

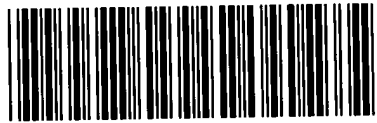
Registered Charity No. 1085882
Company No. 4174250

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

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2018

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CONTENTS

Report of the Directors and Trustees	3-11
Independent Examiner's Report	12-13
Statement of Financial Activities	14
Balance Sheet	15
Cash Flow Statement	16
Notes to the Accounts	17-29
Income & Expenditure Account analysed by Fund	30

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

REPORT OF THE DIRECTORS AND TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2018

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 2018. 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 C Kahan
Bank:	National Westminster Bank, 9 Bank Court, Hemel Hempstead, Hertfordshire HP1 1FB
Independent Examiner:	Hillier Hopkins LLP, 51 Clarendon Road, Watford, Hertfordshire, WD17 1HP

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

REPORT OF THE DIRECTORS AND TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2018

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

DIRECTORS/ TRUSTEES	ROLE	DATE APPOINTED
Mr R Coxage	Trustee	13.11.07
Mrs A Bateson	Trustee, Vice-Chair	Resigned 10.08.18
Mr M Mercer-Deadman	Trustee, Treasurer	08.10.14
Ms J Coleman	Trustee	Resigned 14.03.18
Mrs J Deal	Trustee	Resigned 21.3.18
Ms A Foster	Trustee	20.05.15
Mr J Salisbury	Trustee	20.05.15
Mr T Bell	Trustee	Resigned 21.3.18
Mr M Egan	Trustee, Chair	7.2.18
Mr D Payne	Trustee	7.2.18

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

REPORT OF THE DIRECTORS AND TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2018

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 2018 it had 18 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, which governs the Bureau, 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 or more, if decided by the Chair.

The Board delegates day-to-day management of the organisation to the Chief Executive, who for the year ending 31st March 2018, was Mrs C Kahan, and other senior staff.

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

REPORT OF THE DIRECTORS AND TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2018

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 under the Membership scheme of Citizens Advice was awarded a Certificate of Membership and Quality Assurance in March 2016. The Bureau 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.

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 seek economies and efficiencies in operational procedures, and increase and diversify additional sources of funding for its services. This year, this included funding from: Hertfordshire County Council for the Crisis Intervention Project: Dacorum Borough Council for the Public Health Project: Citizens Advice for Energy Best Deal Extra advice: 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.

During the year, 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.

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 primary objective this year has been to continue to deliver the community service contract that we were commissioned by Dacorum Borough Council to provide from the 1st July 2016.

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. In fact, our data tells us that over 90% of clients consistently report improved confidence, wellbeing 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. Moreover, in the coming year, we will be establishing a working group of representatives from all 10 Hertfordshire local Citizens Advice organisations to work together on this initiative to promote a uniform county wide approach to outcomes collection.

Another objective this year has been ensuring a successful move to the Voluntary Sector area of the new Forum community building, where we are collocated with Dacorum Borough Council, the Credit Union and Dacorum Community Trust. 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 new legislation such as the Homelessness Reduction Act and forthcoming roll out of Universal Credit. Moreover, the situation of the premises on the ground floor of the building opposite the entrance and adjacent to a communal café and library has made the service more visible and accessible to community members resulting in an uplift in client numbers over the first 3 months. We hope that it also serve to attract more potential volunteers.

Over the year, much work has gone in to resolving the clients' 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 approach and facilitating access to more people, given

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

REPORT OF THE DIRECTORS AND TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2018

that resources are limited. 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 we can.

Additionally, funding for the Public Health Project, has given us our first taste of social prescribing, by enabling the establishment of weekly advice sessions at 3 GP Practices in Dacorum, where patients of the practice were able to see our adviser by appointment. Although the service took time to establish, it was extremely successful for patients and medical staff. Unfortunately, funding for the project ended in September 2017, but a reduced amount will replace it in the coming year.

A small pot of funding, ring fenced for advice for Dacorum Borough Council tenants in rent arrears, continues to enable our four Money Support Workers 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.

Hertfordshire County Council (HCC) continues to provide funding for the Hertfordshire Crisis Intervention Project 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 second 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, the Bureau 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 42 Volunteers, excluding the Trustees, contributed approximately 325 hours per week of largely advisory work to the Bureau. The estimated public value of that advice was £4,355,015, the financial value of volunteering £273, 833 and the estimated value of benefits to individuals generated £4,830,521.

4. ACHIEVEMENTS AND PERFORMANCE

Charitable Activities

In April 2016, the Bureau achieved an outright pass, the equivalent of scoring over 80%, in the Citizens Advice Organisational Audit and was awarded the Advice Quality Mark, the mark of quality for independent advice organisations. In 2017/18 Dacorum District Citizens Advice Bureau helped 6849 clients, and the number of issues was 15,178, meaning that, on average, clients presented with at least two problems.

Debt was the largest enquiry area, with debt relief orders, council tax arrears and rent arrears taking prime place. Generally speaking, clients presenting with debt have at least 7 different issues. Unsurprisingly, the greatest numbers of benefit enquiries concerned Personal Independence Payments, Employment and Support Allowance and Housing Benefit.

As well as the financial outcomes of an estimated £4,830,521 generated on behalf of clients, over 90% of people taking advice reported feelings of enhanced wellbeing, improved confidence and a sense of general 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. (See 5. Financial Review - Principal Funding Sources).

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

REPORT OF THE DIRECTORS AND TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2018

5. FINANCIAL REVIEW

Financial Position

Incoming resources in the year were £240,123 (2016/17: £250,136), of which £80,451 (2016/17: £69,406) related to project restricted activities.

A deficit of £18,245 was incurred in the year (2016/17: deficit £ 13,319). However, a small operating surplus was made. The overall deficit was a result of the cost of the relocation and the upgrade to the IT infrastructure and telecommunications when the bureau moved from Dacre House to the Forum in December 2017.

Revenue in 2017/18 was at a lower level (4%) than the previous year. Operational expenditure was reduced in line with the lower revenues.

At 31 March 2018 total reserves were £169,600 all of which is unrestricted funds. This is the third year in succession that the overall reserves have reduced. (2016/17 £187,844 and 2015/16 £201,164).

Reserves Policy

The Bureau is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The reserve policy is reviewed at least once every financial year by the Board. The reserve policy was last reviewed during Q3, 2017.

The unrestricted funds stood at a total of £ 169,600 on 31 March 2018. 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 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, 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 Bureau.

Resourcing/Consultancy (£20,000) to resourcing/consultancy for 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 Bureaux premises at minimal financial cost to the charity.

REPORT OF THE DIRECTORS AND TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2018

6. FUTURE PLANS

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

During 2018, the Bureau will concentrate on the following:

- Providing a free quality service to the Dacorum community in line with our DBC 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
- 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
- Helping everyone find a way forward

The Board plans to review its profile including members' skill mix, age, ethnic origin and gender.

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.

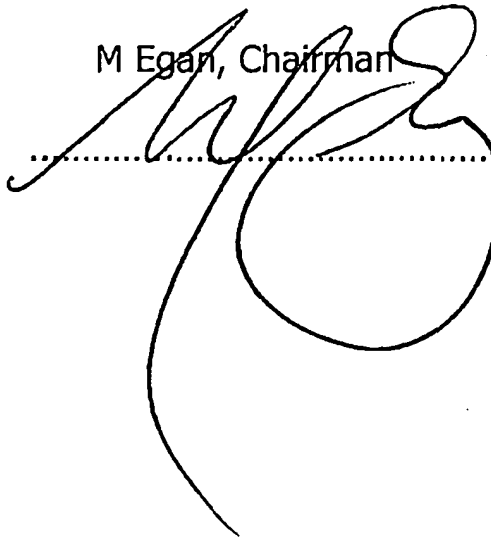
The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding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

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

REPORT OF THE DIRECTORS AND TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2018

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

 2018
15 November 2018

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

REPORT OF THE INDEPENDENT EXAMINER TO THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2018

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 2018 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

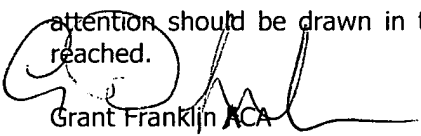
I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
the accounts do not accord with those records; or

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

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 15.11.2018

**STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31ST MARCH 2018**

	Note(s)	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £	Total Funds 2017 £
Income from :					
Donations and Legacies	2	3,780	-	3,780	4,104
Investments	4	73	-	73	134
Charitable Activities	3	154,545	80,451	234,996	244,825
Other income		1,274	-	1,274	1,073
Total Income		<u>159,672</u>	<u>80,451</u>	<u>240,123</u>	<u>250,136</u>
Expenditure on:					
Charitable activities	5	162,243	96,125	258,368	263,455
Total Expenditure		<u>162,243</u>	<u>96,125</u>	<u>258,368</u>	<u>263,455</u>
Net Income /(Expenditure) for the Year		(2,571)	(15,674)	(18,245)	(13,319)
Transfers between Funds	14,15,16 &17				
Net movement in funds		<u>(2,571)</u>	<u>(15,674)</u>	<u>(18,245)</u>	<u>(13,319)</u>
Reconciliation of funds					
Total funds at 1st April 2017		172,170	15,674	187,844	201,164
Total funds carried forward at 31st March		<u>169,600</u>	<u>-</u>	<u>169,600</u>	<u>187,844</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 2018

	Note(s)	2018		2017	
		£	£	£	£
Fixed Assets					
Tangible Assets	10		2,784		1,394
Current Assets					
Debtors and Prepayments	11	5,912		600	
Cash at Bank and In Hand		218,255		217,538	
Total current assets		<u>224,167</u>		<u>218,138</u>	
Creditors: Amounts Falling Due Within One Year	12	<u>57,351</u>		<u>31,689</u>	
Net Current Assets			166,816		186,449
Net Assets			<u>169,600</u>		<u>187,844</u>
Charity Funds					
Restricted Funds	15		-		15,674
Unrestricted Funds					
Designated Funds	9	130,000		90,000	
General Fund	16	<u>39,600</u>		<u>82,170</u>	
			169,600		172,170
			<u>169,600</u>		<u>187,844</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 2018 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 15 November 2018 and are signed on its behalf by:

On behalf of the board

Chairman M Egan

Date: 15th November 2018

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

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

Company No. 4174250

STATEMENT OF CASHFLOWS
AS AT 31ST MARCH 2018

		2018	2017
		£	£
Cash flow from operating activities	18	643	17,873
Cash flow from investing activities			
Interest received		73	134
Net cash flow from investing activities		<u>73</u>	<u>134</u>
Net decrease in cash and cash equivalents		716	18,007
Cash and cash equivalents at start of period		217,538	199,532
Cash and cash equivalents at end of period		<u><u>218,255</u></u>	<u><u>217,538</u></u>
Cash and cash equivalents consists of:			
Cash at bank and in hand		<u>218,255</u>	<u>217,538</u>

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2018

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 2018

1.3 Resources Expended

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

1.4 Fund Accounting

Restricted funds

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

Unrestricted funds and designated funds

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

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

1.5 Tangible fixed assets

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

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

1.6 Debtors and Creditors Receivable/payable within one year

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

1.7 Recognition of liabilities

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

1.8 Employee Benefits

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

1.9 VAT

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

1.10 Tax

The charity is 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 2018

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 2018

2 Donations and Legacies

	Restricted Funds 2018 £	Unrestricted Funds 2018 £	Total Funds 2018 £	Total Funds 2017 £
Donations	0	3780	3780	4104
	<u>0</u>	<u>3780</u>	<u>3780</u>	<u>4104</u>
Total 2017	<u>0</u>	<u>4104</u>	<u>4104</u>	

A donation in kind of £ 23,000 in years 2017 and 2018 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.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2018

3 Income from Charitable Activities

	Unrestricted Fund £	Restricted Funds £	2018 Total £	2017 Total £
Grants				
Dacorum Borough Council (DBC)	154,545	22,500	177,045	175,419
Citizens Advice-Best Energy	-	20,700	20,700	11,500
Herts County Council-Crisis Intervention	-	26,451	26,451	36,450
Dacorum Borough Council-Public Health	-	10,000	10,000	20,000
Herts County Council-Small Projects	-	800	800	1,456
Total Grants	154,545	80,451	234,996	244,825
Total 2017	175,419	69,406	244,825	

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2018**

4. Investments

	2018 £	2017 £
Bank Deposit Interest	73	134

All of the income received in respect of investments was attributable to unrestricted funds in both the years ended 2018 and 2017.

5 Expenditure on Charitable Activities

	Basis of Allocation	Unrestricted Fund £	Restricted Funds £	2018 Total £	2017 Total £
Charitable Activities					
Costs directly related to activities					
Grants and fees to other bureaux	Direct	-	-	-	-
Staff costs	Direct	97,847	54,790	152,637	101,467
Premises costs	Direct	-	-	-	694
Administrative and other costs	Direct	4,391	35	4,426	2,922
		<u>102,238</u>	<u>54,825</u>	<u>157,063</u>	<u>105,083</u>
Support costs allocated to activities					
Grants and fees to other bureaux	Judgemental	-	-	-	-
Staff costs	Judgemental	20,423	15,350	35,773	100,302
Premises costs	Judgemental	10,283	5,678	15,961	13,913
Administrative and other costs	Judgemental	28,436	18,926	47,362	42,788
		<u>59,143</u>	<u>39,954</u>	<u>99,096</u>	<u>157,003</u>
Governance costs					
Independent Examination fees	Judgemental	500	820	1,320	1,320
AGM and Trustee Expenses	Judgemental	124	763	887	50
		<u>624</u>	<u>1,583</u>	<u>2,207</u>	<u>1,371</u>
TOTAL RESOURCES EXPENDED		<u>162,004</u>	<u>96,362</u>	<u>258,368</u>	<u>263,455</u>
		£	£	£	£
Total Resources Expended					
Grants and fees to other bureaux		-	-	-	-
Staff costs		118,270	70,140	188,410	201,768
Premises costs		10,283	5,678	15,961	14,607
Administrative and other costs		32,827	18,961	51,788	45,710
Governance costs		624	1,583	2,207	1,370
		<u>162,004</u>	<u>96,362</u>	<u>258,367</u>	<u>263,456</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 2018**

7 Employee numbers and costs

	2018 No.	2017 No.
Permanent Staff	10	11

As of 31 March 2018 the Bureau had 10 employees. Additionally the services of 42 volunteers were utilised, of which 95% were regular scheduled attendees during the year (2016-2017, 44 volunteers of which 95% were regular attendees).

The staff costs were as follows:

	2018 £	2017 £
Wages and salaries	167,264	155,385
Social security costs	12,228	13,291
Pension costs	5,039	7,727
Redundancy		23,200
Recruitment costs	1,011	-
Staff Travel costs	2,566	1,740
Staff Training costs	300	425
	<u>188,410</u>	<u>201,768</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 (2017:£nil).Travel expenses (2017:£25) totalling £25 were reimbursed to 1 Trustee(2017: 1), no other Trustee received any expenses, although the company did pay a £ 350 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 £ 31,139. The charitable company considers its key management personnel to be C Kahan.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2018

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 2017	Transfers	Balance at 31st March 2018
	£	£	£
Bureau Closure To cover closure costs in the event of the Bureau being unable to continue in business.	60,000		60,000
Equipment reserve To ensure that there is sufficient money to replace equipment when it becomes obsolete ,or beyond economic repair.	5,000	20,000	25,000
Contractual commitment 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
Premises 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
Resourcing/Consultancy To provide resourcing/consultancy for the development and implementation of a funding strategy.		20,000	20,000
	90,000	40,000	130,000

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

Company No. **4174250**

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2018

		Note(s)	
10 Tangible Fixed Assets			
		Furniture & Equipment	Telephone & Computer Equipment
		£	£
COST			
Balance brought forward		289	34,780
Additions		-	2,782
Disposals		-	-
Balance carried forward		289	37,562
DEPRECIATION			
Balance brought forward		289	33,386
Charge in the year		-	1,392
On disposals		-	-
Balance carried forward		289	34,778
NET BOOK VALUE AT 31ST MARCH 2018		-	2,784
NET BOOK VALUE AT 31ST MARCH 2017		-	1,394
11 Debtors			
		2018	2017
		£	£
Accrued Income		5,912	600
		5,912	600
12 Creditors			
		2018	2017
		£	£
Taxation and Social Security		2,065	5,715
Deferred Income	13	52,405	17,875
Accruals and other amounts payable		2,881	8,099
		57,351	31,689
13 Deferred Income			
		2018	2017
		£	£
DBC Money Advice		11,250	5,625
DBC		38,625	10,000
DRO Money		1,530	2,250
Bankruptcy Fund		1,000	-
		52,405	17,875

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2018**

14 Movement in Funds	At 1st April 2017 £	Incoming Resources £	Outgoing Resources £	At 31st March 2018 £
Restricted Funds:				
Dacorum Borough Council-Money Advice	-	22,500	(22,500)	-
Citizens Advice- Best Energy Deal	-	20,700	(20,700)	-
Herts County Council-Crisis Intervention	12,000	26,451	(38,451)	-
Dacorum Borough Council-Public Health	3,674	10,000	(13,674)	-
Herts Adviceline		800	(800)	-
Total restricted revenue funds	15,674	80,451	(96,125)	-
15 Unrestricted funds:				
General funds	172,170	159,672	(162,243)	169,600
Total funds	187,844	240,123	(258,368)	169,600

16 Analysis of Net Assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds £	2017 £
Tangible fixed assets	2,784		2,784	1,394
Debtors and prepayments	5,912	-	5,912	600
Cash at bank and in hand	218,255	0	218,255	217,538
Creditors due in one year	(57,351)		(57,351)	(31,689)
Net assets at 31st March 2018	169,600	0	169,600	187,844

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2016**

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

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-Public Health

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

DACORUM DISTRICT CITIZENS ADVICE BUREAU**(A company limited by guarantee)****Company No.****4174250****NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2018**

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

	2018	2017
	£	£
Net expenditure for the year	(18,245)	(13,319)
Interest Receivable	(73)	(134)
Depreciation of tangible Fixed Assets	(1,390)	926
Movement in multi-employer benefit liability	-	-
Decrease in Debtors	(5,312)	7,376
(Decrease)/Increase in creditors	25,663	23,025
Net Cash Flow from operating Activities	<u>643</u>	<u>17,873</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2018

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 2018 there were 18 members (2017: 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 3 rd. 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 2018**

	Unrestricted Fund	Restricted Funds					Total Restricted Funds	2018 Total Funds	2017 Total Funds
		Money Advice R	Best Energy Deal R	Crisis Intervention -R	Public Health -R	Small Projects			
	£	£	£	£	£	£	£	£	£
INCOME									
Incoming resources from generated funds									
Voluntary income - Donations	3,780						-	3,780	4,104
Investment income - Bank Interest	73						-	73	134
Incoming resources from charitable activities									
Grants									
Dacorum Borough Council	154,545	22,500					22,500	177,045	175,419
Big Lottery Fund							-	-	-
Herts County Council						800	800	800	1,456
Best Energy			20,700				20,700	20,700	11,500
Crisis Intervention				26,451			26,451	26,451	36,450
Public Health					10,000		10,000	10,000	20,000
	158,398	22,500	20,700	26,451	10,000	800	80,451	238,849	244,825
Other incoming resources									
	1,274						-	1,274	1,073
TOTAL INCOMING RESOURCES	159,672	22,500	20,700	26,451	10,000	800	80,451	240,123	250,136
EXPENDITURE									
Disbursements							-	-	-
Total	-						-	-	-
Staff Costs									
Salaries	97,555	15,031	6,602	22,397	9,960	800	54,790	152,345	99,301
Recruitment	-						-	-	-
Travel	292						-	292	1,740
Training	-						-	-	425
Allocated to activities	20,423	2,767	5,288	5,993	1,302	-	15,350	35,773	
Total	118,270	17,798	11,890	28,390	11,262	800	70,140	188,410	201,768
Premises									
Rents, rates and insurance							-	-	-
Light Heat & Cleaning	-						-	-	694
Maintenance & Equipment purchases							-	-	-
Allocated to activities	10,283	1,000	1,887	2,084	707	-	5,678	15,961	
Total	10,283	1,000	1,887	2,084	707	-	5,678	15,961	14,607
Administration									
Telephone, Postage & Stationery					23		23	23	-
Subscriptions, Publications etc							-	-	-
Maintenance & Hire of Equipment	119				12		12	131	-
Sundries	2,880						-	2,880	900
Depreciation & loss on fixed asset disposal	1,392						-	1,392	-
Professional Fees							-	-	2,022
Allocated to activities	28,436	3,467	6,477	7,492	1,490	-	18,926	47,362	
Total	32,827	3,467	6,477	7,492	1,525	-	18,961	51,788	45,890
Governance									
Independent Examination	-						-	-	1,320
AGM & Trustee Expenses	-						-	-	50
Allocated to activities	863	235	446	485	180	-	1,346	2,209	-179.77
Total	863	235	446	485	180	-	1,346	2,209	1,190
TOTAL EXPENDED RESOURCES	162,243	22,500	20,700	38,451	13,674	800	96,125	258,367	263,456
NET INCOMING RESOURCES	(2,571)	-	-	(12,000)	(3,674)	-	(15,674)	(18,244)	(13,319)
Balance at 1 April 2017	172,170			12,000	3,674	-	15,674	187,844	201,164
Balance at 31 March 2018	169,600	-	-	-	-	-	-	169,600	187,844