

**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 31<sup>ST</sup> MARCH 2024**

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

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**DACORUM DISTRICT CITIZENS ADVICE BUREAU**  
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Report of the Trustees

For the year ended 31 March 2024

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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

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

<b>DIRECTORS/ TRUSTEES</b>	<b>ROLE</b>	<b>APPOINTED</b>	<b>RESIGNED</b>
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	

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## **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 31<sup>st</sup> 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 1<sup>st</sup> 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.

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**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.

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## **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.



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**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**  
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**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

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**REPORT OF THE INDEPENDENT EXAMINER TO THE TRUSTEES  
FOR THE YEAR ENDED 31<sup>ST</sup> 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**  
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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 £
<b>Income from :</b>					
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
<b>Total Income</b>		<u>161,576</u>	<u>241,131</u>	<u>402,707</u>	<u>364,594</u>
<b>Expenditure on:</b>					
Charitable activities	5	163,274	235,506	398,780	363,133
<b>Total Expenditure</b>		<u>163,274</u>	<u>235,506</u>	<u>398,780</u>	<u>363,133</u>
<b>Net Income /(Expenditure) for the Year</b>		(1,698)	5,625	3,927	1,461
<b>Transfers between Funds</b>		5,625	(5,625)	-	-
<b>Net movement in funds</b>		<u>3,927</u>	<u>-</u>	<u>3,927</u>	<u>1,461</u>
<b>Reconciliation of funds</b>					
Total funds at 1st April 2023		230,760	-	230,760	229,299
<b>Total funds carried forward at 31st March 2024</b>		<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**  
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Company No. 4174250

**BALANCE SHEET**  
**AS AT 31ST MARCH 2024**

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

Date: 13/11/24

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

**DACORUM DISTRICT CITIZENS ADVICE BUREAU**  
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**STATEMENT OF CASHFLOWS**  
**AS AT 31ST MARCH 2024**

		<b>2024</b>	<b>2023</b>
		<b>£</b>	<b>£</b>
<b>Cash flow from operating activities</b>	17	2,789	(5,422)
<b>Cash flow from investing activities</b>			
Interest received		3,536	-
<b>Net cash flow from investing activities</b>		3,536	-
<b>Net increase in cash and cash equivalents</b>		6,325	(5,422)
<b>Cash and cash equivalents at start of period</b>		250,066	255,488
<b>Cash and cash equivalents at end of period</b>		<u>256,391</u>	<u>250,066</u>
<b>Cash and cash equivalents consists of:</b>			
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**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST MARCH 2024**

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

**2 Donations and Legacies**

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

**3 Income from Charitable Activities**

	<b>Unrestricted Funds 2024 £</b>	<b>Restricted Funds 2024 £</b>	<b>Total Income 2024 £</b>	<b>Total Income 2023 £</b>
<b>Grants and Commissioning</b>				
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
<b>Total income from charitable activities</b>	<b>155,500</b>	<b>241,131</b>	<b>396,631</b>	<b>349,027</b>

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

4	Investments		Unrestricted	Restricted		
			Funds 2024 £	Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
	Bank Deposit Interest		<u>3,536</u>	<u>-</u>	<u>3,536</u>	<u>-</u>
5	Expenditure on Charitable Activities		Unrestricted	Restricted		
		Basis of Allocation	Funds 2024 £	Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
	Charitable Activities					
	Costs directly related to activities					
	Staff costs	Direct	131,316	184,229	315,545	301,111
	Premises costs	Direct	-	-	-	-
	Administrative and other costs	Direct	-	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	Judgemental	4,864	6,663	11,527	12,706
	Premises costs	Judgemental	5,033	3,588	8,621	8,005
	Administrative and other costs	Judgemental	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	Judgemental	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.

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

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**7 Employee numbers and costs**

	<b>2024</b>	<b>2023</b>
	<b>No.</b>	<b>No.</b>
<b>Permanent Staff</b>	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:

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
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**  
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**FOR THE YEAR ENDED 31ST MARCH 2024 (CONTINUED)**

**9 Tangible Fixed Assets**

	<b>Furniture &amp; Equipment</b>	<b>Telephone &amp; Computer Equipment</b>	<b>Total 2024</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b>COST</b>			
Balance brought forward	289	42,545	42,834
Additions	-	-	-
Disposals	-	-	-
Balance carried forward	<u>289</u>	<u>42,545</u>	<u>42,834</u>
<b>DEPRECIATION</b>			
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>
<b>NET BOOK VALUE AT 31ST MARCH 2024</b>	<u>-</u>	<u>-</u>	<u>-</u>
<b>NET BOOK VALUE AT 31ST MARCH 2023</b>	<u>-</u>	<u>-</u>	<u>-</u>

<b>10 Debtors</b>	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Accrued Income	2,625	11,478
	<u>2,625</u>	<u>11,478</u>
<b>11 Creditors</b>	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
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>
<b>12 Deferred Income</b>	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
National Citizens Advice Donation Fund	13,833	15,000
DBC Money Advice	-	5,625
	<u>13,833</u>	<u>20,625</u>

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

<b>13 Movement in Funds</b>	<b>At 31st March 2023 £</b>	<b>Incoming Resources £</b>	<b>Outgoing Resources £</b>	<b>Transfers</b>	<b>At 31st March 2024 £</b>
<b>Restricted Funds:</b>					
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)	-	-
<b>Total Restricted funds</b>	<b>-</b>	<b>241,131</b>	<b>(235,506)</b>	<b>(5,625)</b>	<b>-</b>
<b>Unrestricted funds:</b>					
Designated funds	178,000	-	-	-	178,000
General funds	52,760	161,576	(163,274)	5,625	56,687
<b>Total unrestricted funds</b>	<b>230,760</b>	<b>161,576</b>	<b>(163,274)</b>	<b>5,625</b>	<b>234,687</b>
<b>Total funds</b>	<b>230,760</b>	<b>402,707</b>	<b>(398,780)</b>	<b>-</b>	<b>234,687</b>

  

<b>14 Movement in Funds Prior year</b>	<b>At 31st March 2022 £</b>	<b>Incoming Resources £</b>	<b>Outgoing Resources £</b>	<b>At 31st March 2023 £</b>
<b>Restricted Funds:</b>				
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)	-
<b>Total Restricted funds</b>	<b>-</b>	<b>186,527</b>	<b>(186,527)</b>	<b>-</b>
<b>Unrestricted funds:</b>				
Designated funds	155,000	-	23,000	178,000
General funds	74,299	170,067	(191,606)	52,760
<b>Total unrestricted funds</b>	<b>229,299</b>	<b>170,067</b>	<b>(168,606)</b>	<b>230,760</b>
<b>Total funds</b>	<b>229,299</b>	<b>356,594</b>	<b>(355,133)</b>	<b>230,760</b>



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**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)
<b>Net assets at 31st March 2024</b>	<b>234,687</b>	<b>-</b>	<b>234,687</b>	<b>230,760</b>

**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)
<b>Net assets at 31st March 2023</b>	<b>230,760</b>	<b>-</b>	<b>230,760</b>	<b>229,299</b>

**DACORUM DISTRICT CITIZENS ADVICE BUREAU**  
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**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**  
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**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**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
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**  
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**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 .