

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
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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
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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.

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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 '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
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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
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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
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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

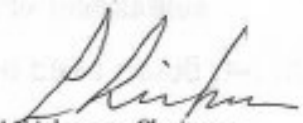
The Trustees (who are also directors of Dacorum District Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted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

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

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 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
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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			
Net cash flow from investing activities		<u>41</u>	<u>84</u>
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><u>255,488</u></u>	<u><u>265,573</u></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	155,050	250,468	405,518	354,330
Total 2021	154,500	199,830	354,330	

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
Contrac			
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
Premisi			
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			
	10,000		10,000
Additional support for non main stream but essential activities .			
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	5,375	10,205
	<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	4,254	17,591
	<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	3,500	
	<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	-	-	-	-
Clothworks	-	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)	-

15 Unrestricted funds:

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

16 Analysis of Net Assets between funds

	2022 Unrestricted £	2022 Restricted £	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	(33,594)		(33,594)	(89,673)
Net assets at 31st March 2021	229,299	-	229,299	189,146

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 Chairty 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

	-----Restricted Funds -----															2022	2021	
	Unrestricted Fund															Total Restricted	Total Funds	Total Funds
	Total	DBC UR	Money Advice -R	BESN-EAP -R	BEIS Phase 3 -R	Remote Worki	Crisis -R	HTC -R	Clothwo	Dacorum Healthy Hub -R	Additional Fundin	KickStart -R	HCF Scanning Project	MAPS Increasing Capacity	winter Fuel Allowance -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					36,338			15,070	38,000					75570	230,070	184,500
Herts County Council								67,615								36338	36,338	58,994
Cita				14,300	18,600									12,737		113252	113,252	110836
Clothworks									5,000							5000	5,000	
Other	550											10,808			9,500.00	20308	20,858	
	157,924	22,500		14,300	18,600		36,338	67,615	5,000	15,070	38,000	10,808		12,737	9,500	250,468	408,392	-
																		354,330
Other incoming resources																		
	2,769																2,769	386
TOTAL INCOMING RESOURCES	160,693	22,500		14,300	18,600		36,338	67,615	5,000	15,070	38,000	10,808		12,737	9,500	250468	411,161	355,434
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
Recruitment																		2110
Travel																		64
Training							2,000				396					2396	2396	351
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	25,260
Total	117,750	21,150		10,583	17,754	1,038	28,382	67,513	1,666	13,826	34,895	7,290	696	12,338	8,066	225197	342,947	269,172
Premises																		
Rents, rates and insurance																		
Light Heat & Cleaning																		
Maintenance & Equipment purchases																		16543
Allocated to activities	29	255		930	160	519	1,124	-946	833	234	578	879	348	74	358.00	5346	5375	8,537
Total	29	255		930	160	519	1,124	-946	833	234	578	879	348	74	358	5346	5375	25,080
Administration (Office)																		
Telephone, Postage & Stationery																		63
Subscriptions, Publications etc																		
Maintenance & Hire of Equipment						-3,113										-3113	-3113	226
Sundries																		89
Depreciation & loss on fixed asset dispose																		
Professional Fees								815			44		552			1411	1411	2677
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	38,031
Total	37	1,030		1,860	646	-2,075	6,541	1,034	1,666	949	2,378	1,758	1,248	312	716	18063	18100	41,087
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	1,620
Total	88	66		930	41	519	291	14	833	61	149	879	348	13	358	4502	4590	1,620
TOTAL EXPENDED RESOURCES	117,901	22,500		14,300	18,600		36,338	67,615	5,000	15,070	38,000	10,808	2,640	12,737	9,500	253,108	371,012	336,959
NET INCOMING RESOURCES	42,792												-2,640			-2,640	40,149	18,475
Balance at 1 April 2021	186,506												2,640			2,640	189,146	170,670
Balance at 31 March 2022	229,298																229,298	189,145