

**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 2025**

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

**COMPANY NUMBER 4174250**

**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2025**

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**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2025**

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

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

**REFERENCE AND ADMINISTRATIVE DETAILS**

Charity Name: Dacorum District Citizens Advice Bureau

Charity Registration: 1085882

Company Registration: 4174250

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

Chief Executive: Mrs A Fox

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

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

**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2025**

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

**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2025**

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Governing Document**

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

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

Its Memorandum and Articles of Association dated 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, as decided by the Board.

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

**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2025**

**Related Parties**

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

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

**Statement of Internal Control**

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

**Major Risks**

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

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

**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2025**

**OBJECTIVES AND ACTIVITIES**

**Charitable Objects**

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

**Public Benefit**

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

**Aims, Objectives, Strategies and Activities for the Year**

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

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

**Contribution of Volunteers**

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

**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2025**

**ACHIEVEMENTS AND PERFORMANCE**

**Charitable Activities**

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

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

**Investment Activities**

The charity does not currently hold material investments.

**Factors Affecting the Achievement of Objectives**

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



**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2025**

**FINANCIAL REVIEW**

**Financial Position**

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

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

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

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

**Reserves Policy**

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

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

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

**Level of Unrestricted Reserves**

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

**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2025**

**Principal Funding Sources**

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

**FUTURE PLANS**

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

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

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

**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2025**

**DIRECTORS' RESPONSIBILITIES**

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

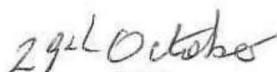
Company and charity law require the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP;
- make judgments and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

  
L Lichman, Chair

  
... 2025

**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2025**

**REPORT OF THE INDEPENDENT EXAMINER TO THE**  
**TRUSTEES FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2025**

**Independent Examiner's Report**

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

**Responsibilities and basis of report**

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

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

**Independent examiner's statement**

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

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

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



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

Date: 12 November 2025

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

**Company No. 4174250**

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

		<b>Unrestricted Funds 2025 £</b>	<b>Restricted Funds 2025 £</b>	<b>Total Funds 2025 £</b>	<b>Total Funds 2024 £</b>
	<b>Note(s)</b>				
<b>Income from :</b>					
Donations and Legacies	2	6,641	-	6,641	2,082
Charitable Activities	3	184,200	170,556	354,756	396,631
Investment income	4	5,405	-	5,405	3,536
Other income		-	-	-	458
<b>Total Income</b>		<u>196,246</u>	<u>170,556</u>	<u>366,802</u>	<u>402,707</u>
<b>Expenditure on:</b>					
Charitable activities	5	192,140	171,130	363,270	398,780
<b>Total Expenditure</b>		<u>192,140</u>	<u>171,130</u>	<u>363,270</u>	<u>398,780</u>
<b>Net Income / (Expenditure) for the Year</b>		4,106	(574)	3,532	3,927
<b>Transfers between Funds</b>		(574)	574	-	-
<b>Net movement in funds</b>		<u>3,532</u>	<u>-</u>	<u>3,532</u>	<u>3,927</u>
<b>Reconciliation of funds</b>					
Total funds at 1st April 2024		234,687	-	234,687	230,760
<b>Total funds carried forward at 31st March 2025</b>		<u><u>238,219</u></u>	<u><u>-</u></u>	<u><u>238,219</u></u>	<u><u>234,687</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 16 to 26 form part of the Accounts.



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

Company No. 4174250

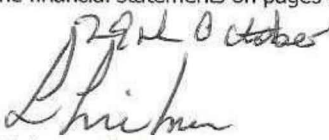
**BALANCE SHEET**  
**AS AT 31ST MARCH 2025**

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

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

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

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

  
L Lichman: Chair

Date: 29/10/25

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

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

**Company No. 4174250**

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

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

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

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

**1 ACCOUNTING POLICIES**

**1.1 Basis of preparation**

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

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

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

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

**1.2 Incoming resources**

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

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

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

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

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

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

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

**1.3 Resources Expended**

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

**1.4 Fund Accounting**

**Restricted funds**

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

**Unrestricted funds and designated funds**

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

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

**1.5 Tangible Fixed Assets**

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

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

**1.6 Debtors and Creditors Receivable/Payable within one year**

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

**1.7 Recognition of liabilities**

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

**1.8 Employee Benefits**

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

**1.9 VAT**

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

**1.10 Tax**

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

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

**1.11 Leases**

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

**1.12 Going Concern**

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

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

**2 Donations and Legacies**

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

**3 Income from Charitable Activities**

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

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

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

5 Expenditure on Charitable Activities

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

6 Basis of Support costs allocation

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

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

**7 Employee numbers and costs**

	<b>2025</b>	<b>2024</b>
	<b>No.</b>	<b>No.</b>
<b>Permanent Staff</b>		
Headcount	17	20
Full time equivalent number	9	10

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

The staff salary costs were as follows:

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

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

**8 Trustees and key Management personnel remuneration and expenses**

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

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

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

**9 Tangible Fixed Assets**

	<b>Furniture &amp; Equipment</b>	<b>Telephone &amp; Computer Equipment</b>	<b>Total 2025</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b>COST</b>			
Balance brought forward	289	42,545	42,834
Additions	-	15,624	15,624
Disposals	-	-	-
Balance carried forward	289	58,169	58,458
<b>DEPRECIATION</b>			
Balance brought forward	289	42,546	42,835
Charge in the year	-	2,259	2,259
On disposals	-	-	-
Balance carried forward	289	44,805	45,094
<b>NET BOOK VALUE AT 31ST MARCH 2025</b>	<b>-</b>	<b>13,364</b>	<b>13,364</b>
<b>NET BOOK VALUE AT 31ST MARCH 2024</b>	<b>-</b>	<b>-</b>	<b>-</b>

<b>10 Debtors</b>	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Accrued Income	10,162	2,625
Prepayments	201	-
	<b>10,363</b>	<b>2,625</b>

<b>11 Creditors</b>	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Taxation and Social Security	4,462	4,969
Deferred Income	17,208	13,833
Accruals and other amounts payable	3,249	5,527
	<b>24,919</b>	<b>24,329</b>

<b>12 Deferred Income</b>	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
National Citizens Advice	3,458	13,833
HCC Household Support Fund	10,000	-
Grocers Hall	3,750	-
	<b>17,208</b>	<b>13,833</b>

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

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

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

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

**13 MOVEMENTS IN FUNDS (CONTINUED)**

**Restricted Funds**

The charity's restricted funding comprised:

**Dacorum Borough Council - Money Advice**

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

**Dacorum Community Trust – Share Prosperity Fund**

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

**Citizens Advice – Energy Advice Programme**

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

**Citizens Advice – Raising Trust**

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

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

**Hertfordshire County Council-Crisis Intervention**

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

**Hertfordshire County Council - Refugee projects**

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

**Hertfordshire County Council - Household Support Fund**

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

**Grocers Hall**

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

**Unrestricted funds**

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

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



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

<b>14 Movement in Funds Prior year</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		32,292	(32,292)		
Herts County Council - Crisis Intervention Fund	-	87,036	(87,036)	-	-
Herts County Council - Ukrainian Refugee Project	-	27,771	(27,771)	-	-
Herts County Council - Household Support Fund	-	22,850	(22,850)	-	-
Berkhamsted and Tring Ukrainian Host Network	-	8,700	(8,700)	-	-
<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>

**15 Analysis of Net Assets between funds**

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

**16 Analysis of Net Assets between funds prior year**

	<b>Unrestricted Funds 2024 £</b>	<b>Restricted Funds 2024 £</b>	<b>Total Funds 2024 £</b>	<b>Total Funds 2023 £</b>
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>

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

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

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

**18 Members**

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

**19 Pension Scheme**

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

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

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

**20 Related Parties**

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