

ANNUAL REPORT 2024

Making Life Better



Welcome from the Chair and the CEO



Key Highlights for Community Action Dacorum

2023/2024 was a period of change for Community Action Dacorum with the formation of new departments based around three themes of Communities, Employability, and Wellbeing. Our new Heads of Department were appointed and our services grouped within these areas to provide consistency and a foundation of support to help local groups and residents improve their quality of life.

We were enormously proud to receive the High Sheriff's Award for our training programme. Our online regional ESOL course was particularly recognised, alongside our work with Ukrainian guests to help them integrate into our community whilst facing horrific challenges back home. We were thrilled to collect the award at a ceremony earlier in the year and to be amongst such august company.

Our strong financial outcomes from our trading company HITS allowed us to invest in our infrastructure, with improved IT/IS systems rolled out across the organisation, as well as ensuring our working environment is welcoming to both our clients and our staff and volunteers. More and more volunteers have come in to help with our service delivery and we have really benefited from their support and assistance.

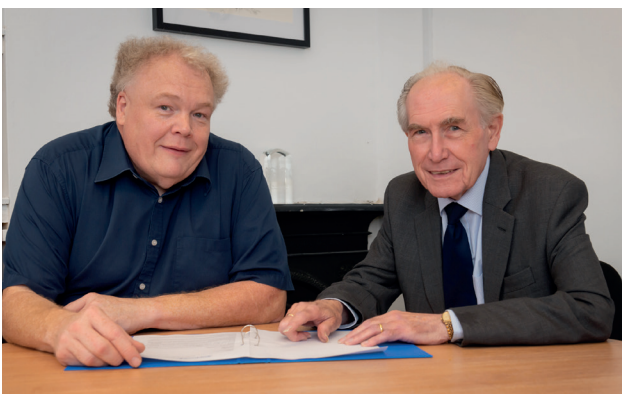
Our projects have helped residents across the borough and beyond. The growth of our Staying Connected project, which gifts IT equipment to residents, offers guidance in how to use it and ensures digital connectivity, has reached more than 1,000 people in Hertfordshire and saved enough carbon to fly around the world 30 times!

Our volunteers have continued to support us as drivers, advising people on volunteering, helping those with mobility issues access The Marlowes, and many other things. Without their help and dedication we would struggle to provide the range of services we do and we have been very grateful for their support this year.

We have recruited several excellent new trustees this year, who have helped us meet skills gaps we had identified. We are also working to increase the diversity of our board. We are grateful to trustees who have agreed to stay in post longer than their normal tenure to allow a smooth transition to a new board and to ensure our skills mix remains strong.

It has been a busy year for Community Action Dacorum as demand for our services has increased whilst at the same time grants and fundraising income has reduced. It is a testimony to our team that they have not only supported everyone who has come to us for help but managed to develop the charity with new projects and processes.

We hope you enjoy this report and the impact that Community Action Dacorum has on our community.



A handwritten signature in blue ink that reads "Simon".

Simon Aulton
Chief Executive

A handwritten signature in blue ink that reads "Colin".

Colin Gage
Chairman





Meeting our Charitable Purpose

Community Action Dacorum exists to 'link the public, corporate and voluntary sectors for the benefit of the community', as set out in our governing document. Specifically, these are:

To promote any charitable purposes for the benefit of the public, principally but not exclusively in the local government area of Dacorum and its environs and, in particular, build the capacity of third sector organisations, providing them with the necessary support, information and services to enable them to pursue or contribute to any charitable purpose.

To promote, organise and facilitate co-operation and partnership working between third sector, statutory and other relevant bodies in the achievement of the above purposes within the area of benefit.

We achieve this by working in three areas for the benefit of the residents of Dacorum. These are:

Communities | Employability | Wellbeing

Our Communities team promotes, organises and facilitates co-operation and partnership, working between third sector, statutory and other relevant bodies in the achievement of the above purposes. Together with our Employability and Wellbeing teams, and with the support of our training and development and interpreting service, the charity is focused on improving the quality of lives of people across the Borough. All the activities we deliver work to improve the wider determinates of health for our community, often supporting the most vulnerable residents. We support the labour market, we promote life-long education, we support people with their income and expenditure during a cost-of-living crisis, and we build a sense of community within Dacorum.



Our Impact

We are proud to showcase the hard work our team has put in this year and how it has strengthened social and community networks within Dacorum, continuing to make it a better place to live and work.

Our services help residents improve their work opportunities and environments by supporting them in developing their job prospects. Our wellbeing team ensures people can access the services they need by working to bridge the gap between patient and healthcare provider. Whether it is access to transportation or appointments, or addressing digital poverty,

our wellbeing services increase dignified independence to the most vulnerable members of our community. Our training and development work addresses loneliness and isolation through education, providing a sense of community interaction and instilling skills and self-belief that can be applied in all aspects of life.

Whilst it would bring us much pride to be able to share each and every one of the many interventions we have undertaken this year, space will sadly not allow. In this report we present and celebrate some examples of our work.



Community

It reflects the strength of community in Dacorum that so many organisations exist and so many people choose to volunteer. Our Communities team works with community sector organisations to promote the joy of volunteering, to support groups to run safely and effectively, to bring in money into the borough, and to marshal the voluntary sector to support local communities in crisis.

At Community Action Dacorum our goal is to ensure smooth and swift movement at the heart of this. We aim to coordinate the approach to meet social needs and ensure the voices of those within the voluntary sector are heard by decision-makers.

Community Support

Our team supports local community organisations in making a difference to lives across the borough. This year we have welcomed many additional sports clubs into membership as a result of our work with Herts Sports Partnership. We have been able to support them and other members with networking, funding and minibuses, to name but a few. Some examples of our impact are:

Stewart Hunt, Apex in the Community

"Community Action Dacorum has provided us with invaluable guidance, particularly with applications to the Dacorum Shared Prosperity

Fund for funding to launch and develop free park tennis opportunities in Dacorum. Their partnership has also been crucial in our diabetes prevention initiative in Markyate and with providing affordable minibus solutions, which has given us much-needed transport solutions. Their support has significantly expanded our project opportunities, allowing us to reach and engage with a broader range of people across the community."

Gordon Harland, Harbour Lights and Matthew Sharks Scuba Diving Clubs

"The staff and volunteers at The Roundhouse have helped us make contacts, fill in funding forms and set up spreadsheets to get our finances on track. This support has helped us receive a grant to enable 100 children in Dacorum a chance to try out scuba diving." Gordon also said: "Having met other people at the networking event, we have been contacted by other organisations to work in partnership on events, which we are delighted with."

We have also been able to support our wider membership, securing funds from the UK Shared Prosperity Fund and the Mayor's Charity to help all charities across Dacorum achieve their goals. This, as well as our ongoing provision of services, volunteers, and advice, helps promote the joy of volunteering within our community. Some comments from our members:

COMMUNITY PROJECTS

- Community Help Hertfordshire
- Community Support Team
- Cost of Living Advice Programme
- Volunteer Centre
- ESOL (English for Speakers of Other Languages)
- Minibuses for Groups
- Supporting Refugees and Guests

Carol Walls, Dacorum Mencap

"Allowing us to use the facilities at The Roundhouse for Dacorum Mencap members to meet up and socialise with a Chatter Table has been really popular." Carol said that members, all adults with learning difficulties, can suffer from social isolation and that the weekly events have really helped give them a safe space to meet and chat.

Jo Chappell, The Hospice of St. Francis

Reported that the Community Action Dacorum community team helps them by recruiting and checking out volunteers, as well as supporting them to forge relationships with other local community organisations.

Edmund Adutwum, Smart Innovation Exchange (SIEX)

Edmund is a new member of Community Action Dacorum and says he has found the information, funding advice, marketing, governance and event planning support, all invaluable. *"Loretta and Leanne helped us get our organisation off the ground and have been very helpful helping us structure our activities for black and ethnic minorities."*

Jacqui Sheppard, Liberty Tea Rooms

Jacqui said she calls on our Communities team for advice, promotion of events, DBS support and volunteer referrals and said: *"Community Action Dacorum are a great source of information whenever we need it."*



Volunteering

Our Volunteer Centre helps organisations recruit and vet potential volunteers. We work with individuals to find the perfect placement to use their skills and give them something to really enjoy. By linking together potential volunteers with voluntary organisations we increase the amount of support delivered by the sector and help build the strength of our community. Some of our volunteers have told us:

Mpho Motlhabane, Receptionist role

"When I first signed up to volunteer, I was a bit nervous but there was a welcoming atmosphere that told me I should do it. I am normally a shy person, volunteering has increased my confidence, has made me meet with so many people with different characters."

Aaron-Martin Lovette

Says he found registering to volunteer very easy saying: *"I am enjoying the opportunity to help others with learning disabilities and would definitely recommend it to others"*.

Yvonne Baldwin, Receptionist/admin role

"Volunteering has given me an interest outside home and it has become my hobby. I have met and worked with a lot of lovely people who have become my friends and certainly would recommend volunteering to others."

Carol Debnam, Metoring/Community Fridge

Carol volunteers in a reading support and mentor role with children, to help enhance their reading skills. She said: *"Signing up to volunteer was very straightforward, Kerry is very personable and completed the initial details, checked my ID and two references, did my DBS check and I was ready to go!"*



Employability

Employability environments have a strong link to our overall health, so we offer skills-based practical development opportunities to all members of the Dacorum community, including the most vulnerable. From helping young people build their CVs through our schools' careers work, to supporting those whose abilities outshine their disabilities, or providing purposeful retirement to people leaving the workforce, we support residents to better their life chances and thrive. Through this work, members of our community get the support they need to gain employment, schools are supported in meeting their Gatsby targets, and volunteering opportunities are available for skills development or retirement.

Developing Employability Opportunities

After many years of being a full-time mum and with her daughter now attending secondary school, Katie was seeking a volunteering role where she could gain experience for a career in admin or finance. She joined the finance department at Community Action Dacorum in January 2023 and volunteered one day a week for 10 months. Katie gained experience in invoicing, purchase orders, sending emails, petty cash, volunteer expenses, bank reconciliation, and credit notes. Most importantly, it increased her confidence.



EMPLOYABILITY SERVICES

- Connect Dacorum
- CV Writing Days
- Digital Inclusion
- Dragon's Apprentice
- Employment Courses
- Introduction to Interpreting Courses
- Purposeful Retirement
- Staying Connected
- Volunteering for Employment

Finance manager, Linda, said: "Katie has been extremely helpful to a very busy finance office. To have another person to enter things for us and help with the admin has taken some pressure off the rest of the team."

Katie was looking for a permanent job position, so we helped her prepare a CV and invited her to the Dacorum Schools Careers fair as a volunteer, where she could also meet employers. She was offered an interview with B&M Care as a care assistant and has since been offered the job. Congratulations, Katie!

Katie thanks Community Action Dacorum for all the help offered to her. She says she has really enjoyed volunteering here, has met a lot of new people, and her confidence only continues to improve.

Radio Dacorum

Bournemouth University student Joel reached out to Radio Dacorum in the hope of completing some practical work experience to enhance his Sports Journalism coursework portfolio. The 20-year-old was offered the opportunity to shadow the station manager, Matt Hatton, and quickly immersed himself, learning how to use the station's database and show programming software, as well as invaluable tools for creating engaging content like Canva and Audacity. Joel designed a social media poster, a short video reel to promote his show, and produced a radio jingle. He even curated and planned his own two-hour live sports show. Although Matt was available to support with any technical difficulties, the content and direction of the show were entirely Joel's creation, demonstrating his growth and confidence.



Joel's experience at Radio Dacorum gave him tangible skills to flourish in the broadcasting industry and allowed him to develop a portfolio that will undoubtedly benefit his future career in sports journalism.

Dragons' Apprentice Challenge

For 11 years, Connect Dacorum has run the Dragons' Apprentice Challenge, whereby local secondary schools are supplied with £100 stake and compete to turn it into £1,000 or more, with support and advice from business mentors and local charities.

We have heard many great stories over the years about what an amazing difference the challenge has made to students. This year all the teams showed determination and perseverance in their aim to raise as much money as possible for their charity.

Reflecting on an incredible journey with the Dragons' Apprentice Challenge 2023/24 one of the students from a local school said:

"Throughout this journey I honed a variety of transferable skills that I'm excited to carry forward into future endeavours:

Project Management: *From planning to execution, managing every detail of our fundraising events taught me the importance of organisation and time management.*

Team Collaboration: *Working closely with a diverse team, I learned the value of effective communication, delegation, and leveraging each team member's strengths.*

Goal Setting and Achievement: *Setting clear objectives and working strategically to exceed our fundraising targets was both challenging and rewarding.*

Marketing and Promotion: *Promoting our events and engaging with the community sharpened my skills in social media marketing, public relations, and persuasive communication. One of my highlights being the radio interview with Radio Dacorum.*

It was an incredible experience that reinforced my passion for making a positive impact. Also, including budget and financial management and problem solving skills. I'm excited to apply these skills in future roles and projects."



Wellbeing: Support Where Needed

Our wellbeing services provide people with mobility challenges, who would not otherwise have access to various healthcare services, dignity and increased independence. Services like transport to and from medical appointments, easy access to mobility scooters to allow families to shop together, or day trips that provide dignified independence and a sense of community and ease feelings of loneliness and isolation, all contribute to an atmosphere of belonging in Dacorum.

Community Cars

Our Community Cars initiative provides transport solutions to Dacorum residents where needed. After experiencing some anxiety over how to get to and from an important eye appointment, Lou reached out to Debbie in Community Transport, who arranged for Community Car driver, Philip – Lou's 'Knight On A White Charger' – to help.

Philip collected Lou from home and took her to the entrance, waited for two-hours then picked her up and drove her home.



WELLBEING SERVICES

- Cancer Prevention Programme
- Community Buses
- Community Help Hertfordshire
- Community Transport
- Dacorum Library of Things
- Day Trippers
- Door2Store
- ShopMobility

Lou said:

"I felt the most important part was waiting for me and taking me home, I had 10% vision so a taxi wouldn't have sufficed, I could not have looked for one. Philip was like having my own special person looking after me and making me feel safe."

Lou continues to thank Community Transport, Debbie, Philip, and Community Action Dacorum for their valuable support.



Shopmobility

Shopmobility assists those with disabilities or limited mobility in getting out and about independently, helping them access community spaces and reducing their sense of isolation. It plays a crucial role in enhancing the quality of life of its users while also contributing to the local economy through the so-called 'purple pound', the spending power of people with disabilities and their families.

Located in the heart of Hemel Hempstead at The Marlowes Shopping Centre, Shopmobility has scooters and wheelchairs among its range of mobility equipment for hire. The service is designed to facilitate access to shopping areas, leisure facilities and local amenities, making it easier for users to participate in community life. The impact of Shopmobility is hard to quantify, with some of the key benefits being:

Enhanced Independence: The opportunity to hire a mobility aid allows people to access shops, restaurants, and other services independently without relying on friends or family.

Improved Quality of Life: By offering opportunities to participate in everyday activities, Shopmobility contributes to mental wellbeing and social inclusion.

Accessibility: The service not only provides physical mobility aids but also raises awareness about accessibility issues in the community and encourages local businesses to consider inclusivity in their services and facilities.

Increased Spending: Shopmobility provides access to the high street for individuals who might otherwise stay home due to mobility challenges. This increased footfall can lead to higher sales for local businesses, with close to 9,000 extra shopping hours facilitated in The Marlowes alone.

Encouraging Inclusivity: As more businesses recognise the importance of accessibility, the overall shopping environment improves, benefiting all customers, including those with disabilities.

The Shopmobility service is a vital resource for people with mobility challenges, providing tools to engage with the community and to live independently for longer. Its impact extends beyond the individual to stimulate the local economy via the 'blue pound'. And, by fostering inclusivity and accessibility, Shopmobility enhances the lives of its users and strengthens the economic fabric of Hemel Hempstead.

Comments from some of Shopmobility's service users include:

"All the staff and volunteers are so welcoming and helpful. Without the use of the scooters, I would not be able to go to the shops or socialise, I'm so grateful."

"It makes such a big difference to my life."

"Nothing seems too much and the pick-up and drop off of the scooter is so easy!"





Wellbeing: Improving Quality of Life

Being part of a community has proven benefits for your health and wellbeing. Our social and community networks make us who we are and provide us with support and strength. The joy that comes from volunteering and being involved in the community is one of the ways that Community Action Dacorum supports residents to have purposeful lives. Our wellbeing services ensure that people across Dacorum have the highest quality of life possible.

Blurring Boundaries: Volunteers and Service Users

At The Repair Shed and Radio Dacorum, the line between volunteer and service user blurs beautifully. Unlike traditional volunteer roles where there is a clear distinction between the helper and the helped, these projects foster a more symbiotic relationship. Participants give and receive support, contributing their skills while benefiting from the therapeutic and educational aspects of the work.

The Repair Shed

In The Repair Shed, individuals engage in practical projects that promote skill development, mental wellbeing, and social interaction. Similarly, Radio Dacorum offers a creative outlet for volunteers, many of whom are also service users. This dual role builds confidence, teaches new skills, and promotes a sense of purpose and community.

The impact of these projects is enhanced by the intertwining roles, making them valuable to the charity's mission of fostering inclusive and supportive environments.

Earlier this year, a teacher from St Luke's Special Educational Needs School asked The Repair Shed if they could introduce a small group of children to basic woodworking. After some discussions about scope and supervision, it was agreed to host five students over several weeks to create flowerpot holders. The project quickly turned into a valuable experience not just for the students but also for the 'Shedders' guiding them.

SUPPORTIVE WELLBEING PROJECTS

- Day Trippers
- Radio Dacorum
- Volunteer Centre
- The Repair Shed





The Sheddors' experience:

"The work began by designing the holders, with each student creating a drawing that included precise dimensions for each panel. As the children marked out the wood panels using a ruler, set square, and pencil for the first time, it was clear they were eager to learn. Intergenerational sharing of knowledge and seeing their interest grow was incredibly rewarding. It wasn't just about the technical aspects; it was about passing on skills that could inspire confidence and creativity.

Sawing was a new skill for many of the students. They started out cautiously, but their determination to master the task was inspiring. Their successes, however small, brought a sense of accomplishment that made the teaching process fulfilling. It was encouraging to see how quickly they caught on, turning their initial hesitation into confidence.

Drilling and countersinking screws was another challenging step. Using hand drills required patience and coordination, but they managed to get through it with some guidance. These moments, though simple, were a reminder of how hands-on activities can teach focus and persistence. There was a sense of quiet satisfaction in watching them overcome each hurdle.

The gluing stage, while messy, brought some light-hearted fun to the project. It wasn't just

about the building; it was about enjoying the process. When the students decided to paint their holders, the excitement and creativity they displayed added a fresh dynamic to the experience. Their enthusiasm made all the effort worthwhile.

Throughout the project, it was interesting to see the transformation in the students. Some who were quiet and reserved at the beginning gradually began to open up and share their thoughts. From a supervision perspective, the project was both exhausting and rewarding. It served as a reminder of the simple joys of working with others and passing on practical skills. In the end, it wasn't just about building flowerpot holders — it was about creating a shared experience that had a positive impact on everyone involved."

The benefits of intergenerational working and role modelling such as this are huge. The school is able to put real-life experience in front of young people who develop skills for life from the experience. The 'Sheddors' get a purposeful volunteering experience, experiencing the joy of volunteering as well as sharing their knowledge with a future generation. The value of this type of project was recognised when The Repair Shed won the National Schools and Academies Innovation Award.



Training and Development

We are firm believers in the idea that you 'learn something new every day'. Education is a lifelong pursuit, and keeping both body and mind active with new challenges is proven to improve our health and overall wellbeing.

Community Action Dacorum training courses cover all three areas of focus: **Communities** | **Employability** | **Wellbeing**, and support our work with the trading company HITS.

Lifelong Learning

Lifelong Learning is a way to ensure residents can build essential skills for employment, or skills that bring people together. Crafting is one of the key areas in which we work with people to address loneliness and isolation, as well as building skills within the community.

Sarah, who attended our Rehash the Stash training in August, said:

"I left school at 15 and I couldn't wait to get out! I did get O Level English and several CSE's. I was entering retirement but still wanted to learn and develop. I was a full-time carer for my mother who had Alzheimer's and dementia. When she passed away, I was feeling very lost and lonely with a void to fill. I didn't want a regimented environment and wanted a small group. I also knew the tutor from a previous course and liked her teaching style. I liked the tutor, the idea of utilising old items into



new, learning about sustainability and creating beautiful pieces into which I could incorporate natural items like twigs, offcuts of wool, threads, and ribbons, etc. I loved the company of the other ladies and learnt a lot.

Living in a sheltered housing scheme now since my mum died, I run monthly craft classes for the residents and get so much pleasure teaching them the way my tutor did with a 'yes, you can do it' approach, just give it a try! I'm also volunteering as a teaching assistant, where I have really enjoyed seeing what other people can achieve and stretching myself to remember all that I have learnt through previous Step2Skills courses.

I consider myself to be young for my age and capable of learning new skills and now with my tutor's help I have learnt ways to pass this information on to other people in ways they can understand. I know I can relate to people's different learning styles. I am more at ease.





TRAINING AND DEVELOPMENT SERVICES

- Community Interpreting
- Diploma in Public Service Interpreting (DPSI)
- ESOL
- Governance for Charities
- Introduction to Interpreting
- IT courses
- Lifelong Learning
- Multiply
- Recruiting Volunteers
- Safeguarding for Charities
- Staying Connected.

If you get the opportunity to enrol on a course, then just do it! They are great learning experiences and can lead to opportunities for future learning and volunteering, building new friendships with like-minded people and doing different courses. Your health and wellbeing improves by keeping physically and mentally active and having a new interest."

Community Integration

We run numerous courses to help members of our community integrate into British culture and society, including ESOL, integration and communication, interpreting, employability, and cultural trips.

Recent courses for BNO Hong Kongers included boat trips arranged with the Waterways Experience, which were very much liked and appreciated. Both the adult and family boat trips had a good turnout, with more than 80 adults and young people attending.

Participants got in touch to share their gratitude:

"Thank you for organising the boat trip, it was fantastic."

"Thanks for organising those wonderful trips!"

A very busy year for Training and Development, training over 900 people throughout Dacorum, Hertfordshire and the East of England.

The last of our 3 year contract with DLUHC was successfully run with over 200 Hong Kong participants, their classes included English for beginners and high fliers. We then took families on our canals, showing them our countryside whilst giving them the history behind the canals. Nearly all of them willingly jumped off and opened/shut the locks. Many of them have now gone into employment or set up their own small businesses.

We worked closely with our Ukrainian families, offering English classes and leisure/crafting courses, both of which were readily received and participated in. They happily ran coffee mornings and invited others to join them including a wonderful feast prepared in their homes and brought to St Mary's Church Hall. This is a strong resilient Matriarchal system with great support from their community and their courage is evident for all to see.

It is an honour to work closely with these groups as well as other refugees and asylum seekers and with the help of these 2 groups we achieved The High Sheriff award for literacy.



Our Future

Our Vision

Our vision for Community Action Dacorum is to be the local leader in the provision of high-quality and good-value community services, both directly and indirectly, to the people of Dacorum, addressing identified social needs in the areas of Communities, Employability, and Wellbeing.

Our Mission

Our mission is to make a positive difference to the lives of people in our area of operation. We support our community by working through member and partner organisations. Through the services we deliver directly, we improve life chances for those seeking employment or moving into retirement. We also improve the quality of life for individuals by delivering wellbeing programmes.

Our Core Values and Beliefs

We believe that community organisations play a vital role in an inclusive society. We aim to achieve this by: -

Listening to and respecting others' ideas and aspirations;

Giving everyone the right to equality of opportunity and the chance to make a contribution;

Committing to quality in all that we do and emphasising throughout our activities that quality matters;

Bringing people and organisations together to achieve more;

- Encouraging the widespread participation of volunteers in the organisation and leadership of all our Activities and Business Units;
- Working always in an ethical and responsible manner;
- Responding to the need for change in a timely and responsible way;
- Seeking to develop new initiatives which address developing social needs;
- Being an employer of choice, supporting our staff team.

How we will achieve this

Our strategy is made up of seven key objectives:

1. Communities
2. Employability
3. Wellbeing
4. Trading
5. Finance, Funding and Governance
6. Resources
7. Reputation, Impact and Influence

The first three strategic objectives in the Trustees' Strategic Plan 2022-2025 set out our direction to meet our charitable objectives of Communities, Employability, and Wellbeing. These strategies were developed following a review of our successes from the previous strategic plan, and the gaps we saw in providing a holistic service to vulnerable people in the borough. We have set out our plans to work for the public benefit in Dacorum and surrounding areas over the next three years. The trustee board has been restructured in line with the seven themes and closely monitors progress in each area.



Focusing on the three major areas of our charitable delivery:

Communities remain at the centre of our strategy. Over the coming years we will get to know our community even better, building our relationships to understand the residents of Dacorum, and be an independent voice for those hardest to hear. Our work will be impactful and facilitate community groups to grow and be stronger, through an increasing range of offers and the development of our community services. These include Radio Dacorum and Connect Dacorum, as well as our work supporting community groups and the Volunteer Centre. We will aim to forge strong partnerships across the sector to work collaboratively towards a common goal.

Employability and aspiration are perennial issues in Dacorum, with average incomes lower than the rest of Hertfordshire. We will work with voluntary, statutory and business partners to offer holistic support to both those who need help in achieving their ambitions and those

seeking employment. By delivering training and offering opportunities to learn through intergenerational experiences we will support people seeking their first job, those who wish to upskill or reskill, and those leaving the workforce to begin a purposeful retirement. Through our ESOL courses and language services, we will break down barriers to employment and build our local workforce.

Wellbeing support is at the heart of our volunteering offer, we will continue to work in strong partnerships to leverage the benefits of the voluntary sector to strengthen the wellbeing of Dacorum's community. Building on our existing range of services, we will encourage independence and develop confidence for vulnerable residents. Through this work we will continue to contribute to the health and wellbeing of Dacorum and beyond.

Our Year in Numbers

The financial year which ended in March 2024 has been a relatively stable period for Community Action Dacorum in terms of the charity's finances. The activities of the charity remained consistent allowing us to renew our focus on delivering a better service for our stakeholders. Once again, the contribution made by our trading subsidiary was much larger than expected. This led to another increase in our overall reserves position which is now in excess of £2.0m.

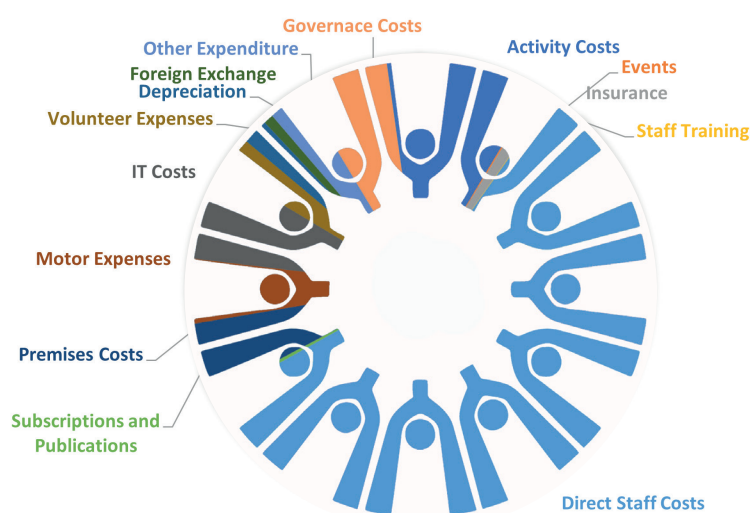


The trustees have designated £791k of our funds to continue overdue renewals of facilities and updating of our operations; to develop projects that will enhance the work of the charity; and to provide funds for our trading subsidiary to develop its business. All of this should enable us to provide a better service to our beneficiaries.

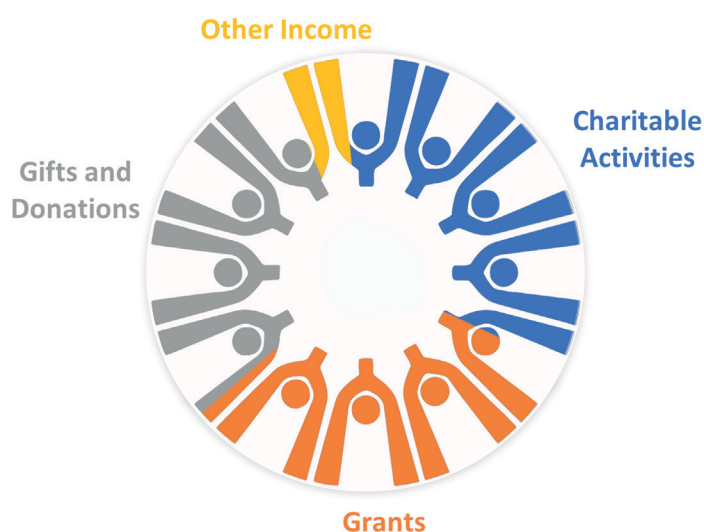
It is always difficult to predict the future, but we try to focus on the main risks we think the charity may face. One of these is the ongoing cost of living crisis and the effect it may have on our costs and those of residents. Another potential challenge is the impact on the work of the charity as a result of decisions made by the new government. Community Action Dacorum is largely dependent on local authority funding, in one form or another, and any decisions to change the levels of local authority expenditure would affect the charity. However, Community Action Dacorum's high level of financial reserves give us confidence that we will have sufficient time to adjust to any unforeseen difficulties that may arise in the future.

James Lowe
Honorary Treasurer

How we spend your money



Where the money comes from



Scan the QR code For our full historical accounts

<https://register-of-charities.charitycommission.gov.uk/en/charity-search/-/charity-details/288080/accounts-and-annual-returns>

01 Shopmobility Wellbeing

We helped an additional 114 people through ShopMobility during the year.

114

02 Community Volunteering

We have recruited, checked, and placed 394 people into voluntary roles for Dacorum based charities.

394

03 Radio Dacorum

4,573 people followed Radio Dacorum on Facebook, 55% of whom were female.

4,573

04 Herts Interpreting

HITS supported 40,927 people to communicate in different languages.

40,927

05 Training & Development

We trained 69 new interpreters through our in-house training programme.

69

Repair Sheds 06

83% of our Shedders reported that being a member had positively impacted on their quality of life.

83%

Dacorum Volunteers 07

We have referred 454 volunteers to local community organisations across the Borough.

454

Employability 08

Over £110,000 raised for local charities in the 10 years of the Dragons Apprentice programme.

£110,000

Staying Connected 09

1,571 individuals digitally connected thanks to Staying Connected

1,571

DBS Checks 10

200 DBS Checks done for local groups to help keep Dacorum safe.

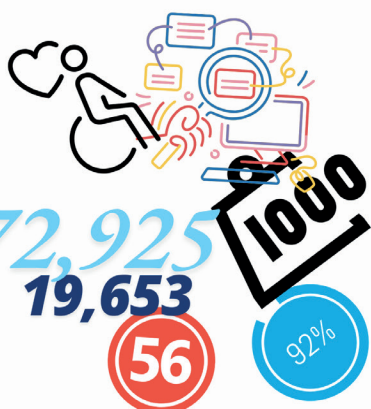
200

Our Community Impact

2023-2024

69,776

people helped by us



Scooters

Our ShopMobility scooters facilitated 2518 shopping trips in the Marlowes, which is 8,813 shopping hours.



Re Imagined

557 computers reimaged and gifted to Hertfordshire residents



Listeners

Radio Dacorum was tuned into 72,925 times by 19,653 local listeners.



Being Well

Over 100 tonnes of Carbon saved from landfill.



Shed Health

56% of our Shedders said that shedding was important to improving their Mental Wellbeing.



Community Support

92 community groups received one-to-one support to help them grow and develop.





Financial Review

The parent charity had incoming resources of £1,306,046 and expenditure of £1,011,685 for the year giving rise to a surplus of £294,361. At the year end the charity had total reserves of £2,104,659 comprising of £43,708 of restricted funds, £790,789 of designated funds and £1,270,162 of unrestricted general funds

Reserves Policy

The Charity Commission's guidance does not proscribe a single method or approach to setting a reserves policy. Community Action Dacorum's reserves policy has been tailored to the charity's plans and objectives. This approach takes into account the size, complexity of activities, legal structure and the nature of funds received and held by the charity. The Executive Committee decided that Community Action Dacorum will seek to maintain free reserves within a target range of 9 to 12 months of net operating expenditure. The trustees will review the reserves policy in the middle and at the end of each year to determine whether it continues to be appropriate. Free reserves represent

unrestricted general funds of Community Action Dacorum and exclude both the restricted funds held and funds that have been designated by our Trustees. The free reserves also exclude any funds that could only be realised by disposing of fixed assets held for charitable use. As of 31 March 2024, the charity had free reserves of £1,164,543 which equates to 9 months of net operating expenditure.

Trustees are aware that with ongoing inflationary costs and reduction in income from some funding sources, recourses may be needed to support the delivery of our charitable purpose and are keen to ensure that appropriate provision is made to protect the charity.

Funds Held on Behalf of Others

As a part of our role as a CVS, Community Action Dacorum operates a payroll service for our members. As part of this service Community Action Dacorum holds funds on behalf of our member organisations, which are used to pay salaries on a monthly basis. As of 31st March 2024, the charity held £129,969 (2023: £129,898) on behalf of our payroll service users. These are held as a specific account in the Community Action Dacorum balance sheet and reported in Note 13.





Statement of responsibilities of the trustees

The trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial period that 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 those financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Comply with applicable accounting standards, including FRS102, subject to any material departures disclosed and explained in the financial statements;
- State whether a Statement of Recommended Practice (SORP) applies and has been followed, subject to any material departures which are explained in the financial statements
- Make judgements and estimates that are reasonable and prudent;
- Prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The trustees have taken all the steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The Trustees' Annual Report is approved by the trustees of the Charity. The Strategic Report, which forms part of the Annual Report, is approved by the trustees in their capacity as directors in company law of the Charity.

Signed on behalf of the trustees on 5th November 2024.

Colin Gage
Chairman

Dacorum Council For Voluntary Service

Annual Report and Consolidated Financial Statements for the year ended 31st March 2024

Contents

	Page
Reference and administrative details	21
Auditors' report	22
Consolidated Statement of Financial Activities	25
Statement of Financial Activities	26
Consolidated Balance Sheet	27
Balance Sheet	28
Consolidated Cashflow Statement	29
Notes to the Financial Statements	31

Legal and administrative information

Company number:	01745852
Charity number:	288080
Registered office:	48 High Street Hemel Hempstead Hertfordshire HP1 3AF
Directors and Trustees:	Colin Gage (Chair) margaret Griffiths (Vice Chair) Doug Root (Vice Chair) James Lowe (Hon. Treasurer) William Allen Peter Ashman Chris Dove Richard Milnes Sally Symington Roger Taylor Helen Young
Chief Executive Officer:	Simon Aulton
Deputy Chief Executive Officer:	Helen Mutio
Auditors:	Moore Kingston Smith LLP 4 Victoria Square St Albans Hertfordshire AL1 3TF
Solicitors:	SA Law Gladstone Place 36-38 Upper Marlborough Road St Albans Hertfordshire AL1 3UU
Bankers:	The Co-operative Bank 3/7 Market Street Watford Hertfordshire WD18 0PB Metro Bank 56-58 Marlowes Hemel Hempstead Hertfordshire HP1 1DX

Dacorum Council For Voluntary Service

Independent Auditor's Report to the Trustees of Dacorum Council for Voluntary Service

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 10, the trustees (who are also the directors of the group and charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group and charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the group and charitable company and considered that the most significant are the Companies Act 2006, the Charities Act 2011, the Charity SORP, and UK financial reporting standards as issued by the Financial Reporting Council.
- We obtained an understanding of how the charitable company complies with these requirements by
- We assessed the risk of material misstatement of the financial statements, including the risk of
- We inquired of management and those charged with governance as to any known instances of non-
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

Dacorum Council For Voluntary Service

Independent Auditor's Report to the Trustees of Dacorum Council for Voluntary Service

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 10, the trustees (who are also the directors of the group and charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group and charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the group and charitable company and considered that the most significant are the Companies Act 2006, the Charities Act 2011, the Charity SORP, and UK financial reporting standards as issued by the Financial Reporting Council.
- We obtained an understanding of how the charitable company complies with these requirements by
- We assessed the risk of material misstatement of the financial statements, including the risk of
- We inquired of management and those charged with governance as to any known instances of non-
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

Dacorum Council For Voluntary Service

Independent Auditor's Report to the Trustees of Dacorum Council for Voluntary Service

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the group and parent charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the group and charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the group and charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the group to express an opinion on the consolidated financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit report.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the group and charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the group and company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to any party other than the group and charitable company and charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Moore Kingston Smith LLP

Roger Ogden

Senior Statutory Auditor

For and on behalf of Moore Kingston Smith LLP, Statutory Auditor

4 Victoria Square
St Albans
Hertfordshire
AL1 3TF

Date: 5th December 2024

Dacorum Council For Voluntary Service

Consolidated Statement of Financial Activities
For the year ended 31 March 2024

		2024				2023			
	Note	Unrestricted Funds General £	Designated Funds £	Restricted Funds £	Total Funds £	Unrestricted Funds General £	Designated Funds £	Restricted Funds £	Total Funds £
INCOME AND ENDOWMENTS:									
Donations and legacies	2	451,899	-	-	451,899	810,002	-	-	810,002
Other trading activities		14,736	-	-	14,736	7,903	-	-	7,903
Income from investments	3	35,111	-	-	35,111	1,328	-	-	1,328
		<u>501,746</u>	<u>-</u>	<u>-</u>	<u>501,746</u>	<u>819,233</u>	<u>-</u>	<u>-</u>	<u>819,233</u>
Income from charitable activities	4	2,637,373	-	-	2,637,373	2,302,822	-	-	2,302,822
		<u>2,637,373</u>	<u>-</u>	<u>-</u>	<u>2,637,373</u>	<u>2,302,822</u>	<u>-</u>	<u>-</u>	<u>2,302,822</u>
Total Income and Endowments		<u>3,139,119</u>	<u>-</u>	<u>-</u>	<u>3,139,119</u>	<u>3,122,055</u>	<u>-</u>	<u>-</u>	<u>3,122,055</u>
EXPENDITURE:									
Expenditure on charitable activities	5	2,844,758	-	-	2,844,758	2,748,672	-	10,789	2,759,461
Total Expenditure		<u>2,844,758</u>	<u>-</u>	<u>-</u>	<u>2,844,758</u>	<u>2,748,672</u>	<u>-</u>	<u>10,789</u>	<u>2,759,461</u>
Net (Expenditure)/Income before other recognised gains and losses	8	294,361	-	-	294,361	373,383	-	(10,789)	362,594
Transfers	14	(39,750)	-	39,750	-	(529,000)	529,000	-	-
Net (Expenditure)/ income after transfers between funds		<u>254,611</u>	<u>-</u>	<u>39,750</u>	<u>294,361</u>	<u>(155,617)</u>	<u>529,000</u>	<u>(10,789)</u>	<u>362,594</u>
Reconciliation of Funds									
Balance brought forward at 1st April 2023		1,015,551	790,789	3,958	1,810,298	1,171,168	261,789	14,747	1,447,704
Balance carried forward at 31st March 2024	14	<u>1,270,162</u>	<u>790,789</u>	<u>43,708</u>	<u>2,104,659</u>	<u>1,015,551</u>	<u>790,789</u>	<u>3,958</u>	<u>1,810,298</u>

The statement of financial activities includes all gains and losses recognised in the year and all income and expenditure derive from continuing activities.

The notes on pages 31 to 42 form part of these financial statements.

Dacorum Council For Voluntary Service

Statement of Financial Activities
For the year ended 31 March 2024

For the year ended 31 March 2024					2023				
	Note	Unrestricted Funds		Restricted Funds	Total Funds	Unrestricted Funds		Restricted Funds	Total Funds
		General £	Designated £	£	£	General £	Designated £	£	£
INCOME AND ENDOWMENTS:									
Donations and legacies	2	824,280	-	-	824,280	1,061,893	-	-	1,061,893
Other trading activities		14,736	-	-	14,736	7,905	-	-	7,905
Income from investments	3	30,187	-	-	30,187	971	-	-	971
		<u>869,203</u>	<u>-</u>	<u>-</u>	<u>869,203</u>	<u>1,070,769</u>	<u>-</u>	<u>-</u>	<u>1,070,769</u>
Income from charitable activities	4	436,843	-	-	436,843	408,964	-	-	408,964
		<u>436,843</u>	<u>-</u>	<u>-</u>	<u>436,843</u>	<u>408,964</u>	<u>-</u>	<u>-</u>	<u>408,964</u>
Total Income and Endowments		<u>1,306,046</u>	<u>-</u>	<u>-</u>	<u>1,306,046</u>	<u>1,479,733</u>	<u>-</u>	<u>-</u>	<u>1,479,733</u>
EXPENDITURE:									
Expenditure on charitable activities	5	1,011,685	-	-	1,011,685	1,106,350	-	10,789	1,117,139
Total Expenditure		<u>1,011,685</u>	<u>-</u>	<u>-</u>	<u>1,011,685</u>	<u>1,106,350</u>	<u>-</u>	<u>10,789</u>	<u>1,117,139</u>
Net (Expenditure)/Income before other recognised gains and losses	8	294,361	-	-	294,361	373,383	-	(10,789)	362,594
Transfers	14	(39,750)	-	39,750	-	(529,000)	529,000	-	-
Net (Expenditure)/ income after transfers between funds		<u>254,611</u>	<u>-</u>	<u>39,750</u>	<u>294,361</u>	<u>(155,617)</u>	<u>529,000</u>	<u>(10,789)</u>	<u>362,594</u>
Reconciliation of Funds									
Balance brought forward at 1st April 2023		1,015,551	790,789	3,958	1,810,298	1,171,168	261,789	14,747	1,447,704
Balance carried forward at 31st March 2024	14	<u>1,270,162</u>	<u>790,789</u>	<u>43,708</u>	<u>2,104,659</u>	<u>1,015,551</u>	<u>790,789</u>	<u>3,958</u>	<u>1,810,298</u>

The statement of financial activities includes all gains and losses recognised in the year and all income and expenditure derive from continuing activities.

The notes on pages 31 to 42 form part of these financial statements.

Dacorum Council For Voluntary Service

Consolidated Balance Sheet

For the year ended 31 March 2024

	Notes	2024		2023	
		£	£	£	£
Fixed assets:					
Tangible assets	9		105,619		68,506
Total fixed assets			<u>105,619</u>		<u>68,506</u>
Current assets:					
Debtors	12	519,723		511,250	
Short term deposits		598,004		-	
Cash at bank and in hand		1,430,185		1,768,470	
Total current assets		<u>2,547,912</u>		<u>2,279,720</u>	
Liabilities:					
Creditors: Amounts falling due within one year	13	(548,872)		(537,927)	
Net current assets			<u>1,999,040</u>		<u>1,741,792</u>
Total assets less current liabilities			<u><u>2,104,659</u></u>		<u><u>1,810,298</u></u>
The funds of the charity:					
Restricted funds	14		43,708		3,958
Designated Funds	14		790,789		790,789
Unrestricted funds					
General funds	14		<u>1,270,162</u>		<u>1,015,551</u>
Total funds			<u><u>2,104,659</u></u>		<u><u>1,810,298</u></u>

These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006, relating to small companies.

These financial statements were approved by the members of the Board of Trustees on 5th December 2024



Mr Colin Gage

Signed on behalf of the Board of Trustees

Charity number: 288080

Company number: 01745852 (England & Wales)

The notes on pages 31 to 42 form part of these financial statements.

Dacorum Council For Voluntary Service

Balance Sheet

For the year ended 31 March 2024

	Notes	2024		2023	
		£	£	£	£
Fixed assets:					
Tangible assets	9		102,288		62,784
Investments	11		1		1
Total fixed assets			<u>102,289</u>		<u>62,785</u>
Current assets:					
Debtors	12	628,275		1,298,388	
Short term deposits		598,004		-	
Cash at bank and in hand		1,148,101		854,181	
Total current assets		<u>2,374,380</u>		<u>2,152,569</u>	
Liabilities:					
Creditors: Amounts falling due within one year	13	<u>(372,010)</u>	2,002,370	<u>(405,056)</u>	
Net current assets			<u>2,002,370</u>		<u>1,747,513</u>
Total assets less current liabilities			<u><u>2,104,659</u></u>		<u><u>1,810,298</u></u>
The funds of the charity:					
Restricted funds	14		43,708		3,958
Designated funds	14		790,789		790,789
Unrestricted funds					
General funds	14		<u>1,270,162</u>		<u>1,015,551</u>
Total funds			<u><u>2,104,659</u></u>		<u><u>1,810,298</u></u>

These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006, relating to small companies.

These financial statements were approved by the members of the Board of Trustees on 5th December 2024 and signed on their behalf by:



Mr Colin Gage

Signed on behalf of the Board of Trustees

Charity number: 288080

Company number: 01745852 (England & Wales)

The notes on pages 31 to 42 form part of these financial statements.

Consolidated Statement of Cash Flows
For the year ended 31 March 2024

	Notes	2024 £	2023 £
Cash flows from operating activities:			
Net cash provided by operating activities	1	290,519	78,221
Cash flows from investing activities:			
Interest received		35,110	1,328
Purchase of property, plant and equipment		(66,407)	(4,541)
Proceeds on sale of fixed assets		497	47,399
Transfer to short term investments		(598,004)	-
Net cash used in investing activities		<u>(628,804)</u>	<u>44,185</u>
Change in cash and cash equivalents in the reporting period		(338,285)	122,405
Cash and cash equivalents at the beginning of the reporting period		1,768,470	1,646,065
Cash and cash equivalents at the end of the reporting period		<u><u>1,430,185</u></u>	<u><u>1,768,470</u></u>

Notes to the Consolidated Cash Flow Statement
For the year ended 31 March 2024

1 Reconciliation of net income to net cash flow from operating activities

	2024 £	2023 £
Net income for the reporting period	294,361	362,594
Adjustments for:		
Depreciation charges	26,581	26,435
Interest received	(35,111)	(1,328)
Increase in debtors	(8,473)	(95,732)
Increase/(decrease) in creditors	10,945	(185,115)
Loss / (Profit) on disposal of assets	2,214	(28,636)
Net cash provided by operating activities	<u>290,519</u>	<u>78,221</u>

2 Analysis of cash and cash equivalents

Cash in hand	1,430,185	1,768,470
Total cash and cash equivalents	<u>1,430,185</u>	<u>1,768,470</u>

Dacorum Council For Voluntary Service

Notes to the Financial Statements
For the year ended 31 March 2024

1 Accounting policies

Basis of preparation of the Financial Statements

The financial statements have been prepared in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and with the Companies Act 2006, The Charities Act 2011 and follows the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and the Republic of Ireland ('the SORP'). The financial statements have been prepared on the historical basis except for the modification to a fair value basis for certain financial instruments as specified in the accounting policies below.

Going concern

The trustees have assessed whether the use of going concern is appropriate and have considered possible events or conditions that might cast significant doubt on the ability of the charitable company to continue as a going concern. The trustees have made this assessment for a period of at least one year from the date of the approval of these financial statements. In particular, the trustees have considered the charitable company's forecasts and projections and have taken account of pressures on fee income. After making enquiries, the trustees have concluded that there is a reasonable expectation that the charitable company has adequate resources to continue in operational existence for the foreseeable future. The charitable company therefore continues to adopt the going concern basis in preparing its financial statements.

Basis of consolidation

The results of DCVS Trading Limited have been consolidated on a line by line basis. The results for the subsidiary are disclosed in note 11.

Significant judgements and estimates

No items in these financial statements include significant judgements and estimates that management has made in the process of applying these accounting policies or that have a significant risk of causing material adjustment to the book value of assets and liabilities within the next financial year.

Incoming resources

Grants are recognised as income over the period to which they relate. Any grant funding received in advance is recognised as deferred income on the balance sheet.

All other incoming resources are recognised when the charity is entitled to the income, there is certainty of receipt and the monetary value can be measured with reasonable accuracy.

Resources expended and the basis of allocation of costs

Expenditure is accounted for on an accruals basis. Overheads and other costs not directly attributable to particular projects are apportioned to the relevant funds on the basis of management estimates of the amount attributable to that activity in the year, either by reference to staff, time or space occupied, as

Costs relating to a particular activity are allocated directly and others are apportioned on an appropriate staff basis. All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designated to reflect the use of the resources.

Cash and cash equivalents

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less. Deposits with a maturity date of over 3 months are presented as short term deposits.

1 Accounting policies (continued)

Fixed assets

Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less estimated residual value, over the expected useful life on the following basis:

Motor vehicles	- 8 years Straight Line
Office fixture and fittings	- 20% Reducing Balance
Computer equipment	- 3 years Straight Line
Lease premium	- 7 years Straight Line

Investments

Interests in subsidiaries are initially measured at cost and subsequently measured at cost less any accumulated impairment losses. The investments are assessed for impairment at each reporting date and any impairment losses or reversals are recognised immediately in profit or loss.

A subsidiary is an entity controlled by the charitable company. Control is the power to govern the financial and operating policies of the intity so as to obtain benefits from its activities.

Financial assets

Basic financial assets, which include trade and other receivables and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method, unless arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest.

Financial liabilities

Basic financial liabilities are initially measured at transaction price.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for a particular purpose.

Designated funds are reserves which have been earmarked for particular uses by the trustees.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Notes to the Financial Statements
For the year ended 31 March 2024

1 Accounting policies (continued)

Foreign currency translation

Monetary assets and liabilities denominated in foreign currencies are translated into sterling at the rates of exchange ruling at the balance sheet date. Transactions in foreign currencies are recorded at the rate at the date of the transaction. All differences are taken to the Statement of Financial Activities.

2.1 Donations and legacies

	Group	
	2024	2023
	£	£
Gifts and donations	21,333	9,900
Sponsorship	3,572	7,001
Affiliation fees	14,710	17,338
Grants	412,284	775,763
	<u>451,899</u>	<u>810,002</u>

Grants received, included in the above, are as follows:

	Group	
	2024	2023
	£	£
Dacorum Borough Council	62,758	43,409
Hertfordshire County Council	151,524	344,280
Other Grants	198,002	388,074
	<u>412,284</u>	<u>775,763</u>

There was no restricted income during the current or prior year.

2.2 Donations and legacies

	Charity	
	2024	2023
	£	£
Gifts and donations	393,714	261,792
Sponsorship	3,572	7,000
Affiliation fees	14,710	17,338
Grants	412,284	775,763
	<u>824,280</u>	<u>1,061,893</u>

Grants received, included in the above, are as follows:

	Charity	
	2024	2023
	£	£
Dacorum Borough Council	62,758	43,409
Hertfordshire County Council	151,524	344,280
Other Grants	198,002	388,074
	<u>412,284</u>	<u>775,763</u>

There was no restricted income during the current or prior year.

Notes to the Financial Statements
For the year ended 31 March 2024

3.1 Investments

	Group	
	2024	2023
	£	£
Bank interest	<u>35,111</u>	<u>1,328</u>

There was no restricted investment income in the current or prior year.

3.2 Investments

	Charity	
	2024	2023
	£	£
Bank interest	<u>30,187</u>	<u>971</u>

There was no restricted investment income in the current or prior year.

4.1 Income from charitable activities

	Group	
	2024	2023
	£	£
Management fees	21,881	13,135
Contract income	2,451,707	2,061,657
Rent receivable	10,700	3,600
Earned income	152,811	194,688
Other income	274	1,106
Profit on disposal of fixed assets		28,636
	<u>2,637,373</u>	<u>2,302,822</u>

There was no restricted income from charitable activities in the current or prior year.

4.2 Income from charitable activities

	Charity	
	2024	2023
	£	£
Management fees	75,881	65,635
Contract income	197,177	172,228
Rent receivable	10,700	3,600
Earned income	152,811	137,759
Other income	274	1,106
Profit on disposal of fixed assets	-	28,636
	<u>436,843</u>	<u>408,963</u>

There was no restricted income from charitable activities in the current or prior year.

Notes to the Financial Statements
For the year ended 31 March 2024

5.1 Expenditure on charitable activities

	Group		
	2024		2023
	£		£
Costs directly related to activities	Total	Unrestricted	Restricted
Activity costs	103,081	224,017	-
Advertising and publicity	838	93	-
Communication costs	12,456	25,282	-
Computer costs	67,017	69,487	-
Office expenses	5,841	10,990	-
Events	1,249	3,426	-
Insurance	10,037	10,328	-
Staff conference and training	554	6,322	-
Direct staff costs (note 7)	1,356,394	1,345,928	10,789
Subscriptions and publications	2,964	4,977	-
Translation / interpreting	887,245	773,194	-
Premises costs	48,194	(1,691)	-
Motor expenses	43,422	41,665	-
Volunteer expenses	23,906	34,132	-
Depreciation	17,654	18,111	-
Sundry	9,001	13,285	-
Foreign exchange (gain)/loss	6,700	(10,470)	-
	<u>2,596,553</u>	<u>2,569,076</u>	<u>10,789</u>
			<u>2,579,865</u>
Other			
Advertising and publicity	893	7	-
Staff costs (note 7)	108,740	102,180	-
Communication costs	7,267	1,904	-
Computer costs	32,377	5,233	-
Office expenses	4,789	828	-
Governance costs (note 6)	71,932	56,075	-
Depreciation	8,927	8,324	-
Sundry	7,203	1,001	-
Bank charges	3,863	4,044	-
Loss on disposal of fixed assets	2,214	-	-
	<u>248,205</u>	<u>179,596</u>	<u>-</u>
			<u>179,596</u>

Support costs are allocated on a basis of time spent as determined by staff time allocation.

There was no restricted expenditure on charitable activities in the current year.

Notes to the Financial Statements
For the year ended 31 March 2024

5.2 Expenditure on charitable activities

	Charity			
	2024		2023	
	£		£	
Costs directly related to activities	Total	Unrestricted	Restricted	Total
Activity costs	102,174	185,104	-	185,104
Advertising and publicity	966	64	-	64
Communication costs	7,329	13,700	-	13,700
Computer costs	35,176	32,743	-	32,743
Office expenses	5,933	6,675	-	6,675
Events	1,249	3,392	-	3,392
Insurance	10,037	10,328	-	10,328
Staff conference and training	464	322	-	322
Direct staff costs (note 7)	538,743	618,264	10,789	629,053
Subscriptions and publications	2,964	2,423	-	2,423
Translation / interpreting	15	1,101	-	1,101
Premises costs	48,084	(1,691)	-	(1,691)
Motor expenses	43,422	41,665	-	41,665
Volunteer expenses	23,906	34,132	-	34,132
Depreciation	17,654	18,111	-	18,111
Sundry	7,962	8,277	-	8,277
Foreign exchange (gain)/loss	6,683	(10,470)	-	(10,470)
	<u>852,761</u>	<u>964,140</u>	<u>10,789</u>	<u>974,929</u>
Other				
Advertising and publicity	765	36	-	36
Staff costs (note 7)	43,190	47,376	-	47,376
Communication costs	5,803	7,707	-	7,707
Computer costs	27,847	18,418	-	18,418
Office expenses	4,697	3,754	-	3,754
Insurance	-	-	-	-
Governance costs (note 6)	59,976	50,612	-	50,612
Depreciation	6,689	6,155	-	6,155
Sundry	6,304	4,659	-	4,659
Bank charges	3,334	3,493	-	3,493
Loss on disposal of fixed assets	319	-	-	-
	<u>158,924</u>	<u>142,210</u>	<u>-</u>	<u>142,210</u>

Support costs are allocated on a basis of time spent as determined by staff

There was no restricted expenditure on charitable activities in the current year.

6.1 Governance costs

	Group
	£
Auditors' remuneration	32,955
Professional fees	38,977
	<u>71,932</u>

There were no restricted governance costs in the year.

6.2 Governance costs

	Charity
	£
Auditors' remuneration	25,180
Professional fees	34,796
	<u>59,976</u>

There were no restricted governance costs in the year.

Notes to the Financial Statements
For the year ended 31 March 2024

7.1 Staff costs - Group

	2024	2023
	£	£
Wages and salaries	1,370,562	1,376,057
Social security costs	75,185	59,296
Other pension costs	19,387	23,544
	<u>1,465,134</u>	<u>1,458,897</u>

Included in staff costs above are costs in relation to contracted workers engaged via workers' agreements for translation and adult learning services. These workers are not employees of the charity.

Number of employees - Group

The average number of employees including workers during the year was:	2024	2023
Management	10	10
Administration	9	8
Activity	237	239
	<u>256</u>	<u>257</u>

7.2 Staff costs - Charity

	2024	2023
	£	£
Wages and salaries	538,787	629,085
Social security costs	29,191	33,634
Other pension costs	13,955	13,710
	<u>581,933</u>	<u>676,429</u>

Number of employees - Charity

The average number of employees during the year was:	2024	2023
Management	10	10
Administration	9	8
Activity	24	32
	<u>43</u>	<u>50</u>

Key management personnel include the Chief Executive Officer and Deputy Chief Executive Officer. The total employee benefits of the Group and Charity's key management personnel were £135,897 (2023: £125,210).

No trustees received any remuneration or were reimbursed for any expenses in the current or prior year.

8.1 Net incoming / outgoing resources

	Group	
Net movements in resources are stated after charging / (crediting):	2024	2023
	£	£
Auditors' remuneration	32,955	23,607
Depreciation	26,581	26,435
Loss / (gain) on foreign exchange	6,700	(10,470)

8.2 Net incoming / outgoing resources

	Charity	
Net movements in resources are stated after charging / (crediting):	2024	2023
	£	£
Auditors' remuneration	25,180	18,144
Depreciation	24,343	24,266
Loss / (gain) on foreign exchange	6,683	(10,470)

Notes to the Financial Statements
For the year ended 31 March 2024

9 A) Tangible fixed assets Group	Short Term Lease £	Motor Vehicles £	Plant & machinery £	Total £
Cost:				
At 1 April 2023	16,622	284,818	205,259	506,699
Additions	-	57,516	8,891	66,407
Disposals	-	(106,543)	(168,614)	(275,157)
At 31 March 2024	<u>16,622</u>	<u>235,791</u>	<u>45,536</u>	<u>297,949</u>
Depreciation:				
At 1 April 2023	16,622	232,624	188,949	438,195
Charge for the year	-	17,652	8,926	26,578
Eliminated on disposal	-	(106,543)	(165,900)	(272,443)
At 31 March 2024	<u>16,622</u>	<u>143,733</u>	<u>31,975</u>	<u>192,330</u>
Net Book Value:				
At 31 March 2024	<u>-</u>	<u>92,058</u>	<u>13,561</u>	<u>105,619</u>
At 31 March 2023	<u>-</u>	<u>52,194</u>	<u>16,310</u>	<u>68,504</u>
9 B) Tangible fixed assets Charity	Short Term Lease £	Motor Vehicles £	Plant & machinery £	Total £
Cost:				
At 1 April 2023	16,622	284,818	177,245	478,685
Additions	-	57,516	7,148	64,664
Disposals	-	(106,543)	(149,131)	(255,674)
Transferred to DCVS			-	-
At 31 March 2024	<u>16,622</u>	<u>235,791</u>	<u>35,262</u>	<u>287,675</u>
Depreciation:				
At 1 April 2023	16,622	232,624	166,655	415,901
Charge for the year	-	17,652	6,688	24,340
Eliminated on disposal	-	(106,543)	(148,311)	(254,854)
At 31 March 2024	<u>16,622</u>	<u>143,733</u>	<u>25,032</u>	<u>185,387</u>
Net Book Value:				
At 31 March 2024	<u>-</u>	<u>92,058</u>	<u>10,230</u>	<u>102,288</u>
At 31 March 2023	<u>-</u>	<u>52,194</u>	<u>10,590</u>	<u>62,784</u>

10 Freehold property

The company holds the freehold of 3 St Mary's Road, Hemel Hempstead. This is subject to an equitable interest with Hightown Praetorian Housing Association Limited who are entitled to receive one half of the sale proceeds if the property is ever sold. The property is currently let to Dacorum Borough Council on a 125 year lease at a peppercorn rent. The lease commenced in December 1995.

Notes to the Financial Statements
For the year ended 31 March 2024

11 Fixed Asset Investments

The company has a trading subsidiary, DCVS Trading Limited, of which it is the sole shareholder. The company is incorporated in England & Wales and its registration number is 01745852.

In the year ended 31 March 2024 the company made profits of £nil and at the period end had net assets of £1 after donating profits of £372,381 (2023: £251,891) to the charity.

	Group £	Charity £
Cost as at 1 April 2023	-	1
Additions	-	-
Disposals	-	-
Cost as at 31 March 2024	-	1

12 Debtors

	Group		Charity	
	2024 £	2023 £	2024 £	2023 £
Trade debtors	478,516	202,859	65,284	61,889
Prepayments and accrued income	40,774	308,390	36,274	100,188
Other debtors	433	-	11,540	43,953
Amounts due from trading subsidiary	-	-	515,177	1,092,358
	519,723	511,250	628,275	1,298,388

13 Creditors: amounts falling due within one year

	Group		Charity	
	2024 £	2023 £	2024 £	2023 £
Trade creditors	87,255	75,901	87,255	75,901
Funds held for others	129,969	129,898	129,969	129,898
Tax and social security costs	109,188	92,043	158	856
Accruals and deferred income	194,820	226,674	136,440	184,990
Other creditors	27,640	13,411	18,188	13,411
	548,872	537,927	372,010	405,056

Movement in deferred income

Deferred income brought forward	132,972	335,277	131,943	335,277
Released in year	(132,972)	(335,277)	(131,943)	(335,277)
New provision added	79,631	132,972	79,631	131,943
Deferred income carried forward	79,631	132,972	79,631	131,943

Income is recognised in the year to which it relates, these conditions are set by grants and contracts.

11 Fixed Asset Investments

The company has a trading subsidiary, DCVS Trading Limited, of which it is the sole shareholder. The company is incorporated in England & Wales and its registration number is 01745852.

In the year ended 31 March 2024 the company made profits of £nil and at the period end had net assets of £1 after donating profits of £372,381 (2023: £251,891) to the charity.

	Group £	Charity £
Cost as at 1 April 2023	-	1
Additions	-	-
Disposals	-	-
Cost as at 31 March 2024	<u>-</u>	<u>1</u>

12 Debtors

	Group		Charity	
	2024 £	2023 £	2024 £	2023 £
Trade debtors	478,516	202,859	65,284	61,889
Prepayments and accrued income	40,774	308,390	36,274	100,188
Other debtors	433	-	11,540	43,953
Amounts due from trading subsidiary	-	-	515,177	1,092,358
	<u>519,723</u>	<u>511,250</u>	<u>628,275</u>	<u>1,298,388</u>

13 Creditors: amounts falling due within one year

	Group		Charity	
	2024 £	2023 £	2024 £	2023 £
Trade creditors	87,255	75,901	87,255	75,901
Funds held for others	129,969	129,898	129,969	129,898
Tax and social security costs	109,188	92,043	158	856
Accruals and deferred income	194,820	226,674	136,440	184,990
Other creditors	27,640	13,411	18,188	13,411
	<u>548,872</u>	<u>537,927</u>	<u>372,010</u>	<u>405,056</u>

Movement in deferred income

Deferred income brought forward	132,972	335,277	131,943	335,277
Released in year	(132,972)	(335,277)	(131,943)	(335,277)
New provision added	79,631	132,972	79,631	131,943
Deferred income carried forward	<u>79,631</u>	<u>132,972</u>	<u>79,631</u>	<u>131,943</u>

Income is recognised in the year to which it relates, these conditions are set by grants and contracts.

Notes to the Financial Statements
For the year ended 31 March 2024

14 Reserves (continued)

During the prior year the Trustees took the decision to designate £529,000 to two reserves. £250,000 was designated to costs of a potential move of premises in future years and £279,000 was designated againsts a possible downturn in the fortunes of the trading subsidiary DCVS Limited. Following the successful negotiation of a new lease on the office, £250,000 has been redesignated against 4 specific projects to create employability opportunities for carers, expand the training and development function of the charity, expand the transport offering and to transfer Radio Dacorum to a DAB platform. Also included in designated funds brought forward was £261,789 of development funds for the expansion and modernisation of the charity. A project relating to the Highfield restricted funds is due to commence later in 2024. The minibus restricted reserve relates to an insurance payout to replace a minibus that was stolen.

15 A) Analysis of net assets - Group	General	Designated	Restricted	Total
	£	£	£	£
Fixed Assets	105,619	-	-	105,619
Debtors	519,723	-	-	519,723
Short term deposits	598,004	-	-	598,004
Cash at bank and in hand	595,688	790,789	43,708	1,430,185
Creditors: amounts falling due within one year	(548,872)	-	-	(548,872)
	<u>1,270,161</u>	<u>790,789</u>	<u>43,708</u>	<u>2,104,659</u>

15 B) Analysis of net assets - Charity	General	Designated	Restricted	Total
	£	£	£	£
Fixed Assets	102,289	-	-	102,289
Debtors	628,275	-	-	628,275
Short term deposits	598,004	-	-	598,004
Cash at bank and in hand	313,604	790,789	43,708	1,148,101
Creditors: amounts falling due within one year	(372,010)	-	-	(372,010)
	<u>1,270,162</u>	<u>790,789</u>	<u>43,708</u>	<u>2,104,659</u>

16 Pension commitments

The charity operates a defined contribution scheme. Contributions payable by the charity to the fund amounted to £24,617 during this year (2023 - £22,120).

There was an outstanding contribution amount at 31 March 2024 of £4,643 (2023: £724).

17 Operating lease commitments

Leases:

At the reporting end date, the company had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2024	2023
	£	£
Due within one year	2,216	1,152
Due after one year	-	1,056
	<u>2,216</u>	<u>2,208</u>

18 Share Capital

The company has no share capital and is limited by guarantee. Each members liability is limited to £1.

19 Related party transactions

DCVS Trading Ltd is a wholly owned subsidiary of Dacorum Council for Voluntary Service. It is a company registered in England and Wales with the same registered office.

The Charity has taken the exemption under paragraph 33 of FRS 102 Section 1A from disclosing related party transactions with wholly owned subsidiaries.



DCVS (Trading) – Herts Interpreting and Translation Service

DCVS Trading Ltd is the commercial (trading) arm of Community Action Dacorum and is the mechanism through which it manages Herts Interpreting and Translation Service (HITS).

Founded in 2001 as a training provider for potential interpreters located within Dacorum, HITS is now one of the largest and most successful providers of language support services in the UK.

HITS provides a full range of services (face-to-face, video and telephone interpreting, communication support services for Deaf people, written translation, audio recordings, language assessments) for Health Trusts, Local Authorities, non-statutory-sector organisations, commercial and private clients throughout Hertfordshire, Essex, Suffolk, Norfolk, Bedfordshire, Buckinghamshire, Oxfordshire and beyond.

In addition to the delivery of language services, HITS has also established a national reputation

for its high-quality interpreter training courses. Since 2001, HITS has been a training and examination centre on behalf of the Chartered Institute of Linguists and has received more than a dozen awards for the success of its students in national examinations. As well as its own core training provision throughout the East of England, HITS has also been commissioned to deliver interpreter training courses by local authorities throughout England, Scotland and Wales.

HITS in numbers

Although bare numbers cannot hope to capture the high quality of the service we provide and the positive impact we have upon the lives of the users of our service, they do provide a good representation of the scope and extent of our work.

In the financial year, 2023-24, HITS received approximately 46,000 requests for interpreting and translation services from more than 170 customer organisations on behalf of over 15,000 end users.

As an indicator of the recent move away from in-person interpreting towards remote services, approximately 13,300 were requests for an interpreter to be provided via telephone and approximately 9,500 via video.

Across our entire customer base, the most requested language was Polish, with nearly 4,400 incidences, followed by Portuguese (3600), Romanian (3400), Lithuanian (3150) and Arabic (2800). Our Top Ten was rounded out by

Pashto (2200), Russian (2000), Urdu (1950), Turkish (1925) and Kurdish (1850).

Among the subject areas in which our interpreters most commonly operated were mental health services (7500 bookings), maternity (5500), child protection (2500), consent and support for surgery (2000), physiotherapy (1500), cancer treatment (700), GP appointments (600), school and college meetings (600), CT scans (450), diabetes (350), occupational therapy (250), dental (220), housing (200), driver awareness classes (200), hospice care (45) and Coroners Court (40). During the year, we provided interpreters for voluntary sector organisations on 315 occasions. We also provided an interpreter for one wedding!

During 2023-2024, HITS provided at least one interpreting session or written translation in more than 140 languages and dialects.



Case Studies

During the year, HITS deployed more than 400 interpreters and translators on at least one occasion. Nine interpreters were assigned on at least 450 occasions during the year.

The following three case studies show how HITS has successfully developed its own resources through a commitment to professional training and community development.

Nihal

Our most frequently engaged interpreter in 2023-24 was Nihal, a Turkish-language interpreter based in St Albans, who was booked on just under 700 occasions.

Nihal's history is proof positive of the impact HITS has had on individual lives. She first contacted HITS in 2009 to enquire about enrolling on one of our introductory ("short") training courses. From there she progressed to our full DPSI (Diploma in Public Service Interpreting) the following year and obtained the full degree qualification at her first sitting. Since 2010, she has turned that initial speculative enquiry into a full-time job and a profession.

Rahmatullah

Arriving in the UK as part of the Afghan Citizens Resettlement Scheme, Rahmatullah trained with HITS in 2023 on a course funded by the East of England Local Government Association (EELGA) and administered by Community Action Dacorum's Training and Development service. In his first year of work after completing his training and passing his interpreter assessment, Rahmatullah had more than 550 assignments, making him our fourth most frequently engaged interpreter during the year.

Iram

An Urdu and Punjabi speaker living in Watford, Iram first trained with HITS in 2019 and joined the HITS interpreter Register the following year. She has since become one of our most outstanding interpreters. In 2023-24, as well as achieving her full DPSI qualification, Iram completed 520 assignments, making her our fifth most used interpreter for the year.

Contact Us

HITS provides a full service to its customers every minute of the day, every day of the year.

If you would like to book an interpreter, or arrange for a written translation, or if you are interested in finding out how you could train to become a professional interpreter, or if you just want to know more about any aspect of our overall service, please get in touch:

Address: Herts Interpreting and Translation Service, 48 High Street, Hemel Hempstead, Herts HP1 3AF

Phone: 01442 867212

Email: interpreting@communityactiondacorum.org.uk

Website: www.hertsinterpreting.org

Directors

Chris Dove
Colin Gage
Richard Milnes
Terry Douris (Independent)
Tup Dutta (Independent)



Legal and Administrative Information

NAME OF CHARITABLE COMPANY: Dacorum Council for Voluntary Service (Community Action Dacorum) Legal and Administrative Information

COMPANY LIMITED BY GUARANTEE NUMBER: 01745852

CHARITY COMMISSION NUMBER: 288080

TRUSTEES (NON-EXECUTIVE DIRECTORS)

Colin Gage (Chair)

Margaret Griffiths (Vice Chair)

Doug Root (Vice Chair)

James Lowe (Hon. Treasurer) [Appointed 07 December 2023]

William Allen

Peter Ashman

John Birnie [Deceased 28 August 2024]

Chris Dove

Tina Howard [Resigned 07 December 2023]

Pushpa Kalu [Resigned 07 December 2023]

Richard Milnes [Appointed 07 December 2023]

Richard Roberts

Sally Symington

Roger Taylor

Helen Young

Trustees are inducted and have opportunities for ongoing training on a regular basis both individually and as a group.

SENIOR STAFF MEMBERS TO WHOM DAY-TO-DAY MANAGEMENT OF THE CHARITABLE COMPANY IS

DELEGATED BY THE TRUSTEES:

Simon Aulton

Chief Executive Officer

Helen Mutio

Deputy Chief Executive



PRINCIPAL ADVISERS:

BANKERS:

Metro Bank

56-58 Marlow Centre

Hemel Hempstead

Hertfordshire

HP1 1DX

ACCOUNTANTS:

LB Group

Swift House

18 Hoffmanns Way

Chelmsford

CM1 1GU

AUDITORS:

Moore Kingston Smith LLP

4 Victoria Square

St Albans

Hertfordshire

AL1 3TF

The Cooperative Bank

3/7 Market Street

Watford

Hertfordshire

WD18 0PB

SOLICITORS: SA Law

Gladstone Place

36-38 Upper Marlborough Road

St Albans

Hertfordshire



Background

Dacorum Council for Voluntary Service is a charitable company, limited by guarantee, originally incorporated on 8 December 1976 with its activities taken over by the company on 1 October 1983, and registered with the Charity Commission on 1 October 1983. In addition to the legal name the charity has as a working name Community Action Dacorum, which is primarily used in promoting the work and activities of the organisation.

We are a registered non-profit company limited by guarantee and governed by a memorandum of association and articles of association which date back to 11th August 1983. The charity is controlled solely by its members, who elect its trustees and whose members make up the board of directors. Trustees are appointed for an initial term of three years and can stand for re-election at the Annual General Meeting for a maximum of three terms. During the current period of transition to comply with the principles of The Charity Code, we are working to replace some longer-standing trustees with new members. In this period several trustees are remaining on the board beyond the three-term limit to ensure that we do not lose all of our established skill sets at the same time.

The trustees elect from their membership the positions of Chair, two Vice Chairs and Honorary Treasurer. All trustees are volunteers and receive no payments. Trustees are elected to the executive board which meets eight times per year, alternating between general business (including risk management / mitigation) and financial review. The risk register is reviewed annually. Sub-committees monitor progress against our strategic objectives and report into the executive committee meetings four times per year.

Our CEO is responsible for operations reporting to the board four times per year. The CEO manages the management team who in turn manage staff, interns and volunteers. The

trustees set the salaries of key management personnel and oversee the allocation of pay increases for all personnel. Community Action Dacorum has an Equal Opportunity Policy which is applicable both internally to all staff, volunteers, the board and externally. We also have a Safeguarding Policy, a Modern Slavery Policy, a User Engagement Policy, a Data Management Policy, and a Volunteering Policy. We have an employee handbook and a Finance Management Policy.

The charity adheres to the guidelines laid down in The Charity Code and follows the principles that are in that document.

The charity has a wholly owned subsidiary trading company, "DCVS Trading Ltd.", which includes Hertfordshire Interpretation and Translation Service (HITS). This trading company was formed prior to the financial year ending 31st March 2019. DCVS Trading Ltd., is a company limited by shares. It is controlled by a board of five directors brought together from the local community, including three directors who are trustees of the charity. The board meets 6 times per year to make decisions and receive the report of the Chief Executive Officer. The CEO is responsible for the operations and line manages the DCVS Trading Ltd. management team, who in turn line manage staff and contractors. All profits from the trading company are transferred under the terms of a deed of covenant by GiftAid donation to Community Action Dacorum.

**We are grateful to our many sponsors and supporters
some of whom are listed here:**

Dacorum Borough Council

East of England Local Government Association

Hertfordshire Community Foundation

Hertfordshire County Council

Hertfordshire Interpreting and Translation Services

Hertfordshire County Councillors Locality Budget

Herts and West Essex ICB

Herts Sports Partnership

Herts Valleys CCG

NHS Charities Together

Step2Skills

The Mayor of Dacorum's Fund

The National Lottery Communities Fund

UK Shared Prosperity Fund



Registered Office:

Community Action Dacorum

48 High Street

Hemel Hempstead, Hertfordshire, HP1 3AF

Office telephone: 01442 253935

www.communityactiondacorum.org.uk

Email: reception@communityactiondacorum.org.uk

Web: <http://www.communityactiondacorum.org>

Charity registered in England and Wales number 288080

Registered company number 01745852

