

**Registered Charity No. 1085882**  
**Company No. 4174250**

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

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2019**

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**REPORT OF THE INDEPENDENT EXAMINER TO THE TRUSTEES**  
**FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2019**

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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 2019. The provisions of the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP 2015) issued in January 2015 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:	The Forum, Marlowes, Hemel Hempstead, Hertfordshire, HP1 1DN
Chief Executive:	Mrs A Fox
Bank:	National Westminster Bank, 9 Bank Court, Hemel Hempstead, Hertfordshire HP1 1FB
Independent Examiner:	Hillier Hopkins LLP, 51 Clarendon Road, Watford, Hertfordshire, WD17 1HP

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

<b>DIRECTORS/ TRUSTEES</b>	<b>ROLE</b>	<b>DATE APPOINTED</b>
Mr R Coxage	Trustee	13.11.07
Mrs A Bateson	Trustee, Vice-Chair	Resigned 10.8.18
Mr M Mercer-Deadman	Trustee, Treasurer , Vice-Chair	08.10.14
Ms A Foster	Trustee	20.05.15
Mr J Salisbury	Trustee	20.05.15
Mr M Egan	Trustee, Chair	07.02.18
Mr D Payne	Trustee	07.02.18
Mr S Bolton	Trustee, Company Secretary	04.06.18
Mrs S Gray	Trustee	19.06.19
Mr J Scutt	Trustee	19.06.19
Mr R George	Trustee	19.06.19

## **2. STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **Governing Document**

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

At 31<sup>st</sup> March 2019 it had 18 members and the maximum liability of each member is limited to one pound.

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

### **Recruitment, Appointment of Trustees**

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

### **Induction of Trustees**

Newly appointed Trustees to Citizens Advice Dacorum undergo an induction process in accordance with a written procedure. They are regularly circulated with reading material from the National 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, which governs Citizens Advice Dacorum, is responsible for setting the strategic direction of the organisation and the policy of the charity. It meets at least quarterly. The Trustees carry the ultimate responsibility for the conduct of Citizens Advice Dacorum and for ensuring that the charity satisfies its legal and contractual obligations.

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

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The Trustee Board delegates day-to-day management of the organisation to the Chief Executive, who until December 2018, was Mrs C Kahan, and thereafter Mrs A Fox and other senior staff.

**Related Parties**

Citizens Advice Dacorum is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Citizens Advice Dacorum is reviewed every year under Citizens Advice leadership self-assessment scheme. Additionally, the 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.

**3. CHAIR'S REPORT**

2018/2019 has been a year during which Citizens Advice Dacorum has had to cope with several challenges, but it is clearly apparent that the organisation is robust and able to cope with such matters.

In October our CEO resigned and in November the Trustee Board elected to promote internally Mrs A Fox who was at the time the Advice Service Manager and had a proven 15-year track record at Dacorum Citizen's Advice, to the role of Acting CEO. This was for a period of 6 months pending consideration of a permanent appointment which would be subject to a properly conducted recruitment exercise. Unfortunately, Mrs A Fox was unable to fully take up the role as Acting CEO at that time. However, as of August 2019 she has started a phased take up of the role.

During this interim period through to August 2019, the Trustee Board put in place arrangements for Mrs J Wood, the Advice Team Leader, to assume the acting CEO role and whilst continuing with her own role. The Trustee Board put in place mitigation by arranging for the specific Trustee Board members to provide regular support and on a temporary basis take up management responsibility for some non-client facing and non-staffing supervisory activities.

At the end of this period through to August 2019 the Bureau has returned to the normal operating model and with the Board has exclusively involved in strategic matters.

In term of the Trustee Board governance over the year 2018/2019 a weakness was identified in our recording decisions. To attend to this, we have appointed a Trustee who will minute our Board meetings and act as a conduit for our committee meeting minutes so that one person is in charge of control of decision recording. Separately, Trustees have been appointed to minute the committee meetings.

**REPORT OF THE INDEPENDENT EXAMINER TO THE TRUSTEES  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2019**

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Our annual skills audit conducted in August 2018 and to be reviewed this year, shows a considerable body of skill and experience. However, resignations meant our trustee numbers fell to a very low level; in April of this year we had only 6 current trustees. A recruitment drive has secured three experienced new trustees who are already making a considerable contribution to the Board. We continue to seek diverse trustees who will enhance our profile by advertisement and approaching outside organisations but in a world with many competing interests from other organisations this is not straightforward. Citizens Advice Dacorum will continue this approach.

Compliance with the requirements of our National Association Citizens Advice places all local centres under far greater leadership requirements than in the past. This is in the form of an annual comprehensive structured leadership assessment programme. This is on a rolling three-year cycle consisting of two years of telephone assessment followed by an on-site audit. During this year we had our on-site audit which we satisfactorily passed.

**Major risks**

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

The principal external risk relates to funding. The Charity is only too well aware of the financial pressures experienced by its major funders, and in view of this it continues to seek economies and efficiencies in operational procedures, and increase and diversify additional sources of funding for its services. This year, this included funding from Citizens Advice: Help to Claim early mobilisation, Energy Best Deal Extra advice and PPI projects, Hertfordshire County Council: Crisis Intervention Project, Dacorum Borough Council: Public Health Project. The organisation continues to work closely with the 9 other Hertfordshire local Citizens Advice organisations as well as with the Hertfordshire Citizens Advice Service (HCAS) and Dacorum consortia.

In recognition of the need for more funding and to further reduce the dependency on the existing main funders, the Trustees have allocated some reserves to initiate a funding campaign.

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.

**4. OBJECTIVES AND ACTIVITIES**

**Charitable Objects**

The charity's objectives as set out in the company's Memorandum and Articles of Association are to promote any charitable purpose for the benefit of the community in the

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**FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2019**

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Borough of Dacorum and surrounding areas, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and stress.

**Public Benefit**

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

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

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

Our main objective this year has been to continue the delivery of the community service contract that we were commissioned by Dacorum Borough Council to provide from the 1<sup>st</sup> July 2016 and prepare to develop the service in preparation for re-commissioning and future bids.

This contract is outcomes based which includes financial outcomes in the form of financial gains generated for clients, as well as client outcomes such as improved health and well-being as a result of our advice. Over the past year, outcomes based reporting has improved enormously albeit that it presents a mere snapshot of the benefit we bring to clients and the community. Our data tells us that over 90% of clients consistently report improved confidence, well-being and a better understanding of how things work. Now work is being focused on improving methodology of data collection to render the outcomes we collect more consistent and meaningful.

We are now co-located with Dacorum Borough Council, Dacorum First Credit Union and Dacorum Community Trust which has raised our profile with community partners and facilitated further working partnerships with other charities and has led to an increased service offered by pro bono lawyers. This has given us greater scope for enhanced partnership working, key to delivering streamlined and joint up services for our clients, which continues to be an ongoing objective. The approach has facilitated communication and allowed for forward planning of establishing critical services in the wake of Local Authority funding challenges and new statutory duties on the Local Authority arising from the Homelessness Reduction Act. The implementation of Universal Credit in Dacorum and DWP funded Help to Claim project has enabled support for residents with their new claims and also support the National Help to Claim Advice Line and Web chat service. Our new location has enabled easier access for disabled clients to access our services and encouraged a more diverse range of volunteers and trustees.

Over the year, much work has gone in to resolving clients often increasingly complex enquiries at first point of access to promote a better client experience. Although this has allowed many more people to be seen only once, there remains a tension between this



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approach and facilitating greater access to more people, given that resources are limited and mindful of GDPR regulations about minimal data capture. Over the coming year, we will be looking to achieve a better balanced and more efficient approach to allow us to continue to help as many people as possible

A small pot of funding, ring fenced for advice for Dacorum Borough Council tenants in rent arrears, continues to enable our three Volunteer Money Specialist Caseworkers to provide face to face advice and casework to clients in debt, many of whom are at risk of losing their homes. That apart, we continue to see increasing numbers of clients struggling with unmet debt and we anticipate that this trend will continue to grow with the migration of clients on to Universal Credit.

Hertfordshire County Council (HCC) continues to provide funding for the Hertfordshire Crisis Intervention Project (Anticipated end June 2020) for clients experiencing crisis in their lives. Many require food vouchers to enable them to survive and feed their children, particularly during school holidays when children are not having school lunches.

Funding for the Energy Best Deal Extra Project for the third year has supported face to face appointments for people experiencing fuel poverty as well as clients interested in looking at energy efficiency measures. This has been a valuable service that enabled us to assist more than 100 clients with claims for fuel grants, switches to more favourable tariffs and other related issues.

We are particularly grateful to Dacorum Borough Council for our core funding, and for all the support they have shown us with moving to the Forum. We look forward to continued partnership working for the benefit of the community.

Additionally, Citizens Advice Dacorum is a member of the Hertfordshire Citizens Advice Service, an umbrella body formed to represent the ten Hertfordshire Bureaux, who meet regularly to share expertise, experience and knowledge, including IT and training, and have successfully obtained project funding for the benefit of clients across Hertfordshire. This has included funding for the Hertfordshire Crisis Intervention Service.

### **Contribution of Volunteers**

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity and delivering the service. This year, approximately 45 Volunteers, excluding the Trustees, contributed approximately 360 hours per week of largely advisory work to the Bureau. The estimated public value of that advice and volunteering was £3,920,587 and the estimated value of benefits to individuals generated was £242,521. Last year it was decided to change the basis of both these figures to the Financial Modelling Tool, a report provided by Citizens Advice rather than using in house calculations based on the Financial outcomes recorded in Casebook. Due to this change a direct year on year comparison cannot be made.

## **5. ACHIEVEMENTS AND PERFORMANCE**

**REPORT OF THE INDEPENDENT EXAMINER TO THE TRUSTEES  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2019**

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**Charitable Activities**

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

In 2018/19 Citizens Advice Dacorum helped 7556 clients with 18,383 issues, meaning each client presented with just over 2 problems. Benefits and Tax credits remain our highest area of advice in respect of clients seen, a total of 1033 clients. The greatest number of benefit enquiries continues to be Personal Independence payments, with Housing Benefit being the second highest areas of Employment Support Allowance. Whilst Debt is the second highest advice area the clients present with multiple and complex needs, this is now over 8 issues per client against the average of 2 with rent arrears and council tax areas coming ahead of credit, store and charge card enquiries.

The total value of benefits advice (financial outcomes) to individuals in 2018/19 was £5,258,821 and over 90% of people taking advice reported feeling improved confidence and wellbeing.

**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.

**6. FINANCIAL REVIEW**

**Financial Position**

Incoming resources in the year were £252,535 (2017/18: £240,123), of which £82,250 (2017/18: £ 80,451) related to project restricted activities.

A small surplus of £3,802 was generated in the year (2017/18: deficit £ 18,245). However, £ 2,727 of this surplus relates to restricted activities.

Revenue in 2018/19 was 5% higher than the previous year. Additionally, the expenditure was reduced compared to the previous year which included the cost of the office move to the Forum.

At 31 March 2019 total reserves were £173,402 of which £170,675 are unrestricted funds. There was a small increase in reserves (£1,075 unrestricted) after three previous years in succession that the overall reserves have reduced. (2017/18 £169,600, 2016/17 £187,844 and 2015/16 £201,164).

**Reserves Policy**

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Citizens Advice Dacorum is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The reserve policy is reviewed at least once every financial year by the Trustee Board. The reserves policy was last reviewed during Q3, 2018.

The unrestricted funds stood at a total of £ 170,675 on 31 March 2019. In determining the level of unrestricted funds to be held, the Trustees have in mind that funds should be maintained at least equal to around three months of normal (non-project) operating expenditure. This is represented by designated funds of £60,000 being an amount to cover the closure costs if the Bureau were unable to continue in business. Additionally, there are designated funds for:

Equipment (£25,000) to ensure that there is sufficient money to replace equipment when it becomes obsolete, or beyond economic repair,

Contractual commitment (£10,000) to ensure that Citizens Advice Dacorum is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise, and

Premises (£15,000) to provide for the cost of relocating to new premises either at the expiry of the current lease or if larger premises are deemed necessary, and for the cost of major repairs and maintenance of the office accommodation.

Resourcing/Consultancy (£20,000) to resourcing/consultancy for example the development and implementation of a funding strategy.

**Principal Funding Sources**

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

**7. FUTURE PLANS**

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

During 2019, the Centre will concentrate on the following:

- Providing a free quality service to the Dacorum community in line with our Dacorum Borough Council contract.
- Providing the advice people need to facilitate the introduction and transition to Universal Credit
- Developing new targeted services to meet particular community needs
- A volunteer recruitment and training drive to sustain and increase service delivery
- Developing and improving triage processes at first point of access to face to face and telephone services

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- Generating additional funding
- Improving and refining processes to collect outcomes and demonstrate impact
- Greater focus on research and campaigns to tackle practices that disadvantage the community
- Develop partnership working to support a wider service offering and increase access to funding
- Helping everyone find a way forward

**8. 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).

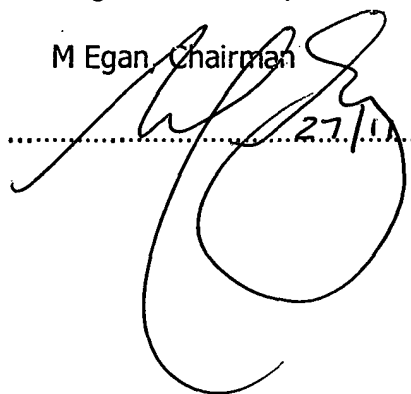
Company and charity law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company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

M Egan, Chairman

  
..... 27/11/2019

## **Independent Examiner's Report to the Trustees of Dacorum District Citizens Advice Bureau**

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2019 which are set out on pages 14 to 30.

### **Responsibilities and basis of report**

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

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

### **Independent examiner's statement**

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

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

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



Grant Franklin ACA  
Independent Examiner  
Hillier Hopkins LLP  
51 Clarendon Road  
Watford  
Hertfordshire  
WD17 1HP

Date 17.12.2019

**DACORUM DISTRICT CITIZENS ADVICE BUREAU**  
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**Company No. 4174250**

**STATEMENT OF FINANCIAL ACTIVITIES**  
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31ST MARCH 2019

	Note(s)	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £	Total Funds 2018 £
<b>Income from :</b>					
Donations and Legacies	2	7,951	-	7,951	3,780
Investments	4	187	-	187	73
Charitable Activities	3	154,500	82,250	236,750	234,996
Other income		7,647	-	7,647	1,274
<b>Total Income</b>		<u>170,285</u>	<u>82,250</u>	<u>252,535</u>	<u>240,123</u>
<b>Expenditure on:</b>					
Charitable activities	5	169,210	79,523	248,733	258,368
<b>Total Expenditure</b>		<u>169,210</u>	<u>79,523</u>	<u>248,733</u>	<u>258,368</u>
<b>Net Income /(Expenditure) for the Year</b>		1,075	2,727	3,802	(18,245)
<b>Transfers between Funds</b>	14,15,16 &17				
<b>Net movement in funds</b>		<u>1,075</u>	<u>2,727</u>	<u>3,802</u>	<u>(18,245)</u>
<b>Reconciliation of funds</b>					
Total funds at 1st April 2018		169,600	-	169,600	187,845
<b>Total funds carried forward at 31st March 2019</b>		<u><u>170,675</u></u>	<u><u>2,727</u></u>	<u><u>173,402</u></u>	<u><u>169,600</u></u>

The Company has no other recognised gains or losses other than the deficit/surplus for the year as stated above.

All of the above amounts relate to continuing operations.

The reconciliation of movement in funds is shown in Note 14 .

The Notes on Pages 17 to 29 form part of the Accounts.

**BALANCE SHEET**  
**AS AT 31ST MARCH 2019**

		2019		2018	
	Note(s)	£	£	£	£
<b>Fixed Assets</b>					
Tangible Assets	10		1,856		2,784
<b>Current Assets</b>					
Debtors and Prepayments	11	5,690		5,912	
Cash at Bank and In Hand		180,367		218,255	
<b>Total current assets</b>		<u>186,057</u>		<u>224,167</u>	
<b>Creditors: Amounts Falling Due Within One Year</b>	12	<u>14,511</u>		<u>57,351</u>	
<b>Net Current Assets</b>			171,546		166,816
<b>Net Assets</b>			<u>173,402</u>		<u>169,600</u>
<b>Charity Funds</b>					
Restricted Funds	15		2,727		-
Unrestricted Funds					
Designated Funds	9	130,000		130,000	
General Fund	16	<u>40,675</u>		<u>39,600</u>	
			170,675		169,600
			<u>173,402</u>		<u>169,600</u>

The Trustees consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act. The Trustees acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31 March 2019 and of its profit or loss for the year then ended in accordance with the requirements of sections 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to the financial statements so far as applicable to the company.

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

The financial statements on pages 14 to 30 were approved by the board of directors and authorised for issue on 27/11/2019 and are signed on its behalf by:

On behalf of the board

Chairman

Date:

27/11/19

The Notes on Pages 17 to 29 form part of the Accounts.

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**STATEMENT OF CASHFLOWS**  
**AS AT 31ST MARCH 2019**

		<b>2019</b>	<b>2018</b>
		<b>£</b>	<b>£</b>
<b>Cash flow from operating activities</b>	18	(38,076)	643
<b>Cash flow from investing activities</b>			
Interest received		187	73
<b>Net cash flow from investing activities</b>		<u>187</u>	<u>73</u>
<b>Net decrease in cash and cash equivalents</b>		(37,889)	716
<b>Cash and cash equivalents at start of period</b>		218,255	217,538
<b>Cash and cash equivalents at end of period</b>		<u><u>180,367</u></u>	<u><u>218,255</u></u>
<b>Cash and cash equivalents consists of:</b>			
Cash at Bank and In hand		<u>180,367</u>	<u>218,255</u>

The Notes on Pages 17 to 29 form part of the Accounts.



**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST MARCH 2019**

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**1 ACCOUNTING POLICIES**

**1.1 Basis of preparation**

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

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2015.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity.

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

**1.2 Incoming resources**

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

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

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

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

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

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST MARCH 2019**

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**1.3 Resources Expended**

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

**1.4 Fund Accounting**

**Restricted funds**

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

**Unrestricted funds and designated funds**

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

**1.5 Tangible Fixed Assets**

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

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

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

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

**1.7 Recognition of liabilities**

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

**1.8 Employee Benefits**

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

**1.9 VAT**

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

**1.10 Tax**

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST MARCH 2019**

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**1.11 Leases**

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

**1.12 Going Concern**

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST MARCH 2019**

**2 Donations and Legacies**

	<b>Restricted Funds 2019 £</b>	<b>Unrestricted Funds 2019 £</b>	<b>Total Funds 2019 £</b>	<b>Total Funds 2018 £</b>
Donations	0	7951	7951	3780
	<u>0</u>	<u>7951</u>	<u>7951</u>	<u>3780</u>
<b>Total 2018</b>	<u>0</u>	<u>3780</u>	<u>3780</u>	

A donation in kind of £ 23,000 in year 2018 to 2019 was effectively made to the charitable company by Dacorum Borough Council by way of a reduced premises cost below the true commercial rental cost of the premises occupied.

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

**Company No. 4174250**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST MARCH 2019**

**3 Income from Charitable Activities**

	<b>Unrestricted Fund</b>	<b>Restricted Funds</b>	<b>2019 Total</b>	<b>2018 Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Grants and Commissioning</b>				
Dacorum Borough Council -Core Service & Money Advice	154,500	22,500	177,000	177,045
Citizen Advice - Energy Best Deal Extra	-	8,786	8,786	20,700
Herts County Council - Crisis Intervention Service; Finance & Budgeting Advice	-	26,475	26,475	26,451
Dacorum Borough Council-Social Prescribing		9,852	9,852	10,000
Citizens Advice -Help to Claim		11,898	11,898	
Herts County Council-Small Projects	-	2,739	2,739	800
<b>Total</b>	<b>154,500</b>	<b>82,250</b>	<b>236,750</b>	<b>234,996</b>
<b>Total 2018</b>	<b>154,545</b>	<b>80,451</b>	<b>234,996</b>	

A Service Level Agreement with Dacorum Borough Council supports the majority of the Bureau's objectives. This funding is received quarterly. A review of performance against the agreed indicators is carried out each quarter and at the end of each financial year.

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31ST MARCH 2019**

**4 Investments**

	<b>2019 £</b>	<b>2018 £</b>
Bank Deposit Interest	187	73

All of the income received in respect of investments was attributable to unrestricted funds in both the years ended 2018 and 2019.

**5 Expenditure on Charitable Activities**

	<b>Basis of Allocation</b>	<b>Unrestricted Fund £</b>	<b>Restricted Funds £</b>	<b>2019 Total £</b>	<b>2018 Total £</b>
<b>Charitable Activities</b>					
<b>Costs directly related to activities</b>					
Grants and fees to other bureaux	Direct	-	-	-	-
Staff costs	Direct	55,363	39,973	95,336	152,637
Premises costs	Direct	(1,799)	340	(1,459)	-
Administrative and other costs	Direct	3,210	-	3,210	4,426
		<u>56,774</u>	<u>40,313</u>	<u>97,087</u>	<u>157,063</u>
<b>Support costs allocated to activities</b>					
Grants and fees to other bureaux	Judgemental	-	-	-	-
Staff costs	Judgemental	77,602	29,560	107,162	35,773
Premises costs	Judgemental	5,602	2,075	7,677	15,961
Administrative and other costs	Judgemental	24,638	5,659	30,297	47,362
		<u>107,842</u>	<u>37,295</u>	<u>145,136</u>	<u>99,096</u>
<b>Governance costs</b>					
Independent Examination fees	Judgemental	880	440	1,320	1,320
AGM and Trustee Expenses	Judgemental	3,715	1,475	5,190	887
		<u>4,595</u>	<u>1,915</u>	<u>6,510</u>	<u>2,207</u>
<b>TOTAL RESOURCES EXPENDED</b>		<u>169,210</u>	<u>79,523</u>	<u>248,733</u>	<u>258,368</u>
<b>Total Resources Expended</b>					
Grants and fees to other bureaux		-	-	-	-
Staff costs		132,965	69,533	202,498	188,410
Premises costs		3,803	2,415	6,218	15,961
Administrative and other costs		27,848	5,659	33,507	51,788
Governance costs		4,595	1,915	6,510	2,207
		<u>169,210</u>	<u>79,523</u>	<u>248,733</u>	<u>258,367</u>

**6 Basis of Support costs allocation**

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

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31ST MARCH 2019**

**7 Employee numbers and costs**

	<b>2019 No.</b>	<b>2018 No.</b>
<b>Permanent Staff</b>		
	10	10

As of 31 March 2019 the Bureau had 10 employees. Additionally the services of 45 volunteers were utilised, of which 95% were regular scheduled attendees during the year (2017-2018, 42 volunteers of which 95% were regular attendees).

The staff costs were as follows:

	<b>2019 £</b>	<b>2018 £</b>
Wages and salaries	181,902	167,264
Social security costs	9,425	12,228
Pension costs	4,969	5,039
Redundancy	-	-
Recruitment costs	287	1,011
Staff Travel costs	4,254	2,566
Staff Training costs	1,661	300
	<u>202,498</u>	<u>188,410</u>

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

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

No trustee received any remuneration during the year in respect of services as a Trustee (2018:£nil). Travel and conference expenses totalling £372.25 (2018: £25) were reimbursed to 2 Trustees (2018: 1), no other Trustee received any expenses, although the company did pay a £224.47 insurance premium in respect of Trustee indemnity insurance on behalf of all Trustees.

The total amount of employee benefits received by key management personnel is £ 30,718 ( £29,255 salary, plus £1463 pension contribution).The charitable company considers its key management personnel to be A Fox.

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST MARCH 2019**

**9 Designated Funds**

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

	Balance at 1st April 2018	Transfers	Balance at 31st March 2019
	£	£	£
<b>Bureau Closure</b>			
To cover closure costs in the event of the Bureau being unable to continue in business.	60,000		60,000
<b>Equipment reserve</b>			
To ensure that there is sufficient money to replace equipment when it becomes obsolete ,or beyond economic repair.	25,000		25,000
<b>Contractual commitment</b>			
To ensure that the bureau is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise.	10,000		10,000
<b>Premises</b>			
To provide for the cost of relocating to new premises either at the expiry of the current lease or if larger premises are deemed necessary, and for the cost of major repairs and maintenance of the bureau.	15,000		15,000
<b>Resourcing/Consultancy</b>			
To provide resourcing/consultancy for the development and implementation of a funding strategy.	20,000		20,000
	<u>130,000</u>	<u>-</u>	<u>130,000</u>



**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31ST MARCH 2019**

**10 Tangible Fixed Assets**

	<b>Furniture &amp; Equipment</b>	<b>Telephone &amp; Computer Equipment</b>	<b>Total 2019</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b>COST</b>			
Balance brought forward	289	37,562	37,851
Additions	-	-	-
Disposals	-	-	-
Balance carried forward	<u>289</u>	<u>37,562</u>	<u>37,851</u>
<b>DEPRECIATION</b>			
Balance brought forward	289	34,778	35,067
Charge in the year	-	928	928
On disposals	-	-	-
Balance carried forward	<u>289</u>	<u>35,706</u>	<u>35,995</u>
<b>NET BOOK VALUE AT 31ST MARCH 2019</b>	<u>-</u>	<u>1,856</u>	<u>1,856</u>
<b>NET BOOK VALUE AT 31ST MARCH 2018</b>	<u>-</u>	<u>2,784</u>	<u>2,784</u>

**11 Debtors**

	<b>2019 £</b>	<b>2018 £</b>
Accrued Income	<u>5,690</u>	<u>5,912</u>
	<u>5,690</u>	<u>5,912</u>

**12 Creditors**

	<b>2019 £</b>	<b>2018 £</b>
Taxation and Social Security	3,345	2,065
Deferred Income	5,625	52,405
Accruals and other amounts payable	<u>5,541</u>	<u>2,881</u>
	<u>14,511</u>	<u>57,351</u>

**13 Deferred Income**

	<b>2019 £</b>	<b>2018 £</b>
Dacorum Borough Council- Money Advice	5,625	11,250
Dacorum Borough Council- Core Service		38,625
DRO Money		1,530
Bankruptcy Fund		<u>1,000</u>
	<u>5,625</u>	<u>52,405</u>

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

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST MARCH 2019**

**14 Movement in Funds**

	At 1st April 2018 £	Incoming Resources £	Outgoing Resources £	At 31st March 2019 £
<b>Restricted Funds:</b>				
Dacorum Borough Council-Money Advice	-	22,500	(22,500)	-
Citizens Advice- Best Energy Deal Extra	-	8,786	(8,786)	-
Herts County Council-Crisis Intervention Service	-	26,475	(26,475)	-
Dacorum Borough Council-Social Prescribing	-	9,852	(7,125)	2,727
Herts County Council-Universal Credits	-	2,739	(2,739)	-
Citizens Advice- Help to Claim	-	11,898	(11,898)	-
Total restricted revenue funds	-	82,250	(79,523)	2,727

**15 Unrestricted funds:**

General funds	169,600	170,285	(169,210)	170,676
Total funds	169,600	252,535	(248,733)	173,402

**16 Analysis of Net Assets between funds**

	Unrestricted Funds £	Restricted Funds £	Total Funds £	2018 £
Tangible fixed assets	1,856		1,856	2,784
Debtors and prepayments	5,690	-	5,690	5,912
Cash at bank and in hand	177,640	2,727	180,367	218,254
Creditors due in one year	(14,511)		(14,511)	(57,351)
Net assets at 31st March 2019	170,675	2,727	173,402	169,600

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31ST MARCH 2019**

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**17 MOVEMENTS IN FUNDS**

**Restricted Funds income from:**

**Dacorum Borough Council-Money Advice**

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

**Citizens Advice- Best Energy Deal Extra**

To provide consumers facing fuel poverty with advice and information on alleviating their situation, including energy and thermal efficiency measures, dealing with debt and claiming appropriate benefits.

**Herts County Council-Crisis Intervention**

To provide people experiencing crisis with detailed advice on a range of issues, including debt, budgeting and income maximisation.

**Dacorum Borough Council-Social Prescribing**

To provide holistic advice, information and advocacy support to clients in GP surgeries and at Children's Centres

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST MARCH 2019**

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

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Net expenditure for the year	3,802	(18,245)
Interest Receivable	(187)	(73)
Depreciation of tangible Fixed Assets	928	(1,390)
Movement in multi-employer benefit liability	-	-
Decrease in Debtors	222	(5,312)
(Decrease )/Increase in creditors	(42,840)	25,663
Net Cash Flow from operating Activities	<u>(38,076)</u>	<u>643</u>

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST MARCH 2019**

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**19 Pension**

The charity does not operate a defined contribution Group Personal Pension Plan. In the past contributions have been made to employees individual pension schemes.

**20 Members**

The charity is incorporated as a company limited by guarantee having no share capital and in accordance with the Memorandum of Association, every member is liable to contribute a sum of £1 in the event of the company being wound up. At 31 March 2019 there were 18 members (2018: 18 members).

**21 Pension Scheme**

Between 1 April 2016 and 30 June 2016, Citizens Advice Dacorum(CAB) offered to make contributions to employees individual pension schemes held with various companies. CAB as the employer, paid contributions at 8% of salary for those that wanted to take up the offer.

All staff, with effect from 3rd July 2016 have been automatically enrolled in the NEST pension scheme. For those opting out of the Nest scheme, the offer was made to continue with the Company contributing 8% of salary to the employees own pension scheme, as before for those employees working for the bureau as of 3rd. July 2016. For those under the Nest scheme the contributions are based on the yearly part time salary. A 5% contribution is made by the Company and the employee makes 4% contribution. NEST (National Employment Savings Trust ) is a defined contribution workplace pension scheme.

**INCOME & EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED 31ST MARCH 2019**

	Unrestricted Fund Core Service-UR	Restricted Funds						Total Restricted Funds	2019 Total Funds	2018 Total Funds
		Money Advice-R	Best Energy Deal Extra -R	Crisis Intervention -R	Public Health -R	HTC-R	Small Projects			
	£	£	£	£	£	£	£	£	£	£
<b>INCOME</b>										
<b>Incoming resources from generated funds</b>										
Voluntary income - Donations	7,951							-	7,951	3,780
Investment income - Bank Interest	187							-	187	73
<b>Incoming resources from charitable activities</b>										
Grants										
Dacorum Borough Council	154,500	22,500						22,500	177,000	177,045
Herts County Council						11,898	2,739	14,637	14,637	800
Best Energy			8,786					8,786	8,786	20,700
Crisis Intervention				26,475				26,475	26,475	26,451
Public Health					9,852			9,852	9,852	10,000
	162,638	22,500	8,786	26,475	9,852	11,898	2,739	82,250	244,888	238,849
	-	-	-	-	-	-	-	-	-	-
<b>Other incoming resources</b>										
	7,647							-	7,647	1,274
<b>TOTAL INCOMING RESOURCES</b>	<b>170,285</b>	<b>22,500</b>	<b>8,786</b>	<b>26,475</b>	<b>9,852</b>	<b>11,898</b>	<b>2,739</b>	<b>82,250</b>	<b>252,535</b>	<b>240,123</b>
<b>EXPENDITURE</b>										
Disbursements								-	-	-
Total	-	-	-	-	-	-	-	-	-	-
<b>Staff Costs</b>										
Salaries	55,363	18,546	5,474	9,298	2,831	3,824	-	39,973	95,336	152,345
Recruitment	-	-	-	-	-	-	-	-	-	-
Travel	-	-	-	-	-	-	-	-	-	292
Training	-	-	-	-	-	-	-	-	-	-
Allocated to activities	77,602	2,803	2,254	12,784	3,369	6,187	2,163	29,560	107,162	35,773
Total	132,965	21,349	7,728	22,082	6,200	10,011	2,163	69,533	202,498	188,410
<b>Premises</b>										
Rents, rates and insurance	(1,799)	-	-	-	-	-	-	-	(1,799)	-
Light Heat & Cleaning	-	-	-	-	-	-	-	-	-	-
Maintenance & Equipment purchases	-	-	-	-	-	340	-	340	340	-
Allocated to activities	5,602	243	188	1,015	195	303	131	2,075	7,677	15,961
Total	3,803	243	188	1,015	195	643	131	2,415	6,218	15,961
<b>Administration</b>										
Telephone, Postage & Stationery	(264)	-	-	-	-	-	-	-	(264)	23
Subscriptions, Publications etc	-	-	-	-	-	-	-	-	-	-
Maintenance & Hire of Equipment	14	-	-	-	-	-	-	-	-	131
Sundries	3,460	-	-	-	-	-	-	-	3,460	2,880
Depreciation & loss on fixed asset disposal	-	-	-	-	-	-	-	-	-	1,392
Professional Fees	-	-	-	-	-	-	-	-	-	-
Allocated to activities	24,638	793	595	2,566	512	879	314	5,659	30,297	47,362
Total	27,848	793	595	2,566	512	879	314	5,659	33,507	51,788
<b>Governance</b>										
Independent Examination	-	-	-	-	-	-	-	-	-	-
AGM & Trustee Expenses	-	-	-	-	-	-	-	-	-	-
Allocated to activities	4,595	115	274	812	218	365	131	1,915	6,510	2,209
Total	4,595	115	274	812	218	365	131	1,915	6,510	2,209
<b>TOTAL EXPENDED RESOURCES</b>	<b>169,210</b>	<b>22,500</b>	<b>8,786</b>	<b>26,475</b>	<b>7,125</b>	<b>11,898</b>	<b>2,739</b>	<b>79,523</b>	<b>248,733</b>	<b>258,367</b>
<b>NET INCOMING RESOURCES</b>	<b>1,075</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2,727</b>	<b>-</b>	<b>-</b>	<b>2,727</b>	<b>3,802</b>	<b>(18,244)</b>
Balance at 1 April 2018	169,600	-	-	-	-	-	-	-	169,600	187,844
Balance at 31 March 2019	170,676	-	-	-	2,727	-	-	2,727	173,402	169,600