

Registered Charity No. 1085882

Company No. 4174250

DACORUM DISTRICT CITIZENS ADVICE BUREAU

(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2015

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The Trustees (who are also the Directors for the purpose of Company Law) have pleasure in presenting their annual report and the financial statements for the year ended 31 March 2015.

The provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' issued in March 2005 have been adopted in preparing the annual report and financial statements of the charity.

1. REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name: Dacorum District Citizens Advice Bureau

Charity Registration: 1085882

Company Registration: 4174250

Registered Office: Dacre House, 19 Hillfield Road, Hemel Hempstead,
Hertfordshire, HP2 4AA

Chief Executive: Mrs V. MacGregor

Bank: National Westminster Bank, 9 Bank Court,
Hemel Hempstead, Hertfordshire HP1 1FB

Independent Examiner: Phillip Collins, Hillier Hopkins LLP, Radius House, 51 Clarendon Road,
Watford, Hertfordshire, WD17 1HP

The following people were directors/trustees of the charity on the date of approval of the report:

DIRECTORS/ TRUSTEES	ROLE	DATE APPOINTED
Ms A L Johnsen	Trustee, Chair	01.11.06
Mr R Coxage	Trustee, Vice Chair	13.11.07
Mrs M Coxage	Trustee	26.03.01
Mrs A Bateson	Trustee	10.10.12
Mr Mark Mercer Deadman	Trustee, Acting Treasurer	08.10.14
Ms J Coleman	Trustee	25.07.13
Mr D Weintroub	Trustee	25.07.13
Mrs J Deal	Trustee	08.10.14
Mr T Tichler	Trustee	08.10.14
Mr A Miller	Trustee	25.02.15
Mr A Budd	Trustee	20.05.15
Ms A Foster	Trustee	20.05.15
Mr J Salisbury	Trustee	20.05.15

2. STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

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

At 31st March 2015 it had 19 members and the maximum liability of each member is limited to one pound.

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

Recruitment, Appointment of Trustees

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

Induction of Trustees

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

Organisational Structure

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

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

The Board delegates day-to-day management of the organisation to the Chief Executive, currently Mrs Victoria MacGregor and other senior staff.

Related Parties

The Bureau is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. The Bureau is audited every three years under the Membership scheme of Citizens Advice and was awarded a Certificate of Membership and Quality Assurance in March 2014. The Bureau's operating policies are independently determined by its Trustee Board in order to fulfil its charitable objects and meet national membership requirements.

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

Major risks

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

The principal external risk relates to funding. The Charity is only too well aware of the financial pressures experienced by its major funders, and in view of this has taken active measures to diversify, find economies and efficiencies in operational procedures, and seek increased and additional sources of funding for its services. This year, this included the continued additional project funding from the Big Lottery Advice Services Transition Fund and the Department for Energy and Climate Change through the Big Energy Saving Network, as well as working closely with the Hertfordshire Citizens Advice Service (HCAS) and the Dacorum consortia.

Internal risks are minimised by procedures for authorising all transactions and projects and ensuring consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

3. OBJECTIVES AND ACTIVITIES

Charitable Objects

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

Public Benefit

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

Aims, Objectives, Strategies and Activities for the Year

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

Our objective has been to continue improving our advice service to clients by providing a wider range of specialist services and through working more closely with partners to provide a more joined-up service for clients with multiple and complex problems. Our Big Lottery Advice Services Transition Project, called *Synergy Dacorum*, which started in November 2013 has enabled us to establish a formal, managed referral system between the bureau and 19 other local agencies, including Dacorum Borough Council. Through this system we have been able to provide faster, more streamlined help to clients and improve partnership working as well as a much stronger understanding of the other services available in Dacorum among our advisers. The Big Lottery funding for this project ends in September 2015 and we have robust plans in place for the sustainability of this valuable service.

The Big Lottery project has also enabled us to employ a Housing Specialist Adviser who is able to support clients with issues such as homelessness, housing allocation and tenancy rights amongst other things. There has been a strong demand for this service since the project began.

The core generalist advice service funded by Dacorum Borough Council (DBC) which covers areas such as welfare benefits, employment, debt and relationship issues has been provided by volunteers at our two offices situated in Hemel Hempstead and Berkhamsted. In addition, Specialist Money

Advice provision has been funded by DBC enabling the Bureau to increase the number of appointments for clients with debt problems. We have seen a continued increase in demand in this area.

Hertfordshire County Council (HCC) continues to provide funding to complete Attendance Allowance, Disability Living Allowance and Personal Independence Payment forms. HCC also continues to provide funding for a welfare benefits outreach at Slippers Hill Mental Health Centre and through the Hertfordshire Welfare Assistance Scheme for benefits and debt advice for clients in crisis who may also need to be issued with a Food Voucher. The Bureau also received funding from the Department for Energy and Climate Change to provide energy education and support for vulnerable clients and frontline workers over the period of October 2014 to March 2015.

The Royal Air Force Benevolent Fund continues to support a general advice outreach twice a month at RAF Halton.

A volunteer offers specialist Welfare Benefits appeals advice and representation and, under the voluntary Honorary Legal Advice Scheme, a number of local Solicitors advise clients who have Family and Relationship, Housing, Criminal Law and Personal Injury issues.

Through the *Synergy Dacorum* project, consortia working and by networking and participating in local events, staff have continued to develop partnerships and strengthen relationships with both the local voluntary and statutory sector. To obtain the necessary funding to meet client demand and provide the additional Outreach and specialist services, the bureau continued to seek additional funding opportunities over the past year.

The bureau is a member of the Hertfordshire County Citizens Advice Managers' Group. The Hertfordshire bureaux share their expertise and knowledge, including IT and training and have successfully obtained project funding for the benefit of clients across Hertfordshire. This included the additional funding for the Hertfordshire Welfare Assistance Scheme (HWAS), enabling the Bureau to support people referred via the Herts Help helpline service, as well as funding a Food Bank outreach service and the provision of an Apprenticeship post for each of the 10 Hertfordshire bureaux.

The work of the Managers' Group is governed by the Hertfordshire Citizens Advice Service (HCAS), a separately constituted charitable company of which all 10 Hertfordshire bureaux are members. The Board of directors/trustees of HCAS comprises a representative from each of the bureaux. The group works closely with and is supportive of the work being done within the bureaux.

As a Strategic Partner of the Dacorum Borough Council, Dacorum Citizens Advice Bureau works closely with other local voluntary sector organisations to enable a more coordinated approach to local economic and social problems. To this end the bureau has continued to play an active role in the Dacorum Limited consortium which continues to actively pursue opportunities for funding.

The bureau's Chief Executive is the Chair of the Civil Society Partnership and attends the Dacorum Strategic Network in this capacity.

Contribution of Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity.

47 Volunteers excluding the Trustees contributed approximately 366 hours per week of largely advisory work to the Bureau to the estimated value of £317,000 in respect of the current year.

4. ACHIEVEMENTS AND PERFORMANCE

Charitable Activities

In March 2014 the Bureau was awarded a Certificate of Membership and Quality Assurance. The Service continued to engage actively in Social Policy work, by tackling unjust policies. The high standard of Social Policy performance was highlighted in the last Membership Audit Report.

In 2014-15 the bureau helped 4,873 unique clients, an increase of 1.2% on the previous year. Many of these clients present with multiple or complex issues meaning they will have a number of contacts with the bureau over the period. The known amount of money gained for clients in the financial year was just over £1.4m. However, the outcomes of many benefit applications completed by advisers in the generalist sessions are not known.

Debt and benefits were the two biggest issues which clients came to see us about during this reporting period.

Investment Activities

The charity does not currently hold material investments.

Factors Affecting the Achievement of Objectives

We depend on several sources other than our major funder to support the services needed by the community, the range and volume of which grows continuously. Failure to obtain such funding risks the withdrawal of important services. (See 5. Financial Review - Principal Funding Sources).

5. FINANCIAL REVIEW

Financial Position

Incoming resources in the year were £407,065 (2013/14: £366,468), of which £224,294 (2013/14: £174,276) related to project restricted activities.

A surplus of £41,797 was incurred in the year (2013/14: £43,668). At 31 March 2015 total reserves were £219,192 of which £120,162 represented unrestricted, undesignated funds.

Revenue in 2014/15 was at a higher level (11%) to the previous year with grant funding increasing by 14.8 %.

While grant funding for some projects has expired the management team has been successful during the year in attracting funding for new projects, often in collaboration with the other bureaux in Hertfordshire.

The normal charitable activities expenditure of providing advice services increased in line with revenue increase, reflecting the higher costs associated with the increased project activity .

Reserves Policy

The Bureau is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency.

In determining the level of unrestricted funds to be held, the Trustees have in mind that general funds should be maintained equal to around three months of normal (non-project) operating expenditure. The general fund stood at £120,162 on 31 March 2015 and therefore represents about two months of normal expenditure. Additionally, designated reserves are held in respect of identified risks. There is presently one such fund, being an amount to cover the closure costs if the Bureau is unable to continue in business. This designated funds stands at £80,000 at the end of the year.

Principal Funding Sources

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

6. FUTURE PLANS

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

During 2015, the Bureau will concentrate on the following:-

- Service modernisation in partnership with Citizens Advice
- Applying for additional sources of funding
- Continuing to develop and improve the accessibility of our services
- The recruitment and training of new volunteers
- Continuous improvement to our quality of advice
- The further development of our Social Policy work

The Board keeps the profile of the Board including members' skill mix, age, ethnic origin and gender under review

DIRECTORS' RESPONSIBILITIES

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

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

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

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for

safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

Ms AL Johnsen
..... 2015

Chair

I report on the accounts of Dacorum District Citizens Advice Bureau for the year ended 31 March 2015, which are set out on pages 13 to 21.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

(1) Which gives me reasonable cause to believe that in any material respect the requirements

- To keep accounting records in accordance with section 386 of the Companies Act 2006; and
- To prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Phillip Collins

Independent Examiner

Hillier Hopkins LLP

1st OCTOBER 2015

Radius House

51 Clarendon Road

Watford

Hertfordshire WD17 1HP

		Unrestricted Funds £	Restricted Funds £	Total Funds 2015 £	Total Funds 2014 £
	Note				
INCOMING RESOURCES					
Incoming resources from generated funds					
Voluntary income					
Donations		5,466	-	5,466	16,634
Investment income and interest		372	-	372	277
Incoming resources from charitable activities					
	2				
Grants		173,190	224,294	397,484	346,166
Commissioned services		-	-	-	1,937
Other incoming resources					
Miscellaneous Income		1,822	1,920	3,742	1,454
TOTAL INCOMING RESOURCES		180,851	226,214	407,065	366,468
RESOURCES EXPENDED					
Charitable activities		138,831	223,552	362,383	319,825
Governance costs		1,631	1,253	2,884	2,975
TOTAL RESOURCES EXPENDED	3	140,462	224,805	365,268	322,800
NET INCOMING RESOURCES		40,388	1,409	41,798	43,668
Funds at 1st April 2014		159,774	17,620	177,394	133,726
TOTAL FUNDS AT 31ST MARCH 2015		200,162	19,029	219,192	177,394
The Company has no other recognised gains or losses other than the deficit/surplus for the year as stated above.					
All of the above amounts relate to continuing operations.					
The reconciliation of movement in funds is shown in note 13 to the accounts.					
<i>The Notes on Pages 12 to 18 form part of the Accounts.</i>					

BALANCE SHEET
AS AT 31ST MARCH 2015

		2015		2014	
	Note	£	£	£	£
FIXED ASSETS					
Tangible Assets	8		3,461		1,922
CURRENT ASSETS					
Debtors and Prepayments	9	15,799		20,500	
Cash at Bank and In Hand		213,708		174,583	
Total current assets		229,507		195,083	
CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR					
	10	13,776		19,611	
NET CURRENT ASSETS			215,731		175,472
NET ASSETS			219,192		177,394
Restricted Funds					
	13		19,029		17,620
Unrestricted Funds					
Designated Funds	11	80,000		80,000	
General Fund		120,163		79,774	
			200,163		159,774
TOTAL FUNDS	13		219,192		177,394

The Trustees consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act. The Trustees acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31 March 2015 and of its profit or loss for the year then ended in accordance with the requirements of sections 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to the financial statements so far as applicable to the company.

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

On behalf of the board

Ms A-L Johnsen
Chairman

Date: 20.9.15 20 September 2015

The Notes on Pages 12 to 18 form part of the Accounts.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2015**

1 ACCOUNTING POLICIES

1.1 Basis of preparation

The financial statements have been prepared under the historical cost convention, and in accordance with the Statement of Recommended Practice 'Accounting and Reporting by Charities' and with applicable accounting standards.

The charity has availed itself of section 396 of the Companies Act 2006 and adapted the Companies Act formats to reflect the special nature of the charity's activities.

The Statement of Financial Activities (SOFA) shows the sources of income and expenditure analysed between General Fund and Restricted Funds.

The SORP (Statement of Recommended Practice) requires all sources of income to be shown, even though they may be used for purchasing fixed assets. The asset itself is charged in the balance sheet at the time of purchase and is not included in the SOFA expenditure. Depreciation of the asset is charged in the SOFA. Accordingly the net incoming resources are not necessarily operating surpluses (or deficits). They include the purchase cost of the assets less the depreciation charges.

1.2 Depreciation of tangible fixed assets

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

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

1.3 Grants

Grants are accounted for in the financial year for which they were received.

1.4 Income from Contracts

Income from contracts are accounted for on an accruals basis and is recorded in the period for which it is receivable

1.5 Donations

Donation income is recorded in the financial period for which it was received. The value of services provided by volunteers has not been included.

1.6 Investment Income

Investment income is accounted for on an accruals basis and recorded in the period for which it is receivable.

1.7 Resources Expended

Expenditure is allocated to charitable or support costs, based on the bureau's estimate of the proportion of expenses incurred for each activity, determined by reference to an estimate of time spent by permanent staff and volunteers on each of the activities.

1.8 Designated Funds

Designated funds are amounts which have been set aside at the discretion of the trustees for a specific, but not legally binding purpose

1.9 Restricted Funds

Restricted funds are used for the specific purpose as laid down by the funder. Expenditure which meets these criteria is charged to the fund, together with an allocation of management and support costs.

1.10 General Fund (Unrestricted)

Unrestricted funds are donations and other incoming resources receivable, or generated, for the objects of the charity without further specified purpose, and are available as general funds.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2015**

2. INCOMING RESOURCES TO FURTHER THE CHARITY'S OBJECTIVES

	Unrestricted Fund £	Restricted Funds £	2015 Total £	2014 Total £
Grants				
Dacorum Borough Council	171,890	25,000	196,890	191,890
Big Lottery Fund	-	102,620	102,620	79,952
Herts County Council	-	87,757	87,757	60,224
Dept of Health via Herts CC	-	-	-	4,950
RAF Halton	-	4,600	4,600	4,600
Circle 33Housing	-	318	318	0
Big Energy	1,300	4,000	5,300	3,800
Worshipful Co of Information Technologists	-	-	-	750
Total Grants	173,190	224,294	397,484	346,166

A Service Level Agreement with Dacorum Borough Council supports the majority of the Bureau's objectives. This funding is received in full at the beginning of the financial year. The Service Level Agreement requires a review of performance indicators at the end of each financial year.

	Unrestricted Fund £	Restricted Funds £	2015 Total £	2014 Total £
Contracts for Commissioned services				
Legal Services Commission	-	-	-	1,937
Rents from LSC contract partners	-	-	-	-
Total income from Commissioned services	-	-	-	1,937

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2015**

3 RESOURCES EXPENDED

	Basis of Allocation	Unrestricted Fund £	Restricted Funds £	2015 Total £	2014 Total £
Charitable Activities					
Costs directly related to activities					
Grants and fees to other bureaux	Direct	1,000	2,667	3,667	11,950
Staff costs	Direct	58,784	135,109	193,894	131,814
Premises costs	Direct	17	8,739	8,756	11,968
Administrative and other costs	Direct		14,939	14,939	5,115
		59,802	161,454	221,256	160,847
Support costs allocated to activities					
Grants and fees to other bureaux	Judgemental	-	-	-	-
Staff costs	Judgemental	52,347	40,219	92,566	113,603
Premises costs	Judgemental	6,559	5,052	11,611	17,888
Administrative and other costs	Judgemental	20,123	16,827	36,950	27,487
		79,029	62,098	141,128	158,978
Governance costs					
Independent Examination fees	Judgemental	653	667	1,320	1,380
AGM and Trustee Expenses	Judgemental	978	586	1,564	1,595
		1,631	1,253	2,885	2,975
TOTAL RESOURCES EXPENDED		140,462	224,805	365,269	322,800
		£	£	£	£
Total Resources Expended					
Grants and fees to other bureaux		1,000	2,667	3,667	11,950
Staff costs		111,131	175,329	286,460	245,417
Premises costs		6,577	13,791	20,367	29,856
Administrative and other costs		20,123	31,766	51,889	32,602
Governance costs		1,631	1,253	2,884	2,975
		140,463.03	224,807	365,269	322,800
Basis of Support costs allocation					
Support costs have been allocated proportionately, based on an estimate of time spent by permanent staff and volunteers on the different activities and projects undertaken by the Bureau.					

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2015**

4. NET INCOMING RESOURCES

	2015	2014
	£	£
Depreciation	3,510	2,919
Independent Examination fee	1,320	1,380

The Independent Examiner provided no other services to the charity during the financial years 2014/15, 2013/14 and 2012/13

5. STAFF COSTS

The staff costs were as follows:

	2015	2014
	£	£
Wages and salaries	249,227	215,151
Social security costs	17,746	14,509
Pension costs	4,818	5,300
Recruitment costs	1,096	3,256
Staff Travel costs	7,486	5,398
Staff Training costs	6,116	1,803
	286,489	245,417

The monthly average number of persons employed by the Company during the year was 16 (2014: 14), the full time equivalent being 10 (2014: 8).

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

No directors or trustees received any remuneration during the year. Other than Anne-Lise Johnsen, who was reimbursed £616 for travel expenses, no director received any expenses, although the company did pay a £329.93 insurance premium in respect of Trustee indemnity insurance on behalf of all trustees

6. PENSIONS

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered scheme. The pension cost charge £4,914 (2014: £5,300) represents contributions payable by the company to the fund.

7. TAXATION

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2015**

8. FIXED ASSETS

	Furniture & Equipment	Telephone & Computer Equipment	Total 2015
	£	£	£
COST			
Balance brought forward	289	29,732	30,021
Additions	-	5,048	5,048
Disposals	-	-	-
Balance carried forward	289	34,780	35,070
DEPRECIATION			
Balance brought forward	170	27,928	28,099
Charge in the year	24	3,486	3,510
On disposals	-	-	-
Balance carried forward	194	31,415	31,609
NET BOOK VALUE AT 31ST MARCH 2015	95	3,366	3,461
NET BOOK VALUE AT 31ST MARCH 2014	119	1,804	1,922

9. DEBTORS

	2015	2014
	£	£
Accrued Income	15,549	20,000
Prepaid rent	250	500
Amounts due from Legal Services Commission	-	-
Amounts due from other Bureaux and partners	-	-
	15,799	20,500

10. CREDITORS

	2015	2014
	£	£
Taxation and Social Security	3,592	4,492
Accruals and other amounts payable	10,184	15,119
	13,776	19,611

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2015**

11. DESIGNATED FUNDS

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

	Balance at 1st April 2014	Transfers	Balance at 31st March 2014
	£	£	£
to fund closure costs in the event of the Bureau being unable to continue in business.	80,000	-	80,000

12. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds	Restricted Funds	Total Funds	2014
	£	£	£	£
Tangible fixed assets	3,461	-	3,461	1,922
Debtors and prepayments	15,799	-	15,799	20,500
Cash at bank and in hand	194,679	19,029	213,708	174,582
Creditors due in one year	(13,776)	-	(13,776)	(19,611)
Net assets at 31st March 2015	200,163	19,029	219,192	177,394

13. MOVEMENTS IN FUNDS

	At 1st April 2014	Incoming Resources	Outgoing Resources	At 31st March 2015
	£	£	£	£
Restricted Funds:				
Money Advice	-	25,000	(25,000)	-
Advice Services Transition Fund	12,614	102,620	(97,555)	17,679
Community Mental Health Advice	-	6,143	(6,143)	-
Disability Benefits Project (DBP) - HCC	-	30,263	(30,263)	-
Dept of Health via HCC: Keep Warm Stay Well	-	4,010	(4,011)	-
Herts Welfare Assistance Scheme	2,723	46,360	(49,084)	-
Small Projects	1,533	11,818	(12,751)	600
Computer Projects	750	-	-	-
Total restricted revenue funds	17,620	226,214	(224,807)	18,279
Unrestricted funds:				
General funds	159,774	180,851	(140,462)	200,163
Total funds	177,394	407,066	(365,269)	219,192

The Worshipful Co of Information Technologists £750 outstanding at the 31 March 2014 was merged into the general funds during the year.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2015**

13. MOVEMENTS IN FUNDS (continued)

Restricted Funds income from:

Money Advice

Dacorum Borough Council

To provide specialist money advice to DBC tenants referred by the Housing Income Team

Advice Services Transition Fund

A two year Big Lottery funded project co-ordinated by Dacorum CAB, aiming to improve the experience of local people when they need to access specialist advice through the creation and management of a formal referral system, additional access channels and improved partnership working advice and support agencies.

Herts County Council (Community Mental Health Centre (CMHC))

To provide a Benefit take-up services to users of the Community Mental Health Centre with funds provided by Herts County Council.

Herts County Council - Disability Benefits Project (DBP)

This project provides specialist level support to assist people applying for Attendance Allowance, Disability Living Allowance or Personal Independence Payments. The service is available to any person living in Hertfordshire aged over 18 and support is provided through face to face or telephone appointments.

Dept of Health via Herts County Council - Warm Homes and Healthy people/Keep Warm Stay Well

To help address the issue of fuel poverty this project provided extra help and advice to clients on energy issues and also support with income maximisation through face to face appointments and or the provision of advice leaflets.

Herts County Council - Herts Welfare Assistance Scheme

The Scheme provides one off emergency support to residents who are facing exceptional and unexpected pressures and who are in financial crisis. As part of that support the bureau provides advice to clients receiving help from the scheme or eligible for help under the scheme on money, benefits and debt and also issues food vouchers.

Outreach projects

Advice Project at RAF Halton.

Department of Energy and Climate Change – Big Energy Saving Network

A project to increase understanding of and engagement with the energy market for vulnerable customers to help them feel more able to engage with the energy market and ultimately save money.

Computer Projects

Funding received from the Worshipful Company of Information Technologists as a contribution to the purchases of IT equipment to support the bureau's volunteers

**INCOME & EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31ST MARCH 2015**

	Unrestricted Fund	Restricted Funds							Total Restricted Funds	2015 Total Funds	2014
		Advice Services Transition Fund	CMYC Benefits Take Up & Outreach	Disability Benefits	Keep Warm Stay Well	Money Advice	Herts Welfare Assistance Scheme	Other small projects			
	£	£	£	£	£	£	£	£	£	£	£
INCOME											
Incoming resources from generated funds											
Voluntary income - Donations	5,466									5,466	16,634
Investment income - Bank Interest	372									372	277
Incoming resources from charitable activities											
Grants											
Decorum Borough Council	171,890					25,000			25,000	196,890	191,890
Big Lottery Fund		102,620							102,620	102,620	79,952
Herts County Council			6,143	30,263	4,010		46,360	980	87,757	87,757	60,224
Dept of Health via HCC											4,950
RAF Halton								4,600	4,600	4,600	4,600
Circle 33 Housing								318	318	318	
Big Energy	1,300							4,000	4,000	5,300	3,800
Worshipful Co of Information Technologists											750
	173,190	102,620	6,143	30,263	4,010	25,000	46,360	9,898	224,294	397,494	346,166
Commissioned Services											
LSC contracts											1,937
											1,937
Other incoming resources	1,822							1,920	1,920	3,742	1,454
TOTAL INCOMING RESOURCES	180,851	102,620	6,143	30,263	4,010	25,000	46,360	11,818	226,214	407,965	366,468
EXPENDITURE											
Grants and fees to other bureaux & partners											
Total	1,000	1,667					1,000		2,667	3,667	11,950
Staff Costs											
Salaries	138,932	64,398	5,107	19,947		14,139	24,375	3,865	132,831	271,763	234,960
Recruitment	796					300			300	1,096	3,256
Travel	7,236					74	176		250	7,486	5,398
Training	4,389	804					924		1,728	6,116	1,803
Allocated to activities	(40,220)	8,470	23	6,549	2,546	6,277	11,408	4,947	40,220		
Total	111,131	73,672	6,130	26,496	2,546	20,790	36,883	8,811	175,329	286,461	245,417
Premises											
Rents, rates and Insurance	5,765	297						808	1,105	6,870	5,384
Light Heat & Cleaning	5,511									5,511	7,817
Maintenance & Equipment purchases	352	7,634							7,634	7,986	16,655
Allocated to activities	(5,052)	1,064	3	823	320	788	1,433	621	5,052		
Total	6,577	8,995	3	823	320	788	1,433	1,429	13,791	20,367	29,656
Administration											
Telephone, Postage & Stationery	14,763	1,905							1,905	16,667	11,863
Subscriptions, Publications etc	4,901	2,601							2,601	7,502	7,459
Maintenance & Hire of Equipment	8,991									8,991	3,128
Sundries	4,185	4,908						287	5,195	9,380	7,233
Depreciation & loss on fixed asset disposal	3,510									3,510	2,919
Professional Fees	600					600	4,639		5,239	5,839	
Allocated to activities	(16,827)	3,543	9	2,740	1,065	2,626	4,774	2,070	16,827		
Total	20,123	12,957	9	2,740	1,065	3,226	9,412	2,356	31,766	51,889	32,602
Governance											
Independent Examination	1,320									1,320	1,380
AGM & Trustee Expenses	1,563									1,563	1,595
Allocated to activities	(1,253)	264	1	204	79	195	355	154	1,253		
Total	1,631	264	1	204	79	195	355	154	1,253	2,884	2,975
TOTAL EXPENDED RESOURCES	140,462	97,555	6,143	30,263	4,011	25,000	49,084	12,751	224,806	365,269	322,800
NET INCOMING RESOURCES	40,389	5,065	0	0	0	0	(2,723)	(933)	1,408	41,797	43,668
Balance at 1 April 2014	159,774	12,614					2,723	2,283	17,620	177,394	133,726
Balance at 31 March 2015	200,163	17,679	0	0	0	(0)	(0)	1,350	19,029	219,192	177,394