during advice sessions in person or by telephone

Stop Loan Sharks

Short-term event, treasure trail through Hemel Hempstead to raise awareness of loan sharks as the cost of living crisis continues.

Kickstart

Allowed us to create employment for 16 to 24 year olds on Universal Credit who are at risk of long term unemployment.

Unrestricted funds

Unrestricted funds are those reserves which are freely available for expenditure within the charity's purposes.

**DACORUM DISTRICT CITIZENS ADVICE
BUREAU
(A company limited by guarantee)**

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Designated funds

Within the balance of unrestricted funds, the trustees have designated reserves to cover the potential statutory liabilities which would arise on closing the charity, as follows:

Designated reserve	Description	Value £
Contractual commitment reserve	A reserve to ensure that the charity is able to cover contracted payments to staff such as redundancy	£108,000
Charity Closure reserve	A reserve to cover other costs of closure that may arise	£10,000
Operational sustainability	A reserve to cover unfunded staffing and operational costs arising from shortfalls in cashflow, loss of contracts and other unpredicted events	£60,000
Total Designated reserve		£178,000

15 Analysis of Net Assets between funds

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
Tangible fixed assets	-	-	-	2,029
Debtors and prepayments	11,478	-	11,478	5,375
Cash at bank and in hand	250,066	-	250,066	255,488
Creditors due in one year	(30,784)	-	(30,784)	(33,593)
Net assets at 31st March 2023	230,760	-	230,760	229,299

16 Analysis of Net Assets between funds Prior year

	Unrestricted Funds 2022 # £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
Tangible fixed assets	2,029	-	2,029	3,041
Debtors and prepayments	5,375	-	5,375	10,205
Cash at bank and in hand	255,488	-	255,488	265,573
Creditors due in one year	(33,593)	-	(33,593)	(89,673)
Net assets at 31st March 2022	229,299	-	229,299	189,146

**DACORUM DISTRICT CITIZENS ADVICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023 (CONTINUED)**

17 Reconciliation of net income/(expenditure) to net cash flow from operating activities

	£	£
Net income/(expenditure) for the year	2,995	40,153
Interest Receivable	-	(41)
Depreciation of tangible Fixed Assets	2,029	1,013
Movement in multi-employer benefit liability	-	0
(Increase) / Decrease in Debtors	(6,103)	4,830
(Decrease)/Increase in creditors	(4,343)	(56,078)
	<u>(5,422)</u>	<u>(10,123)</u>
Net Cash Flow from operating Activities	<u>(5,422)</u>	<u>(10,123)</u>

18 Members

The charity is incorporated as a company limited by guarantee having no share capital and in accordance with the Memorandum of Association, every member is liable to contribute a sum of £1 in the event of the company being wound up. At 31 March 2023 there were 15 members (2022: 16 members).

19 Pension Scheme

Between 1 April 2016 and 30 June 2016, Citizens Advice Dacorum(CAB) offered to make contributions to employees' individual pension schemes held with various companies. CAB as the employer, paid contributions at 8% of salary for those that wanted to take up the offer. After 3 July 2016, these staff were also offered the option of accessing the NEST pension scheme described below.

All staff employed after 3 July 2016 have been automatically enrolled in the NEST pension scheme, with the contributions calculated on yearly salaries. A 5% contribution is made by the Company and the employee makes a 4% contribution.

NEST (National Employment Savings Trust) is a defined contribution workplace pension scheme .

DACORUM DISTRICT CITIZENS ADVICE BUREAU

England & Wales - Charity number 1085882

Accounts

Registered Charity No. 1085882
Company No. 4174250

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2022

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DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2022

The Trustees (who are also the Directors for the purpose of Company Law) have pleasure in presenting their annual report and the financial statements for the year ended 31 March 2021. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and the charities Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland; FRS 102) issued in October 2019.

1. REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name: Dacorum District Citizens Advice Bureau

Charity Registration: 1085882

Company Registration: 4174250

Registered Office: The Forum, Marlowes, Hemel Hempstead,
Hertfordshire, HP1 1DN

Chief Executive: Mrs A Fox

Bank: CAF Bank Limited, 25 Kings Hill Avenue, West Malling, Kent ME194JQ

Independent Examiner: Hillier Hopkins LLP, 51 Clarendon Road, Watford,
Hertfordshire, WD17 1HP

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2022

The directors who served during the period and up to the date of this report are set out below.

DIRECTORS/ TRUSTEES	ROLE	APPOINTED	RESIGNED
Mr R Coxage	Trustee	13.11.07	
Mr M Mercer-Deadman	Trustee, Treasurer, Company Secretar, Vice Chair	8.10.14	
Ms A Foster	Trustee	20.05.15	
Mr J Salisbury	Trustee	20.05.15	
Mr M Egan	Trustee -Resigned as Chair 08.06.2022	7.02.18	
Mr D Payne	Trustee	7.02.18	
Mr S Bolton	Trustee	04.06.18	
Mrs S Gray	Trustee	19.06.19	9.06.21
Mr J Scutt	Trustee	19.06.19	19.06.22
Mr R George	Trustee	19.06.19	16.06.22
Mr S Butler	Trustee	19.03.20	8.06.22
Mrs C Cotton	Trustee	26.10.20	21.08.21
Mr L Lichman	Trustee-Chair	8.06.22	
Mrs C Miles	Trustee	8.06.22	
Mr N Rouse	Trustee	8.06.22	
Mr P Templeman	Trustee	8.06.22	

**DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2022**

2. STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Dacorum District Citizens Advice Bureau (known as 'Citizens Advice Dacorum') was incorporated as a company limited by guarantee in March 2001 at which date the assets and liabilities of the unincorporated Dacorum District Citizens Advice Bureau were acquired. The Centre is a registered charity and is entered in the Central Charities Register (registration number 1085882).

At 31st March 2022 it had 16 members and the maximum liability of each member is limited to one pound.

Its Memorandum and Articles of Association dated 1st April 2001 (amended - as agreed by the Charity Commission in 2008) governs Dacorum District Citizens Advice Bureau.

Recruitment, Appointment of Trustees

Trustees, who are also Directors of the Company, are elected by the Members from the local community and usually either reside or work in Dacorum or the surrounding areas. As stated in the Articles of Association up to 15 are elected at the Annual General Meeting for the forthcoming year. During the year the Trustees seek to recruit suitable trustees to the Board. The Chair oversees the process for Board appointments, and prospective trustees go through a formal selection process undertaken by the Chief Executive, Trustee Board Chair and one other Director. If necessary, individuals can then be co-opted onto the Board until the next AGM. A separate process agreed by the Trustee Board is followed for the election of the Chair and Officers. No persons or bodies external to the charity are entitled to appoint persons to the Trustee Board.

Induction of Trustees

Newly appointed Trustees to Citizens Advice Dacorum undergo an induction process in accordance with a written procedure. They are regularly circulated with reading material from the national Citizens Advice and the Charities Commission regarding their legal obligations as well as being kept informed about available training courses. A Register of Trustees Interests is maintained at the registered office, and is available to the public.

Organisational Structure

The Trustee Board, which governs Citizens Advice Dacorum, is responsible for setting the strategic direction of the organisation and the policy of the charity. It meets at least quarterly. The Trustees carry the ultimate responsibility for the conduct of Citizens Advice Dacorum and for ensuring that the charity satisfies its legal and contractual obligations.

There are two sub-committees, Personnel & Operations and Finance, which meet a minimum of four times a year or more, if decided by the Board.

The Trustee Board delegates day-to-day management of the organisation to the Chief Executive, Mrs A Fox and other senior staff.

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2022

Related Parties

Citizens Advice Dacorum is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Citizens Advice Dacorum is reviewed every year under Citizens Advice leadership self-assessment scheme. Additionally, the Company's operating policies are independently determined by its Trustee Board in order to fulfil its charitable objects and meet national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and statutory bodies on behalf of clients. Provisions are in place to avoid conflicts of interest of Trustees.

Statement of Internal Control

The Trustee Board oversee the information security of all personal information of our clients, staff, funders and strategic partners that is processed. Citizens Advice Dacorum holds joint responsibility for client data that is held in our case management system, with Citizens Advice. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements the General Data Protection Regulation and Data Protection Act 2018.

Major Risks

The Trustees recognise that the major risks to which the charity may be exposed need to be reviewed and systems maintained to mitigate them. To that end Citizens Advice Dacorum continually monitors and manages its risk and ensures mitigating plans are in place.

The principal external risk relates to funding. The Charity is aware of the financial pressures experienced by its major funders, and in view of this it continues to seek economies and efficiencies in operational procedures and increase and diversify additional sources of funding for its services. This is kept under continual review.

3. OBJECTIVES AND ACTIVITIES

Charitable Objects

The charity's objectives as set out in the company's Memorandum and Articles of Association are to promote any charitable purpose for the benefit of the community in the Borough of Dacorum and surrounding areas, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and stress.

Public Benefit

When reviewing our Aims and Objectives, and in planning our activities in their furtherance, we take careful account of the Charity Commission's General Guidance on Public Benefit.

Aims, Objectives, Strategies and Activities for the Year

Citizens Advice Dacorum aim is to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. The service aims to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives through social policy via its Research and Campaigns work.

Our main objective this year has been to continue the delivery of the community service contract that we were commissioned by Dacorum Borough Council to provide from the 1st July 2016 and prepare to develop the service in preparation for re-commissioning and future bids. We have been given an extension on our contract to provide advice until June 2023.

This core community service contract is outcomes based, which includes financial outcomes in the form of financial gains generated for clients, as well as client outcomes such as improved health and well-being as a result of our advice. We have seen an increase year on year of 20% of clients seen and 37% in terms of the number of issues we have helped them with. This demonstrates the increase in complexity of issues clients are facing. Of those clients providing feedback on our service, 98% reported improved confidence, wellbeing and capability of self-help in future. We have recorded financial gains for our clients across the year of £7,115,177 albeit that it presents a mere snapshot of the benefit we bring to clients and the community.

We saw the continuation of the Help to Claim project funded by the Department of Work and Pensions and Hertfordshire County Council (HCC) continues to provide funding for the Hertfordshire Crisis Intervention Project for clients experiencing crisis in their lives. Many require food vouchers to enable them to survive and feed their children, particularly during school holidays when children are not having school lunches. HCC also provided funding for a Winter Fuel allowance to support clients in need of food and fuel vouchers. We received funding from the Department of Business, Energy & Industrial Strategy for IT Equipment and to increase capacity on our telephone lines. We received further funds from Dacorum Borough Council to recruit and train volunteers.

Our co-location with Dacorum Borough Council, the Dacorum First Credit Union and Dacorum Community Trust, alongside our continued collaboration with Community partners has supported partnership working and joint funding applications with the ongoing aim of delivering cohesive voluntary services across the Borough, developing new services and reaching our entire community. This has meant we can react quickly to the changing needs of our community as when the pandemic struck.

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2022

We are particularly grateful to Dacorum Borough Council for our core funding, and we look forward to continued partnership working for the benefit of the community.

Additionally, Citizens Advice Dacorum is a member of the Hertfordshire Citizens Advice Service, an umbrella body formed to represent the ten Hertfordshire Bureaux, who meet regularly to share expertise, experience and knowledge, including IT and training, and have successfully obtained project funding for the benefit of clients across Hertfordshire. This has included funding for the Hertfordshire Crisis Intervention Service and the Herts Scams Prevention Service.

Contribution of Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public, administering the charity and delivering the service. This year we have managed to increase our volunteer base to 58 Volunteers who contributed approximately 348 hours per week of largely advisory work to the Centre. The estimated public value of that advice and volunteering was £19,491,328.

4. ACHIEVEMENTS AND PERFORMANCE

Charitable Activities

The Charity achieved an outright pass on their Citizens Advice Organisational Audit, and was awarded the Advice Quality Mark back in 2016, the mark of quality independent advice organisations.

In 2021/2022 Citizens Advice Dacorum helped 7348 clients with 24,369 issues, the Client demand for our services has increased by 20% with the number of issues presented by each client also increasing. We have issued 15% more food vouchers to individuals, couples and families along with are There has been a 43% increase in Housing issues with 1 in 3 regarding private sector rented properties and a 31% increase in Debt Advice.

There has been a 7% increase in clients with no disability or long-term health conditions, seeking advice. The biggest age range seeking advice increased from the 30-34 year olds in 2020-2021 to 35-39 year olds in 2021-22. A 24% increase in clients under 34 years old seeking advice and a 38% decrease in clients over 55 years of age seeking advice. We have also seen a 2% increase in men asking for advice.

The total value of benefits advice (financial outcomes) to individuals in the year 2021/22 increased by nearly 2 million to £7,115,177. Over 99% of clients were satisfied with the way the adviser handled their query, 95% were satisfied with the advice they were given and 95% reported it was easy to access our service.

Investment Activities

The charity does not currently hold material investments.

Factors Affecting the Achievement of Objectives

We depend on several sources other than our major funder to support the services needed by the community, the range and volume of which grows continuously. Failure to obtain such funding risks the withdrawal of important services.

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2022

5. FINANCIAL REVIEW

Financial Position

Incoming resources in the year were £411,161 (2020/21: £355,434), of which £250,468 (2020/21: £199,830) related to project restricted activities. The increased income was due to funding received for restricted activities.

A surplus of £40,153 was generated in the year (2020/21: surplus £18,476). At the end of the year there were no carry forward funding balances relating to the restricted activities.

Staff expenditure increased compared to the previous year. This is in part related to the income increase for the year and the cost of delivery for the additional projects. Overall the number of employees increased from 10 to 16 as the 31 March 2022. Additionally, back-office staff increased. There was a reduction in administrative and other cost mainly due no consultancy costs in 2022.

At 31 March 2022 total reserves were £229,299 which is totally unrestricted funds. The previous year the reserves were at that time £189,146 (unrestricted - £2,640).

Reserves Policy

Citizens Advice Dacorum is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The reserve policy is reviewed at least once every financial year by the Trustee Board. The reserves policy was last reviewed during Q2, 2022. It was agreed to leave the policy as set for the previous year with the total designated reserves being £155,000 made up of the following elements.

In determining the level of unrestricted funds to be held, the Trustees have in mind that funds should be maintained at least equal to around four months of normal (non-project) operating expenditure. This is represented by designated funds of £110,000 being an amount to cover the closure costs if the Bureau were unable to continue in business. Additionally, there are designated funds for:

Equipment (£5,000) to ensure that there is sufficient money to replace equipment when it becomes obsolete, or beyond economic repair,

Contractual commitment (£10,000) to ensure that Citizens Advice Dacorum is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise, and

Premises (£5,000) to provide for the cost of relocating to new premises either at the expiry of the current lease or if larger premises are deemed necessary, and for the cost of major repairs and maintenance of the office accommodation.

Funding Campaign Support (£5,000) to provide additional resourcing to allocate to funding activities

Additional Support (£10,000) to provide additional support for non-main stream essential non- discretionary activities e.g., Leadership Assessment, Training until funding is at adequate.

Long term Sickness (£10,000) to pay the salary of any employee who is on long term sickness.

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2022
Principal Funding Sources

The Directors extend their gratitude to Dacorum Borough Council who continued to support the core operating capacity of the charity, and to fund a Money Advice Service. Dacorum Borough Council also provides the Hemel Hempstead and Berkhamsted Dacorum Citizens Advice premises at minimal financial cost to the charity.

6. FUTURE PLANS

In view of the constantly changing social and economic climate, the Trustees regularly review the operation.

During 2022/2023, the Centre will concentrate on the following:

- Providing a free quality service to the Dacorum community in line with our membership agreement with National Citizens Advice, and stakeholder contracts.
- Performance delivery against Service Level Agreements with Dacorum Borough Council and all stakeholders
- Continuing development of Channels to improve ease of access to service, both digital and by reintroducing face to face service when safe to do so
- Developing new targeted services to meet particular community need such as outreach at local community groups
- Building on the volunteer recruitment and training drive which has taken place so far this year to sustain and increase capacity for service delivery
- Adapting our recruitment, training & support to open up volunteering to a wider range of people
- Continuing to generate additional funding to support the above
- Continuing to develop partnership working to support the above
- Increasing our focus on research & campaigning to tackle practices that disadvantage the community.

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2022
7. DIRECTORS' RESPONSIBILITIES

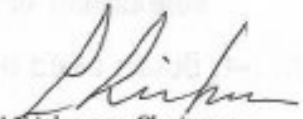
The Trustees (who are also directors of Dacorum District Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted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

Company and charity law require the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing 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;
 - make judgments and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and reporting by Charities and with the provisions the Companies Act 2006 relating to small companies.



L Lichman, Chairman

..1..November.....2022

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

REPORT OF TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2022

REPORT OF THE INDEPENDENT EXAMINER TO THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2022

Independent Examiner's Report

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

Responsibilities and basis of report

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

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

Independent examiner's statement

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

1. accounting records were not kept in respect of the Trust as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities.

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

DocuSigned by:

7DB67B6EE4994D9...
Grant Franklin ACA

Hillier Hopkins LLP Chartered
Accountants Radius House
51 Clarendon Road
Watford
Herts WD17 1HP

Date: 09-11-2022 | 12:18 GMT

STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31ST MARCH 2022

	Note(s)	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Income from :					
Donations and Legacies	2	2,833		2,833	634
Investments	4	41	-	41	84
Charitable Activities	3	155,050	250,468	405,518	354,330
Other income		2,769		2,769	386
Total Income		<u>160,693</u>	<u>250,468</u>	<u>411,161</u>	<u>355,434</u>
Expenditure on:					
Charitable activities	5	117,901	253,107	371,008	336,959
Total Expenditure		<u>117,901</u>	<u>253,107</u>	<u>371,008</u>	<u>336,959</u>
Net Income /(Expenditure) for the Year		42,792	(2,640)	40,153	18,476
Transfers between Funds	14,15,16 &17				
Net movement in funds		<u>42,792</u>	<u>(2,640)</u>	<u>40,153</u>	<u>18,476</u>
Reconciliation of funds					
Total funds at 1st April 2020		186,506	2,640	189,146	170,670
Total funds carried forward at 31st March 2022		<u><u>229,299</u></u>	<u><u>-</u></u>	<u><u>229,299</u></u>	<u><u>189,146</u></u>

The Company has no other recognised gains, or losses other than the deficit/surplus for the year as stated above.
All of the above amounts relate to continuing operations.

The reconciliation of movement in funds is shown in Note 14 .

The Notes on Pages 17 to 29 form part of the Accounts.

BALANCE SHEET
AS AT 31ST MARCH 2022

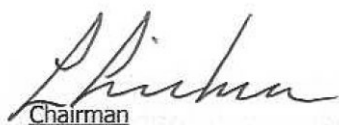
		2022		2021	
	Note(s)	£	£	£	£
Fixed Assets					
Tangible Assets	10		2,029		3,041
Current Assets					
Debtors and Prepayments	11	5,375		10,205	
Cash at Bank and In Hand		<u>255,488</u>		<u>265,573</u>	
Total current assets		<u>260,863</u>		<u>275,778</u>	
Creditors: Amounts Falling Due Within One Year					
	12	<u>33,594</u>		<u>89,673</u>	
Net Current Assets			227,269		186,105
Net Assets			<u><u>229,299</u></u>		<u><u>189,146</u></u>
Charity Funds					
Restricted Funds	14		-		2640
Unrestricted Funds					
Designated Funds	9	155,000		155,000	
General Fund	15	<u>74,298</u>		<u>31,505</u>	
			229,299		186,506
			<u><u>229,299</u></u>		<u><u>189,146</u></u>

The Trustees consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act. The Trustees acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31 March 2022 and of its profit or loss for the year then ended in accordance with the requirements of sections 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to the financial statements so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements on pages 14 to 30 were approved by the board of directors and authorised for issue on 2022 and are signed on its behalf by:

On behalf of the board



Chairman

L Lichman

Date: 1 November 2022

The Notes on Pages 17 to 29 form part of the Accounts.

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

Company No. 4174250

STATEMENT OF CASHFLOWS
AS AT 31ST MARCH 2022

		2022	2021
		£	£
Cash flow from operating activities	18	(10,125)	80,541
Cash flow from investing activities			
Interest received		41	84
Purchase of tangible fixed assets		<u> </u>	<u> </u>
Net cash flow from investing activities		41	84
Net increase in cash and cash equivalents		(10,084)	80,625
Cash and cash equivalents at start of period		265,573	184,947
Cash and cash equivalents at end of period		<u>255,488</u>	<u>265,573</u>
Cash and cash equivalents consists of:			
Cash at Bank and In hand		<u>255,488</u>	<u>265,573</u>

The Notes on Pages 17 to 29 form part of the Accounts.

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

1 ACCOUNTING POLICIES

1.1 Basis of preparation

Dacorum District Citizens Advice Bureau (also known as DCAB) is a charity limited by guarantee in the United Kingdom. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 3 of these financial statements. The nature of the charity's operations and principal activities are in providing advice and counselling to the general public .

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2015.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1.2 Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102).

Voluntary income by way of grants, donations and gifts is included in full in the Statement of Financial Activities when receivable and when the amounts are known with certainty and are measurable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charitable company, are recognised when it becomes unconditionally entitled to the grant.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity. For example the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charitable company earns the right to consideration by its performance. Where income is received in advance of performance it is treated as deferred income and included within creditors.

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

1.3 Resources Expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. Charitable expenditure comprises those costs incurred by the charitable company in the delivery of its activities and services for its beneficiaries.

1.4 Fund Accounting

Restricted funds

Restricted funds represent grants and donations received which are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal. The aim and use of each restricted fund is set out in the notes to the financial statements.

Unrestricted funds and designated funds

Unrestricted funds represent funds that are expendable at the discretion of the directors in the furtherance of the objects of the charitable company. Such funds may be held in order to finance both working capital and capital investment.

Designated funds are those funds which are unrestricted in nature but which have been designated by the directors to be used in a particular manner.

1.5 Tangible Fixed Assets

Depreciation is provided at the following annual rates in order to write off assets over their useful life.

Fixtures, Fittings & Equipment	20% on reducing balance
Telephone & Computer Equipment	33% on cost

1.6 Debtors and Creditors Receivable/Payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

1.7 Recognition of liabilities

Liabilities are recognised when an obligation arises to transfer economic benefits as a result of past transactions or events.

1.8 Employee Benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in for that service.

1.9 VAT

The charity is not VAT registered, hence Vat is not recoverable. VAT is included within the relevant costs in the Statement of Financial Activities.

1.10 Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

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

1.11 Leases

Assets acquired under finance leases are capitalised and depreciated over the shorter of the lease term and expected useful life of the asset. Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding lease liability using the effective interest method. The related obligations, net of future charges, are included in creditors.

1.12 Going Concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist as regards to the ability of the charity to continue to operate. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient together with the level of reserves, for the charity to be considered a going concern.

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

2 Donations and Legacies

	Restricted Funds 2022 £	Unrestricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
Donations	-	2833	2833	634
	<u>-</u>	<u>2833</u>	<u>2833</u>	<u>634</u>
Total 2022	<u>-</u>	<u>2833</u>	<u>2833</u>	

A donation in kind of £ 23,000 in year 2021 to 2022 was effectively made to the charitable company by Dacorum Borough Council by way of a reduced premises cost below the true commercial rental cost of the premises occupied.

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

3 Income from Charitable Activities

	Unrestricted Fund	Restricted Funds	2022 Total	2021 Total
	£	£	£	£
Grants and Commissioning				
Dacorum Borough Council -Core Service & Money Advice	154,500	22,500	177,000	177,000
Dacorum Borough Council -Additional Funding		38,000	38,000	
Dacorum Borough Council -Health Hub		15,070	15,070	
Citizens Advice - BEIS,Help to Claim, Maps,DEFRA/	-	113,252	113,252	110,836
Herts County Council - Crisis Intervention, Service & Scams	-	36,338	36,338	30,174
Winter Fuel	-	9,500	9,500	4,500
Kick start		10,808	10,808	10,000
HCF -Scanning		-	-	4,320
Clothworks		5,000	5,000	
Other	550		550	
Total	<u>155,050</u>	<u>250,468</u>	<u>405,518</u>	<u>354,330</u>
Total 2021	<u>154,500</u>	<u>199,830</u>	<u>354,330</u>	

A Service Level Agreement with Dacorum Borough Council supports the majority of the Bureau's objectives. This funding is received quarterly. A review of performance against the agreed indicators is carried out each quarter and at the end of each financial year.

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

4 Investments

	2022 £	2021 £
Bank Deposit Interest	41	84

All of the income received in respect of investments was attributable to unrestricted funds in both the years ended 2021 and 2022.

5 Expenditure on Charitable Activities

	Basis of Allocation	Unrestricted Fund £	Restricted Funds £	2022 Total £	2021 Total £
Charitable Activities					
Costs directly related to activities					
		-	-	-	-
Staff costs	Direct	117,175	205,259	322,434	241,387
Premises costs	Direct	-	-	-	16,543
Administrative and other costs	Direct	-	(1,702)	(1,702)	5,579
		<u>117,175</u>	<u>203,557</u>	<u>320,732</u>	<u>263,509</u>
Support costs allocated to activities					
Staff costs	Judgemental	575	19,938	20,513	25,260
Premises costs	Judgemental	29	5,346	5,375	8,537
Administrative and other costs	Judgemental	37	19,765	19,802	38,032
		<u>642</u>	<u>45,049</u>	<u>45,690</u>	<u>71,829</u>
Governance costs					
Independent Examination fees	Judgemental	-	-	-	1,470
AGM and Trustee Expenses	Judgemental	88	4,502	4,590	150
		<u>88</u>	<u>4,502</u>	<u>4,590</u>	<u>1,620</u>
TOTAL RESOURCES EXPENDED		<u>117,901</u>	<u>253,108</u>	<u>371,008</u>	<u>336,959</u>
		£	£	£	£
Total Resources Expended					
Grants and fees to other bureaux		-	-	-	-
Staff costs		117,750	225,197	342,947	266,647
Premises costs		29	5,346	5,375	25,080
Administrative and other costs		37	18,063	18,100	43,611
Governance costs		88	4,502	4,590	1,620
		<u>117,901</u>	<u>253,107</u>	<u>371,008</u>	<u>336,958</u>

6 Basis of Support costs allocation

Support costs have been allocated proportionately, based on an estimate of time spent by permanent staff on different activities and projects undertaken by the bureau.

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

7 Employee numbers and costs

	2022 No.	2021 No.
Permanent Staff	16	10

As of 31 March 2022 the centre had 17 employees. Additionally the services of 59 volunteers were utilised, of which 95% were regular scheduled attendees during the year (2020-2021, 58 volunteers of which 95% were regular attendees).

The staff costs were as follows:

	2022 £	2021 £
Wages and salaries	307,137	241,085
Social security costs	20,866	17,424
Pension costs	6,506	4,581
Redundancy	-	-
Recruitment costs	911	2375
Staff Travel costs	3,924	3,284
Staff Training costs	4,037	424
	<u>343,382</u>	<u>269,174</u>

No employee received remuneration of more than £60,000.

8 Trustees and key Management personnel remuneration and expenses

No trustee received any remuneration during the year in respect of services as a Trustee (2021:£nil).Expenses totalling £35.00 (reduced due to virtual meetings) (2021: 372.25) were reimbursed to 1 Trustees (2021: 2), no other Trustee received any expenses.

The total amount of employee benefits received by key management personnel is £ 29,225.

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

9 Designated Funds

The income funds of the charity include the following designated funds which have been set aside out of the general fund by the trustees.

	Balance at 1st April 2021	Transfers	Balance at 31st March 2022
	£	£	£
Bureau			
To cover closure costs in the event of the Bureau being unable to continue in business.	110,000		110,000
Equipm			
To ensure that there is sufficient money to replace equipment when it becomes obsolete ,or beyond economic repair.	5,000		5,000
Contra			
To ensure that the bureau is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise.	10,000		10,000
Premis			
To provide for the cost of relocating to new premises either at the expiry of the current lease or if larger premises are deemed necessary, and for the cost of major repairs and maintenance of the bureau.	5,000		5,000
Resourcing/Consultancy			
To provide resourcing/consultancy for the development and implementation of a funding strategy.	0		0
Funding Campaign support			
Additional resourcing to allocate to funding activities	5,000		5,000
Additional Support			
Additional support for non main stream but essential activities .	10,000		10,000
Long Term Sickness			
Cover for the cost of long term sickness salary costs	10,000		10,000
	155,000	-	155,000

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

10 Tangible Fixed Assets

	Furniture & Equipment	Telephone & Computer Equipment	Total 2022
	£	£	£
COST			
Balance brought forward	289	42,545	42,834
Additions	-	-	-
Disposals	-	-	-
Balance carried forward	<u>289</u>	<u>42,545</u>	<u>42,834</u>
DEPRECIATION			
Balance brought forward	289	39,504	39,793
Charge in the year	-	1,013	1,013
On disposals	-	-	-
Balance carried forward	<u>289</u>	<u>40,517</u>	<u>40,806</u>
NET BOOK VALUE AT 31ST MARCH 2022	<u>-</u>	<u>2,029</u>	<u>2,029</u>
NET BOOK VALUE AT 31ST MARCH 2021	<u>0</u>	<u>3,041</u>	<u>3,041</u>

11 Debtors

	2022 £	2021 £
Accrued Income	<u>5,375</u>	<u>10,205</u>
	<u>5,375</u>	<u>10,205</u>

12 Creditors

	2022 £	2021 £
Taxation and Social Security	5,271	4,857
Deferred Income	24,070	67,225
Accruals and other amounts payable	<u>4,254</u>	<u>17,591</u>
	<u>33,595</u>	<u>89,673</u>

13 Deferred Income

	2022 £	2021 £
DBC Money Advice	5,625	5,625
Clothworks	-	5,000
DBC Additional Funding	-	35,410
BEIS Phase 3	-	18,590
Scanning Fund	-	2,600
Helping Herts Fund	10,445	-
Covid Recovery Fund	4,500	-
Houshold Support Fund	<u>3,500</u>	-
	<u>24,070</u>	<u>67,225</u>

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

14 Movement in Funds

	At 31st March 2021 £	Incoming Resources £	Outgoing Resources £	At 31st March 2022 £
Restricted Funds:				
Dacorum Borough Council-Money Advice	-	22,500	(22,500)	-
Dacorum Borough Council-Additional Funding	-	38,000	(38,000)	-
Citizens Advice- Best Energy Deal Extra	-	14,300	(14,300)	-
Herts County Council-Crisis Intervention Service	-	36,338	(36,338)	-
Citizens Advice- Help to Claim	-	67,615	(67,615)	-
Citizens BEIS	-	18,600	(18,600)	-
HCF	2,640	-	(2,640)	-
Maps	-	12,737	(12,737)	-
Winter Fuel	-	9,500	(9,500)	-
Herts Scam	-	-	-	-
Clothsworks	-	5,000	(5,000)	-
Kick Start	-	10,808	(10,808)	-
Dacorum Borough Council-Heathy Hub	-	15,070	(15,070)	-
Total Restricted Revenue funds	<u>2,640</u>	<u>250,468</u>	<u>(253,108)</u>	<u>-</u>

15 Unrestricted funds:

General funds	186,506	160,693	(117,901)	229,299
Total funds	<u>189,146</u>	<u>411,161</u>	<u>(371,009)</u>	<u>229,299</u>

16 Analysis of Net Assets between funds

	2022		Total Funds	2021
	Unrestricted £	Restricted £	£	£
Tangible fixed assets	2,029		2,029	3,041
Debtors and prepayments	5,375	-	5,375	10,205
Cash at bank and in hand	255,488		255,488	265,573
Creditors due in one year	(33,594)		(33,594)	(89,673)
Net assets at 31st March 2021	<u>229,299</u>	<u>-</u>	<u>229,299</u>	<u>189,146</u>

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

17 MOVEMENTS IN FUNDS

Restricted Funds income from:

Dacorum Borough Council-Money Advice

To help address the issue of tenants in rent arrears. This project provides extra help and advice to clients on debt issues with face to face and casework support.

Citizens Advice- Best Energy Deal Extra

To provide consumers facing fuel poverty with advice and information on alleviating their situation, including energy and thermal efficiency measures, dealing with debt and claiming appropriate benefits.

Herts County Council-Crisis Intervention

To provide people experiencing crisis with detailed advice on a range of issues, including debt, budgeting and income maximisation.

Dacorum Borough Council-Additional Funding

Funding to increase capacity due to the uncertainty of the Covid-19 outbreak has caused in the voluntary sector.

Citizens Advice - Help to Claim

The service support clients in the early stages of their Universal Credit Claim, from application, through to their first payment.

DEFRA

The recruitment and training of additional volunteers.

Herts Scams Awareness

To provide raise awareness of Scams in order to prevent people falling victim and supporting those who already have.

MaPs Increasing Capacity

Funding to increase capacity in the area of debt advice.

HCF Scanning Project

A project to digitalise our paper based archive.

BEIS Phase 3 (Department of Business, Energy & Industrial Strategy)

To increase capacity with the aim of 'helping more people on Adviceline, chat and Email.

Winter Fuel Allowance

To distribute food and utility vouchers to clients in need.

BEIS Remote Working (Department of Business, Energy & Industrial Strategy)

Funding to support remote working through purchase of IT Equipment and softphone implementation.

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

18 Reconciliation of net income/(expenditure) to net cash flow from operating activities

	2022	2021
	£	£
Net income/(expenditure) for the year	40,153	18,476
Interest Receivable	(41)	(84)
Depreciation of tangible Fixed Assets	1,013	1,520
Movement in multi-employer benefit liability	-	-
Decrease in Debtors	4,828	(8,402)
(Decrease)/Increase in creditors	(56,078)	69,033
Net Cash Flow from operating Activities	<u>(10,125)</u>	<u>80,543</u>

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

19 Pension

The charity does not operate a defined contribution Group Personal Pension Plan. In the past contributions have been made to employees individual pension schemes.

20 Members

The charity is incorporated as a company limited by guarantee having no share capital and in accordance with the Memorandum of Association, every member is liable to contribute a sum of £1 in the event of the company being wound up. At 31 March 2022 there were 16 members (2021: 19 members).

21 Pension Scheme

Between 1 April 2016 and 30 June 2016, Citizens Advice Dacorum(CAB) offered to make contributions to employees individual pension schemes held with various companies. CAB as the employer, paid contributions at 8% of salary for those that wanted to take up the offer.

All staff, with effect from 3rd July 2016 have been automatically enrolled in the NEST pension scheme. For those opting out of the Nest scheme, the offer was made to continue with the Charity contributing 8% of salary to the employees own pension scheme, as before for those employees working for the bureau as of 3rd. July ,2016. For those under the Nest scheme the contributions are based on the yearly part time salary. A 5% contribution is made by the Charity and the employee makes 4% contribution.NEST (National Employment Savings Trust) is a defined contribution workplace pension scheme .

INCOME & EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31ST MARCH 2022

	Unrestricted Fund													Restricted Funds					Total Restricted	Total Funds	2022	2021	Total Funds		
	DBC Money		BESN-EAP -R		BEIS Phase 3 -R		B&IS Remote Worki Crisis -R		HTC -R		Dacorum Healthy Hub -R		DBC Additional KickStart -R		HCF Scanning Project -R		MAPS Increasing Capacity							Winter Fuel Allowance -R	
	Total	DBC UR	Advice -R	BESN-EAP -R	3 -R	Worki	Crisis -R	HTC -R	Clothwo rks -R	Hub -R	Fundin	-R	Project -R	Capacity	-R	TOTAL	£	£						£	£
INCOME																									
Incoming resources from generated funds																									
Voluntary income - Donations	2,833																				2,833	634			
Investment income - Bank Interest	41																				41	84			
Incoming resources from charitable activities																									
Grants																									
Dacorum Borough Council	154,500	22,500							15,070	38,000											75,570	230,070	184,500		
Herts County Council						36,338															36,338	36,338	58,994		
Cita				14,300	18,600			67,615									12,737				113,252	113,252	110,836		
Clothworks										5,000											5,000	5,000			
Other	550											10,808							9,500.00		20,308	20,858			
	<u>157,924</u>	<u>22,500</u>	<u>14,300</u>	<u>18,600</u>	<u>36,338</u>	<u>67,615</u>	<u>5,000</u>	<u>15,070</u>	<u>38,000</u>	<u>10,808</u>	<u>12,737</u>	<u>9,500</u>	<u>250,468</u>	<u>408,392</u>											
Other incoming resources	2,769																				2,769	386			
TOTAL INCOMING RESOURCES	<u>160,693</u>	<u>22,500</u>	<u>14,300</u>	<u>18,600</u>	<u>36,338</u>	<u>67,615</u>	<u>5,000</u>	<u>15,070</u>	<u>38,000</u>	<u>10,808</u>	<u>12,737</u>	<u>9,500</u>	<u>250,468</u>	<u>411,161</u>									<u>355,434</u>		
EXPENDITURE																									
Disbursements																									
Total																									
Staff Costs																									
Salaries	117,175	19,791	8,723	16,902		22,392	66,224		12,576	31,421	5,532	11,952	7,350.00	202,863	320,038	241,387	2110	64	351						
Recruitment																									
Travel																									
Training						2,000				396				2396	2396										
Allocated to activities	575	1,359	1,860	852	1,038	3,990	1,289	1,666	1,250	3,078	1,758	696	386	716.00	19,938	20,513									
Total	<u>117,750</u>	<u>21,150</u>	<u>10,583</u>	<u>17,754</u>	<u>1,038</u>	<u>28,382</u>	<u>67,513</u>	<u>1,666</u>	<u>13,826</u>	<u>34,895</u>	<u>7,290</u>	<u>696</u>	<u>12,338</u>	<u>8,066</u>	<u>225,197</u>	<u>342,947</u>						<u>269,172</u>			
Premises																									
Rents, rates and insurance																									
Light Heat & Cleaning																									
Maintenance & Equipment purchases																									
Allocated to activities	29	255	930	160	519	1,124	-946	833	234	578	879	348	74	358.00	5346	5375							16543		
Total	<u>29</u>	<u>255</u>	<u>930</u>	<u>160</u>	<u>519</u>	<u>1,124</u>	<u>-946</u>	<u>833</u>	<u>234</u>	<u>578</u>	<u>879</u>	<u>348</u>	<u>74</u>	<u>358</u>	<u>5346</u>	<u>5375</u>							<u>25,080</u>		
Administration (Office)																									
Telephone, Postage & Stationery																									
Subscriptions, Publications etc																									
Maintenance & Hire of Equipment							-3,113																		
Sundries																									
Depreciation & loss on fixed asset dispose																									
Professional Fees								815		44		552			1411	1411									
Allocated to activities	37	1,030	1,860	646	1,038	6,541	219	1,666	949	2,334	1,758	696	312	716	19765	19802									
Total	<u>37</u>	<u>1,030</u>	<u>1,860</u>	<u>646</u>	<u>-2,075</u>	<u>6,541</u>	<u>1,034</u>	<u>1,666</u>	<u>949</u>	<u>2,378</u>	<u>1,758</u>	<u>1,248</u>	<u>312</u>	<u>716</u>	<u>18063</u>	<u>18100</u>							<u>41,087</u>		
Governance																									
Independent Examination																									
AGM & Trustee Expenses																									
Allocated to activities	88	66	930	41	519	291	14	833	61	149	879	348	13	358.00	4502	4590									
Total	<u>88</u>	<u>66</u>	<u>930</u>	<u>41</u>	<u>519</u>	<u>291</u>	<u>14</u>	<u>833</u>	<u>61</u>	<u>149</u>	<u>879</u>	<u>348</u>	<u>13</u>	<u>358</u>	<u>4502</u>	<u>4590</u>							<u>1,620</u>		
TOTAL EXPENDED RESOURCES	<u>117,901</u>	<u>22,500</u>	<u>14,300</u>	<u>18,600</u>	<u>36,338</u>	<u>67,615</u>	<u>5,000</u>	<u>15,070</u>	<u>38,000</u>	<u>10,808</u>	<u>2,640</u>	<u>12,737</u>	<u>9,500</u>	<u>253,108</u>	<u>371,012</u>								<u>336,959</u>		
NET INCOMING RESOURCES	42,792																								
Balance at 1 April 2021	<u>186,506</u>																								
Balance at 31 March 2022	<u>229,298</u>																								

DACORUM DISTRICT CITIZENS ADVICE BUREAU

England & Wales - Charity number 1085882

Accounts

Registered Charity No. 1085882
Company No. 4174250

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021

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DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2021

The Trustees (who are also the Directors for the purpose of Company Law) have pleasure in presenting their annual report and the financial statements for the year ended 31 March 2021. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and the charities Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland; FRS 102) issued in October 2019.

1. REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name: Dacorum District Citizens Advice Bureau

Charity Registration: 1085882

Company Registration: 4174250

Registered Office: The Forum, Marlowes, Hemel Hempstead,
Hertfordshire, HP1 1DN

Chief Executive: Mrs A Fox

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

Independent Examiner: Hillier Hopkins LLP, 51 Clarendon Road, Watford,
Hertfordshire, WD17 1HP

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2021

The directors who served during the period and up to the date of this report are set out below.

DIRECTORS/ TRUSTEES	ROLE	DATE APPOINTED
Mr R Coxage	Trustee	13.11.07
Mr M Mercer-Deadman	Trustee, Company Secretary, Vice- Chair	08.10.14
Ms A Foster	Trustee	20.05.15
Mr J Salisbury	Trustee	20.05.15
Mr M Egan	Trustee, Chair	07.02.18
Mr D Payne	Trustee	07.02.18
Mr S Bolton	Trustee	04.06.18
Mrs S Gray	Trustee	19.06.19
Mr J Scutt	Trustee	19.06.19
Mr R George	Trustee	19.06.19
Mr S Butler	Trustee, Treasurer	19.03.20
Mrs C Cotton	Trustee	26.10.20

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2021

2. STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Dacorum District Citizens Advice Bureau (known as 'Citizens Advice Dacorum') was incorporated as a company limited by guarantee in March 2001 at which date the assets and liabilities of the unincorporated Dacorum District Citizens Advice Bureau were acquired. The Centre is a registered charity and is entered in the Central Charities Register (registration number 1085882).

At 31st March 2021 it had 19 members and the maximum liability of each member is limited to one pound.

Its Memorandum and Articles of Association dated 1st April 2001 (amended - as agreed by the Charity Commission in 2008) governs Dacorum District Citizens Advice Bureau.

Recruitment, Appointment of Trustees

Trustees, who are also Directors of the Company, are elected by the Members from the local community and usually either reside or work in Dacorum or the surrounding areas. As stated in the Articles of Association up to 15 are elected at the Annual General Meeting for the forthcoming year. During the year the Trustees seek to recruit suitable trustees to the Board. The Chair oversees the process for Board appointments, and prospective trustees go through a formal selection process undertaken by the Chief Executive, Trustee Board Chair and one other Director. If necessary, individuals can then be co-opted onto the Board until the next AGM. A separate process agreed by the Trustee Board is followed for the election of the Chair and Officers. No persons or bodies external to the charity are entitled to appoint persons to the Trustee Board.

Induction of Trustees

Newly appointed Trustees to Citizens Advice Dacorum undergo an induction process in accordance with a written procedure. They are regularly circulated with reading material from the national Citizens Advice and the Charities Commission regarding their legal obligations as well as being kept informed about available training courses. A Register of Trustees Interests is maintained at the registered office, and is available to the public.

Organisational Structure

The Trustee Board, which governs Citizens Advice Dacorum, is responsible for setting the strategic direction of the organisation and the policy of the charity. It meets at least quarterly. The Trustees carry the ultimate responsibility for the conduct of Citizens Advice Dacorum and for ensuring that the charity satisfies its legal and contractual obligations.

There are two sub-committees, Personnel & Operations and Finance, which meet a minimum of three times a year or more, if decided by the Board.

The Trustee Board delegates day-to-day management of the organisation to the Chief Executive, Mrs A Fox and other senior staff.

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2021

Related Parties

Citizens Advice Dacorum is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Citizens Advice Dacorum is reviewed every year under Citizens Advice leadership self-assessment scheme. Additionally, the Centre's operating policies are independently determined by its Trustee Board in order to fulfil its charitable objects and meet national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and statutory bodies on behalf of clients. Provisions are in place to avoid conflicts of interest of Trustees.

Statement of Internal Control

The Trustee Board oversee the information security of all personal information of our clients, staff, funders and strategic partners that is processed. Citizens Advice Dacorum holds joint responsibility for client data that is held in our case management system, with Citizens Advice. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements the General Data Protection Regulation and Data Protection Act 2018.

Major Risks

The Trustees recognise that the major risks to which the charity may be exposed need to be reviewed and systems maintained to mitigate them. To that end Citizens Advice Dacorum continually monitors and manages its risk and ensures mitigating plans are in place.

It may seem odd to speak of matters other than the present Global Pandemic which has to be at the forefront of our present approach to all matters but it will not assist, for the purpose of this report, to attempt to assess the likely trajectory of the pandemic.

Otherwise, the principal external risk relates to funding. The Charity is aware of the financial pressures experienced by its major funders, and in view of this it continues to seek economies and efficiencies in operational procedures and increase and diversify additional sources of funding for its services. This is kept under continual review.

3. OBJECTIVES AND ACTIVITIES

Charitable Objects

The charity's objectives as set out in the company's Memorandum and Articles of Association are to promote any charitable purpose for the benefit of the community in the Borough of Dacorum and surrounding areas, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and stress.

Public Benefit

When reviewing our Aims and Objectives, and in planning our activities in their furtherance, we take careful account of the Charity Commission's General Guidance on Public Benefit.

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2021

Aims, Objectives, Strategies and Activities for the Year

Citizens Advice Dacorum aim is to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. The service aims to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives through social policy via its Research and Campaigns work.

Our main objective this year has been to continue the delivery of the community service contract that we were commissioned by Dacorum Borough Council to provide from the 1st July 2016 and prepare to develop the service in preparation for re-commissioning and future bids. We were given a one year extension on our contract to provide advice until June 2023.

This core community service contract is outcomes based, which includes financial outcomes in the form of financial gains generated for clients, as well as client outcomes such as improved health and well-being as a result of our advice. We have seen an increase year on year of 10% of clients seen and 19% in terms of the number of issues we have helped them with. This demonstrates the increase in complexity of issues clients are facing. We have seen an increase of 28% on the previous year's response rate in respect of clients providing feedback on our service. Of those who responded, 98% reported improved confidence, wellbeing and capability self-help in future. We have recorded financial gains for our clients across the year of £3,673,411 albeit that it presents a mere snapshot of the benefit we bring to clients and the community.

We saw the continuation of the Help to claim project funded by the Department of Work and Pensions, Hertfordshire County Council (HCC) continues to provide funding for the Hertfordshire Crisis Intervention Project for clients experiencing crisis in their lives. Many require food vouchers to enable them to survive and feed their children, particularly during school holidays when children are not having school lunches. HCC also provided funding for a Winter Fuel allowance to support clients in need of food and fuel vouchers. We received funding from the Department of Business, Energy & Industrial Strategy for IT Equipment and to increase capacity on our telephone lines. We received further funds from Dacorum Borough Council to recruit and train volunteers.

Our co-location with Dacorum Borough Council, the Dacorum First Credit Union and Dacorum Community Trust, alongside our continued collaboration with Community partners has supported partnership working and joint funding applications with the ongoing aim of delivering cohesive voluntary services across the Borough, developing new services and reaching our entire community. This has meant we can react quickly to the changing needs of our community as the pandemic struck.

We are particularly grateful to Dacorum Borough Council for our core funding, and we look forward to continued partnership working for the benefit of the community.

Additionally, Citizens Advice Dacorum is a member of the Hertfordshire Citizens Advice Service, an umbrella body formed to represent the ten Hertfordshire Bureaux, who meet regularly to share expertise, experience and knowledge, including IT and training, and have successfully obtained project funding for the benefit of clients across Hertfordshire. This has included funding for the Hertfordshire Crisis Intervention Service and the Herts Scams Prevention Service.

Contribution of Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public, administering the charity and delivering the service. This year we were impacted by lockdown and had volunteers working remotely from home so had 19 Volunteers, excluding the Trustees, who contributed approximately 129 hours per week of largely advisory work to the Centre. The estimated public value of that advice and volunteering was £14,639,717.

4. ACHIEVEMENTS AND PERFORMANCE

Charitable Activities

The Centre achieved an outright pass on their Citizens Advice Organisational Audit, and was awarded the Advice Quality Mark back in 2016, the mark of quality independent advice organisations.

In 2020/2021 Citizens Advice Dacorum helped 6106 clients with 17804 issues, this is a slight decrease on previous years due to the impact of the national lockdown implemented in March 2020. This impact of Covid 19 has also brought about a change in advice issue trends and the demographic seeking advice.

We have seen a 394% increase in clients coming to us for advice on employment issues. The top 3 employment issues were unfair dismissal, Redundancy pay/selection for redundancy and sick pay (SSP). We saw an increase in relationship issues which in turn bring about housing issues and child support issues.

There has been a 10% increase in clients with no disability or long term health conditions, seeking advice. A 24% increase in clients under 34 years old seeking advice and a 38% decrease in clients over 55 years of age seeking advice. We have also seen a 5% increase in men asking for advice.

The total value of benefits advice (financial outcomes) to individuals in 2020/21 increase by nearly 2 million to £5,454,644. Over 99% of clients were satisfied with the way the adviser handled their query, 95% were satisfied with the advice they were given and 95% reported it was easy to access our service.

Investment Activities

The charity does not currently hold material investments.

Factors Affecting the Achievement of Objectives

We depend on several sources other than our major funder to support the services needed by the community, the range and volume of which grows continuously. Failure to obtain such funding risks the withdrawal of important services.

**DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2021**

5. FINANCIAL REVIEW

Financial Position

Incoming resources in the year were £355,434 (2019/20: £285,503), of which £199,830 (2019/20: £119,283) related to project restricted activities. The increased income was due to funding received for restricted activities.

A surplus of £18,476 was generated in the year (2019/20: deficit £2,733). At the end of the year there were no carry forward funding balances relating to the restricted activities.

Expenditure increased compared to the previous year by a similar amount to the income increase for the year. This related to the cost of delivery for the additional projects.

At 31 March 2021 total reserves were £189,146 of which £2,640 are restricted funds. Over the year there was an increase in total reserves of £18,476 which was made up £15,835 restricted and 2,640 unrestricted. The previous year the reserves were at that time £170,670 (unrestricted - £170,670).

Reserves Policy

Citizens Advice Dacorum is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The reserve policy is reviewed at least once every financial year by the Trustee Board. The reserves policy was last reviewed during Q2, 2021.

In determining the level of unrestricted funds to be held, the Trustees have in mind that funds should be maintained at least equal to around four months of normal (non-project) operating expenditure. This is represented by designated funds of £110,000 being an amount to cover the closure costs if the Bureau were unable to continue in business. Additionally, there are designated funds for:

Equipment (£5,000) to ensure that there is sufficient money to replace equipment when it becomes obsolete, or beyond economic repair,

Contractual commitment (£10,000) to ensure that Citizens Advice Dacorum is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise, and

Premises (£5,000) to provide for the cost of relocating to new premises either at the expiry of the current lease or if larger premises are deemed necessary, and for the cost of major repairs and maintenance of the office accommodation.

Funding Campaign Support (£5,000) to provide additional resourcing to allocate to funding activities

Additional Support (£10,000) to provide additional support for non main stream essential non-discretionary activities e.g., Leadership Assessment, Training until funding is at adequate.

Long term Sickness (£10,000) to pay the salary of any employee who is on long term sickness.

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2021
Principal Funding Sources

The Directors extend their gratitude to Dacorum Borough Council who continued to support the core operating capacity of the charity, and to fund a Money Advice Service. Dacorum Borough Council also provides the Hemel Hempstead and Berkhamsted Dacorum Citizens Advice premises at minimal financial cost to the charity.

6. FUTURE PLANS

In view of the constantly changing social and economic climate, the Trustees regularly review the operation.

During 2021/2022, the Centre will concentrate on the following:

- Providing a free quality service to the Dacorum community in line with our membership agreement with National Citizens Advice, and stakeholder contracts.
- Performance delivery against Service Level Agreements with Dacorum Borough Council and all stakeholders
- Continuing development of Channels to improve ease of access to service, both digital and by reintroducing face to face service when safe to do so
- Developing new targeted services to meet particular community need such as outreach at local community groups
- Building on the volunteer recruitment and training drive which has taken place so far this year to sustain and increase capacity for service delivery
- Adapting our recruitment, training & support to open up volunteering to a wider range of people
- Continuing to generate additional funding to support the above
- Continuing to develop partnership working to support the above
- Increasing our focus on research & campaigning to tackle practices that disadvantage the community.

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2021
7. DIRECTORS' RESPONSIBILITIES

The Trustees (who are also directors of Dacorum District Citizens Advice Bureau 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).

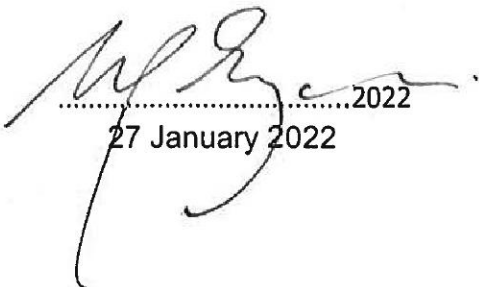
Company and charity law require the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing 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;
- make judgments and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and reporting by Charities and with the provisions the Companies Act 2006 relating to small companies.

M Egan, Chairman


.....2022
27 January 2022

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2021**

**REPORT OF THE INDEPENDENT EXAMINER TO THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2021**

Independent Examiner's Report

I report to the trustees on my examination of the accounts of the company for the year ended 31 March 2021.

Responsibilities and basis of report

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

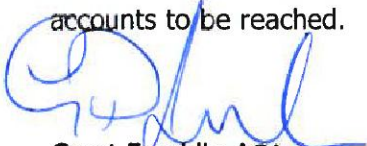
Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act').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

Independent examiner's statement

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

1. accounting records were not kept in respect of the Trust as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities.

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



Grant Franklin ACA

Hillier Hopkins LLP
Chartered Accountants
Radius House
51 Clarendon Road
Watford
Herts WD17 1HP

Date: 28-1-2022

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

Company No. 4174250

STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31ST MARCH 2021

	Note(s)	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Income from :					
Donations and Legacies	2	634	-	634	5,183
Investments	4	84	-	84	520
Charitable Activities	3	154,500	199,830	354,330	279,009
Other income		386	-	386	791
Total Income		<u>155,604</u>	<u>199,830</u>	<u>355,434</u>	<u>285,503</u>
Expenditure on:					
Charitable activities	5	139,768	197,190	336,958	288,236
Total Expenditure		<u>139,768</u>	<u>197,190</u>	<u>336,958</u>	<u>288,236</u>
Net Income /(Expenditure) for the Year		15,836	2,640	18,476	(2,733)
Transfers between Funds	14,15,16 &17	-	-	-	-
Net movement in funds		<u>15,836</u>	<u>2,640</u>	<u>18,476</u>	<u>(2,733)</u>
Reconciliation of funds					
Total funds at 1st April 2020		170,670	-	170,670	173,402
Total funds carried forward at 31st March 2021		<u>186,506</u>	<u>2,640</u>	<u>189,146</u>	<u>170,670</u>

The Company has no other recognised gains or losses other than the deficit/surplus for the year as stated above.

All of the above amounts relate to continuing operations.

The reconciliation of movement in funds is shown in Note 14 .

The Notes on Pages 17 to 29 form part of the Accounts.

BALANCE SHEET
AS AT 31ST MARCH 2021

		2021		2020	
	Note(s)	£	£	£	£
Fixed Assets					
Tangible Assets	10		3,041		4,560
Current Assets					
Debtors and Prepayments	11	10,205		1,803	
Cash at Bank and In Hand		<u>265,573</u>		<u>184,947</u>	
Total current assets		<u>275,778</u>		<u>186,750</u>	
Creditors: Amounts Falling Due Within One Year	12	<u>89,673</u>		<u>20,640</u>	
Net Current Assets			186,105		166,110
Net Assets			<u>189,146</u>		<u>170,670</u>
Charity Funds					
Restricted Funds	14		2,640		
Unrestricted Funds					
Designated Funds	9	155,000		148,000	
General Fund	15	<u>31,505</u>		<u>22,670</u>	
			186,506		170,670
			<u>189,146</u>		<u>170,670</u>

The Trustees consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act. The Trustees acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31 March 2021 and of its profit or loss for the year then ended in accordance with the requirements of sections 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to the financial statements so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements on pages 14 to 29 were approved by the board of directors and authorised for issue on 2022 and are signed on its behalf by:

On behalf of the board


 Chairman

Date: 27/01/2022

The Notes on Pages 17 to 29 form part of the Accounts.

DACORUM DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

Company No. 4174250

STATEMENT OF CASHFLOWS
AS AT 31ST MARCH 2021

		2021	2020
		£	£
Cash flow from operating activities	18	80,542	9,044
Cash flow from investing activities			
Interest received		84	520
Purchase of tangible fixed assets			(4,983)
Net cash flow from investing activities		<u>84</u>	<u>(4,463)</u>
Net increase in cash and cash equivalents		80,626	4,581
Cash and cash equivalents at start of period		184,947	180,367
Cash and cash equivalents at end of period		<u><u>265,573</u></u>	<u><u>184,947</u></u>
Cash and cash equivalents consists of:			
Cash at Bank and In hand		<u>265,573</u>	<u>184,947</u>

The Notes on Pages 17 to 29 form part of the Accounts.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2021**

1 ACCOUNTING POLICIES

1.1 Basis of preparation

Dacorum District Citizens Advice Bureau (also known as DCAB) is a charity limited by guarantee in the United Kingdom. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 3 of these financial statements. The nature of the charity's operations and principal activities are in providing advice and counselling to the general public .

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with the Charities SORP (FRS102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (issued in October 2019), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011 and the Companies Act 2006.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1.2 Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102).

Voluntary income by way of grants, donations and gifts is included in full in the Statement of Financial Activities when receivable and when the amounts are known with certainty and are measurable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charitable company, are recognised when it becomes unconditionally entitled to the grant.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity. For example the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charitable company earns the right to consideration by its performance. Where income is received in advance of performance it is treated as deferred income and included within creditors.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2021**

1.3 Resources Expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. Charitable expenditure comprises those costs incurred by the charitable company in the delivery of its activities and services for its beneficiaries.

1.4 Fund Accounting

Restricted funds

Restricted funds represent grants and donations received which are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal. The aim and use of each restricted fund is set out in the notes to the financial statements.

Unrestricted funds and designated funds

Unrestricted funds represent funds that are expendable at the discretion of the directors in the furtherance of the objects of the charitable company. Such funds may be held in order to finance both working capital and capital investment.

Designated funds are those funds which are unrestricted in nature but which have been designated by the directors to be used in a particular manner.

1.5 Tangible Fixed Assets

Depreciation is provided at the following annual rates in order to write off assets over their useful life.

Fixtures, Fittings & Equipment	20% on reducing balance
Telephone & Computer Equipment	33% on cost

1.6 Debtors and Creditors Receivable/Payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

1.7 Recognition of liabilities

Liabilities are recognised when an obligation arises to transfer economic benefits as a result of past transactions or events.

1.8 Employee Benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in for that service.

1.9 VAT

The charity is not VAT registered, hence Vat is not recoverable. VAT is included within the relevant costs in the Statement of Financial Activities.

1.10 Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2021

1.11 Leases

Assets acquired under finance leases are capitalised and depreciated over the shorter of the lease term and expected useful life of the asset. Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding lease liability using the effective interest method. The related obligations, net of future charges, are included in creditors.

1.12 Going Concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2021

2 Donations and Legacies

	Restricted Funds 2021 £	Unrestricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
Donations	-	634	634	5,183
	<u>-</u>	<u>634</u>	<u>634</u>	<u>5,183</u>
Total 2020	<u>-</u>	<u>5,183</u>	<u>5,183</u>	

A donation in kind of £ 23,000 in year 2020 to 2021 was effectively made to the charitable company by Dacorum Borough Council by way of a reduced premises cost below the true commercial rental cost of the premises occupied.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2021

3 Income from Charitable Activities

	Unrestricted Fund	Restricted Funds	2021 Total	2020 Total
	£	£	£	£
Grants and Commissioning				
Dacorum Borough Council -Core Service & Money Advice	154,500	22,500	177,000	182,226
Citizen Advice - BEIS,Help to Claim, Maps	-	110,836	110,836	64,562
Herts County Council - Crisis Intervention Service & Scams	-	30,174	30,174	26,221
Dacorum Borough Council-Social Prescribing	-	17,500	17,500	-
Winter Fuel	-	4,500	4,500	6,000
Defra	-	10,000	10,000	-
HCF -Scanning	-	4,320	4,320	-
Total	<u>154,500</u>	<u>199,830</u>	<u>354,330</u>	<u>279,009</u>
Total 2020	<u>159,726</u>	<u>119,283</u>	<u>279,009</u>	

A Service Level Agreement with Dacorum Borough Council supports the majority of the Bureau's objectives. This funding is received quarterly. A review of performance against the agreed indicators is carried out each quarter and at the end of each financial year.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2021

4 Investments

	2021 £	2020 £
Bank Deposit Interest	84	520

All of the income received in respect of investments was attributable to unrestricted funds in both the years ended 2020 and 2021.

5 Expenditure on Charitable Activities

	Basis of Allocation	Unrestricted Fund £	Restricted Funds £	2021 Total £	2020 Total £
Charitable Activities					
Costs directly related to activities					
Grants and fees to other bureaux	Direct	-	-	-	-
Staff costs	Direct	95,224	146,163	241,387	209,292
Premises costs	Direct	60	16,483	16,543	-
Administrative and other costs	Direct	-	5,579	5,579	50
		<u>95,284</u>	<u>168,225</u>	<u>263,509</u>	<u>209,342</u>
Support costs allocated to activities					
Grants and fees to other bureaux	Judgemental	-	-	-	-
Staff costs	Judgemental	16,879	8,381	25,260	31,338
Premises costs	Judgemental	4,891	3,646	8,537	6,835
Administrative and other costs	Judgemental	21,787	16,245	38,032	37,578
		<u>43,558</u>	<u>28,272</u>	<u>71,829</u>	<u>75,751</u>
Governance costs					
Independent Examination fees	Judgemental	880	590	1,470	1,320
AGM and Trustee Expenses	Judgemental	48	102	150	1,823
		<u>928</u>	<u>692</u>	<u>1,620</u>	<u>3,143</u>
TOTAL RESOURCES EXPENDED		<u>139,769</u>	<u>197,189</u>	<u>336,958</u>	<u>288,236</u>
		£	£	£	£
Total Resources Expended					
Grants and fees to other bureaux		-	-	-	-
Staff costs		112,103	154,544	266,647	240,630
Premises costs		4,951	20,129	25,080	6,835
Administrative and other costs		21,787	21,824	43,611	37,628
Governance costs		928	692	1,620	3,143
		<u>139,769</u>	<u>197,189</u>	<u>336,958</u>	<u>288,236</u>

6 Basis of Support costs allocation

Support costs have been allocated proportionately, based on an estimate of time spent by permanent staff on different activities and projects undertaken by the bureau.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2021

7 Employee numbers and costs

	2021	2020
	No.	No.
Permanent Staff	10	12

As of 31 March 2021 the Bureau had 10 employees. Additionally the services of 19 volunteers were utilised, of which 95% were regular scheduled attendees during the year (2019-2020, 52 volunteers of which 95% were regular attendees).

The staff costs were as follows:

	2021	2020
	£	£
Wages and salaries	241,085	211,867
Social security costs	17,424	12,295
Pension costs	4,581	5,797
Recruitment costs	2,375	-
Staff Travel costs	3,284	5,012
Staff Training costs	424	5,660
	<u>269,174</u>	<u>240,630</u>

No employee received remuneration of more than £60,000.

8 Trustees and key Management personnel remuneration and expenses

No trustee received any remuneration during the year in respect of services as a Trustee (2020:£nil).Travel and conference expenses totalling £372.25 (2020: £240.10) were reimbursed to 2 Trustees(2020: 2), no other Trustee received any expenses, although the company did pay a £ 224.47 insurance premium in respect of Trustee indemnity insurance on behalf of all Trustees.

The total amount of employee benefits received by key management personnel is £ 29,225 (2020: £33,234). The charitable company considers its key management personnel to be A Fox.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2021

9 Designated Funds

The income funds of the charity include the following designated funds which have been set aside out of the general fund by the trustees.

	Balance at 1st April 2020	Transfers	Balance at 31st March 2021
	£	£	£
Bureau Closure To cover closure costs in the event of the Bureau being unable to continue in business.	98,000	12,000	110,000
Equipment reserve To ensure that there is sufficient money to replace equipment when it becomes obsolete ,or beyond economic repair.	5,000		5,000
Contractual commitment To ensure that the bureau is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise.	10,000		10,000
Premises To provide for the cost of relocating to new premises either at the expiry of the current lease or if larger premises are deemed necessary, and for the cost of major repairs and maintenance of the bureau.	5,000		5,000
Resourcing/ Consultancy To provide resourcing/consultancy for the development and implementation of a funding strategy.	20,000	(20,000)	0
Funding Campaign support Additional resourcing to allocate to funding activities		5,000	5,000
Additional Support Additional support for non main stream essential non discretionary activities eg LeaderShip Assessment , Training until funding is at adequate .		10,000	10,000
Long Term Sickness Cover for the cost of long term sickness salary costs	10,000		10,000
	<u>148,000</u>	<u>7,000</u>	<u>155,000</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2021

10 Tangible Fixed Assets

	Furniture & Equipment	Telephone & Computer Equipment	Total 2021
	£	£	£
COST			
Balance brought forward	289	42,545	42,834
Additions	-	-	-
Disposals	-	-	-
Balance carried forward	<u>289</u>	<u>42,545</u>	<u>42,834</u>
DEPRECIATION			
Balance brought forward	289	37,985	38,274
Charge in the year	-	1,520	1,520
On disposals	-	-	-
Balance carried forward	<u>289</u>	<u>39,505</u>	<u>39,794</u>
NET BOOK VALUE AT 31ST MARCH 2021	<u>-</u>	<u>3,041</u>	<u>3,041</u>
NET BOOK VALUE AT 31ST MARCH 2020	<u>-</u>	<u>4,560</u>	<u>4,560</u>

11 Debtors

	2021	2020
	£	£
Accrued Income	10,205	1,803
	<u>10,205</u>	<u>1,803</u>

12 Creditors

	2021	2020
	£	£
Taxation and Social Security	4,857	3,865
Deferred Income	67,225	5,625
Accruals and other amounts payable	17,591	11,150
	<u>89,673</u>	<u>20,640</u>

13 Deferred Income

	2021	2020
	£	£
DBC Money Advice	5,625	5,625
Clothworks	5,000	-
DBC Additional Funding	35,410	-
BEIS Phase 3	18,590	-
Scanning Fund	2,600	-
	<u>67,225</u>	<u>5,625</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2021**

14 Movement in Funds

	At 31st March 2020 £	Incoming Resources £	Outgoing Resources £	At 31st March 2021 £
Restricted Funds:				
Dacorum Borough Council-Money Advice	-	22,500	(22,500)	-
Citizens Advice- Best Energy Deal Extra	-	25,510	(25,510)	-
Herts County Council-Crisis Intervention Service	-	30,174	(30,174)	-
Citizens Advice- Help to Claim	-	68,424	(68,424)	-
DEFRA	-	10,000	(10,000)	-
HCF	-	4,320	(1,680)	2,640
Maps	-	16,902	(16,902)	-
Winter Fuel Allowance	-	4,500	(4,500)	-
Herts Scams Awareness	-	10,000	(10,000)	-
Dacorum Borough Council-Heathy Hub	-	7,500	(7,500)	-
Total restricted revenue funds	-	199,830	(197,190)	2,640

Unrestricted funds:

15

General funds	170,670	155,604	(139,768)	186,507
Total funds	170,670	355,434	(336,958)	189,147

Analysis of Net Assets between funds

16

	Unrestricted Funds £	Restricted Funds £	Total Funds £	2020 £
Tangible fixed assets	3,041	-	3,041	4,560
Debtors and prepayments	10,205	-	10,205	1,803
Cash at bank and in hand	262,933	2,640	265,573	184,947
Creditors due in one year	(89,673)	-	(89,673)	(20,640)
Net assets at 31st March 2021	186,506	2,640	189,146	170,670

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2021**

17 MOVEMENTS IN FUNDS

Restricted Funds income from:

Dacorum Borough Council-Money Advice

To help address the issue of tenants in rent arrears .This project provides extra help and advice to clients on debt issues with face to face and casework support.

Citizens Advice- Best Energy Deal Extra

To provide consumers facing fuel poverty with advice and information on alleviating their situation, including energy and thermal efficiency measures, dealing with debt and claiming appropriate benefits.

Herts County Council-Crisis Intervention

To provide people experiencing crisis with detailed advice on a range of issues, including debt, budgeting and income maximisation.

Dacorum Borough Council-Healthy Hub

Funding to increase capacity due to the uncertainty of the Covid-19 outbreak has caused in the voluntary sector.

Citizens Advice - Help to Claim

The service support clients in the early stages of their Universal Credit Claim, from application, through to their first payment.

DEFRA

The recruitment and training of additional volunteers.

Herts Scams Awareness

To provide raise awareness of Scams in order to prevent people falling victim and supporting those who already have.

MaPs Increasing Capacity

Funding to increase capacity in the area of debt advice.

HCF Scanning Project

A project to digitalise our paper based archive.

BEIS Phase 3 (Department of Business, Energy & Industrial Strategy)

To increase capacity with the aim of 'helping more people together on Adviceline, chat and Email.

Winter Fuel Allowance

To distribute food and utility vouchers to clients in need.

BEIS Remote Working (Department of Business, Energy & Industrial Strategy)

Funding to support remote working through purchase of IT Equipment and softphone implementation.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2021

18 Reconciliation of net income/(expenditure) to net cash flow from operating activities

	2021	2020
	£	£
Net expenditure for the year	18,476	(2,733)
Interest Receivable	(84)	(520)
Depreciation of tangible Fixed Assets	1,520	2,279
Movement in multi-employer benefit liability	-	-
Decrease in Debtors	(8,402)	3,887
(Decrease)/Increase in creditors	69,033	6,130
Net Cash Flow from operating Activities	<u>80,542</u>	<u>9,044</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2021

19 Pension

The charity does not operate a defined contribution Group Personal Pension Plan. In the past contributions have been made to employees individual pension schemes.

20 Members

The charity is incorporated as a company limited by guarantee having no share capital and in accordance with the Memorandum of Association, every member is liable to contribute a sum of £1 in the event of the company being wound up. At 31 March 2021 there were 19 members (2020: 19 members).

21 Pension Scheme

Between 1 April 2016 and 30 June 2016, Citizens Advice Dacorum(CAB) offered to make contributions to employees individual pension schemes held with various companies. CAB as the employer, paid contributions at 8% of salary for those that wanted to take up the offer.

All staff, with effect from 3rd July 2016 have been automatically enrolled in the NEST pension scheme. For those opting out of the Nest scheme, the offer was made to continue with the Company contributing 8% of salary to the employees own pension scheme, as before for those employees working for the bureau as of 3rd. July ,2016. For those under the Nest scheme the contributions are based on the yearly part time salary. A 5% contribution is made by the Company and the employee makes 4% contribution. NEST (National Employment Savings Trust) is a defined contribution workplace pension scheme .