

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 2017

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REPORT OF THE INDEPENDENT EXAMINER TO THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2017

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 2017. 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:	Dacre House, 19 Hillfield Road, Hemel Hempstead, Hertfordshire, HP2 4AA
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

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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 K. Williams	Chair	Resigned 01.05.17
Mr R Coxage	Trustee	13.11.07
Mrs A Bateson	Trustee, Vice-Chair	10.10.12
Mr M Mercer-Deadman	Trustee, Treasurer	08.10.14
Ms J Coleman	Trustee	25.07.13
Mrs J Deal	Trustee	08.10.14
Ms A Foster	Trustee	20.05.15
Mr J Salisbury	Trustee	20.05.15
Mr T Bell	Trustee	15.03.17

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 2017 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

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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, 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 March 2017, was Mrs C Kahan, and other senior staff.

Related Parties

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

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

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Major risks

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

The principal external risk relates to funding. The Charity is only too well aware of the financial pressures experienced by its major funders, and in view of this has taken active measures to diversify, find economies and efficiencies in operational procedures, and seek increased and additional sources of funding for its services. This year, this included 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: And Citizens Advice Three Rivers for the Herts Healthy Homes 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.

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.

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

Unlike previous grant agreements, the contract is 'outcomes' based, which has necessitated a shift in focus from the previous quantitative approach of reporting on numbers of people helped, to the more qualitative approach of looking at the outcomes achieved for clients as a result of our advice.

Outcomes includes "financial outcomes" in the form of financial gains generated for clients, as well as "client outcomes" such as improved health as a result of our advice. Outcomes based reporting is very much a work in progress, but so far our data tells us that over 90% of clients consistently report improved feelings of confidence and well being and a better understanding of how things work. As time goes by we are managing to capture more and more data to evidence the extent of the support and benefit provided by the service, and its value in financial and social terms to the community.

Another objective has been the continued facilitation of access to advice by fine tuning the nature of the triage process that clients undergo at first point of entry in to the service. The new shortened and more focused way of gathering key information from the client is known as "initial check" and allows for those clients that can be helped then and there to be so helped, freeing up advisers to dispense in depth advice to vulnerable clients or those presenting with urgent or complex enquiries. Moreover, this year the same approach has been put in to practice on the Hertfordshire Adviceline, the telephone helpline service staffed by the 10 Hertfordshire Local Citizens Advice organisations, as an alternative mode of access. The new triage approach allowed us to see significantly more clients than in the previous year.

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. The Adviser was able to deal with a range of issues, many of which involved addressing various social problems that often underpinned patients' medical conditions. The Project is only funded until August 2017 but it is anticipated that further financial support will be made available for social prescribing.

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

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vouchers to enable them to survive and feed their children, particularly during school holidays when children are not having school lunches.

A small pot of funding secured from Hertfordshire County Council by Citizens Advice Three Rivers to provide a limited number of home visits for the most vulnerable people across the county, has enabled us to make 15 home visits this year and has flagged the importance of a home visiting service for those who are housebound by reason of infirmity or some other circumstance. The project allowed us to provide support to some of the most vulnerable people in Dacorum.

Funding for the Energy Best Deal Extra Project 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 a number of clients with claims for fuel grants and switches to more favourable tariffs. We anticipate that take up for the service will continue to grow as people become more aware of energy efficiency.

Referrals to and from our Synergy partners have continued, maintaining the seamless service put in place as a result of Big Lottery Advice Services Transition Funding, and our work to strengthen relationships with both the local voluntary and statutory sectors has continued.

We are particularly grateful to Dacorum Borough Council for our core funding, and for all the support they have shown us with our forthcoming move to the Forum, where we will be colocated with the Council and two voluntary sector organisations, Community Action Dacorum and the Credit Union. As a Strategic Partner of the Council, we work closely with many local voluntary sector organisations to enable a more coordinated approach to local economic and social problems. To this end, the Bureau has continued to play a role in the Dacorum Limited consortium which continues to actively pursue opportunities for funding. 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 44 Volunteers, excluding the Trustees, contributed approximately 342 hours per week of largely advisory work to the Bureau. The estimated public value of that advice and volunteering was £3,436,426 and the estimated value of benefits to individuals generated was £4,390,377.

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 2016/17 Dacorum District Citizens Advice Bureau helped 6163 clients, and the number of issues was 14,631, meaning that, on average, clients presented with at least two problems.

Debt was the largest enquiry area, accounting for about 38% of presenting issues, followed by benefits, which accounted for 24%. Unsurprisingly, the greatest numbers of benefit enquiries concerned Personal Independence Payments, Employment and Support Allowance and Housing Benefit, whereas, the most commonly presenting debt issues were Council Tax and Rent Arrears, demonstrating the increase in priority debts

The total value of benefits advice to individuals in 2016/17 was £3,479,772 and the value of debt advice was £848,865. Additionally, the value of consumer advice was £61,741, resulting in a total value of £4,390, 377. These monetary outcomes also do not take account of the sense of additional wellbeing, confidence and consequential improved health felt by over 90% of clients as a result of our help.

Investment Activities

The charity does not currently hold material investments.

Factors Affecting the Achievement of Objectives

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

5. FINANCIAL REVIEW

Financial Position

Incoming resources in the year were £250,136 (2015/16: £364,455), of which £69,406 (2015/16: £ 173,276) related to project restricted activities.

A deficit of £13,319 was incurred in the year (2015/16: deficit £ 18,029). A small operating surplus was made. However, the overall deficit was a result of the restructuring cost of £23,300.

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At 31 March 2017 total reserves were £187,844 of which £172,170 represented unrestricted funds.

Revenue in 2016/17 was at a lower level (31.4%) than the previous year, with grant funding decreasing by 15.9%. Expenditure was reduced in line with the lower revenues.

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 unrestricted funds stood at a total of £ 172,170 on 31 March 2017. 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 (£5,000) 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.

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 Berkhamstead Bureaux premises at minimal financial cost to the charity.

6. FUTURE PLANS

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

During 2017, the Bureau will concentrate on the following:

- The move to new shared premises

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- Service modernisation in partnership with Citizens Advice
- Applying for additional sources of funding
- Implementing the terms of the contract negotiated with Dacorum Borough Council
- Improved outcomes reporting and demonstration of our impact
- To develop and improve accessibility of our services, including Adviceline
- To help more people at the first point of contact
- The recruitment and training of new volunteers
- Continuous improvement of our quality of advice.
- The further development of our Social Policy work

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.

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.

A. Bateson, Acting Chair

AM Bateson 29th November 2017

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REPORT OF THE INDEPENDENT EXAMINER TO THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2017

We report on the accounts of Dacorum District Citizens Advice Bureau for the year ended 31 March 2017, which are set out on pages 14 to 30.

Respective responsibilities of trustees and examiner

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

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

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

Basis of independent examiner's report

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

Independent examiner's statement

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

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

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

have not been met; or

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

Hillier Hopkins LLP

2017

51 Clarendon Road
Watford
Hertfordshire
WD17 1HP

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STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31ST MARCH 2017

	Note(s)	Unrestricted Funds £	Restricted Funds £	Total Funds 2017 £	Total Funds 2016 £
Income from :					
Donations and Legacies	2	4,104	-	4,104	6,703
Investments	4	134	-	134	534
Charitable Activities	3	175,419	69,406	244,825	356,410
Other income		1,073	-	1,073	808
Total Income		<u>180,730</u>	<u>69,406</u>	<u>250,136</u>	<u>364,455</u>
Expenditure on:					
Charitable activities	5	209,723	53,732	263,455	382,482
Total Expenditure		<u>209,723</u>	<u>53,732</u>	<u>263,455</u>	<u>382,483</u>
Net Income /(Expenditure) for the Year		(28,993)	15,674	(13,319)	(18,029)
Transfers between Funds	14,15,16 &17				
Net movement in funds		(28,993)	15,674	(13,319)	(18,029)
Reconciliation of funds					
Total funds at 1st April 2016		201,164	-	201,164	219,192
Total funds carried forward at 31st March		<u>172,170</u>	<u>15,674</u>	<u>187,844</u>	<u>201,164</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 30 form part of the Accounts.

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BALANCE SHEET
AS AT 31ST MARCH 2017

	Note(s)	2017		2016	
		£	£	£	£
Fixed Assets					
Tangible Assets	10		1,394		2,320
Current Assets					
Debtors and Prepayments	11	600		7,976	
Cash at Bank and In Hand		217,538		199,532	
Total current assets		<u>218,138</u>		<u>207,508</u>	
Creditors: Amounts Falling Due Within One Year	12	<u>31,689</u>		<u>8,664</u>	
Net Current Assets			186,449		198,844
Net Assets			<u>187,844</u>		<u>201,164</u>
Charity Funds					
Restricted Funds	15		15,674		-
Unrestricted Funds					
Designated Funds	9	90,000		110,000	
General Fund	16	<u>82,170</u>		<u>91,164</u>	
			172,170		201,164
			<u>187,844</u>		<u>201,164</u>

The financial statements on pages 14 to 30 were approved by the board of directors and authorised for issue on 2017 and are signed on its behalf by:

On behalf of the board

Vice Chairman

A.M. Bateson.

Date:

29th November 2017.

The Notes on Pages 17 to 30 form part of the Accounts.

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STATEMENT OF CASHFLOWS
AS AT 31ST MARCH 2017

		2017	2016
		£	£
Cash flow from operating activities	18	17,873	(14,711)
Cash flow from investing activities			
Interest received		134	534
Net cash flow from investing activities		<u>134</u>	<u>534</u>
Net decrease in cash and cash equivalents		18,007	(14,177)
Cash and cash equivalents at start of period		199,532	213,708
Cash and cash equivalents at end of period		<u><u>217,538</u></u>	<u><u>199,532</u></u>
Cash and cash equivalents consists of:			
Cash at bank and in hand		<u>217,538</u>	<u>199,532</u>

The Notes on Pages 17 to 30 form part of the Accounts.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2017

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

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.

The charity adopted SORP (FRS 102) in the current year and an explanation of how transition to SORP (FRS 102) has affected the reported financial position and performance is given in Note 22.

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
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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
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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 2017

2 Donations and Legacies

	Restricted Funds 2017 £	Unrestricted Funds 2017 £	Total Funds 2017 £	Total Funds 2016 £
Donations	0	4104	4104	6703
	<u>0</u>	<u>4104</u>	<u>4104</u>	<u>6703</u>
Total 2016	<u>0</u>	<u>6703</u>	<u>6703</u>	

A donation in kind of £ 23,000 in years 2017 and 2016 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 2017

3 Income from Charitable Activities

	Unrestricted Fund £	Restricted Funds £	2017 Total £	2016 Total £
Grants				
Dacorum Borough Council(DBC)	175,419	-	175,419	208,134
Big Lottery Fund	-	-	-	54,179
Citizens Advice-Best Energy	-	11,500	11,500	1,533
Herts County Council-Crisis Intervention	-	36,450	36,450	-
Dacorum Borough Council-Public Health	-	20,000	20,000	12,960
Herts County Council-Healthy Homes	-	1,456	1,456	79,604
	-	-	-	-
Total Grants	<u>175,419</u>	<u>69,406</u>	<u>244,825</u>	<u>356,410</u>
Total 2016	<u>183,134</u>	<u>173,276</u>	<u>356,410</u>	

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 2017**

4. Investments

	2017 £	2016 £
Bank Deposit Interest	134	534

All of the income received in respect of investments was attributable to unrestricted funds in both the years ended 2017 and 2016.

5 Expenditure on Charitable Activities

	Basis of Allocation	Unrestricted Fund £	Restricted Funds £	2017 Total £	2016 Total £
Charitable Activities					
Costs directly related to activities					
Grants and fees to other bureaux	Direct	-	-	-	2,471
Staff costs	Direct	76,308	25,158	101,467	175,565
Premises costs	Direct	694	-	694	2,425
Administrative and other costs	Direct	450	2,472	2,922	53,835
		<u>77,452</u>	<u>27,630</u>	<u>105,083</u>	<u>234,296</u>
Support costs allocated to activities					
Grants and fees to other bureaux	Judgemental	-	-	-	-
Staff costs	Judgemental	82,759	17,543	100,302	97,221
Premises costs	Judgemental	11,938	1,975	13,913	17,030
Administrative and other costs	Judgemental	36,203	6,585	42,788	31,930
		<u>130,902</u>	<u>26,102</u>	<u>157,003</u>	<u>146,181</u>
Governance costs					
Independent Examination fees	Judgemental	1,320	-	1,320	1,320
AGM and Trustee Expenses	Judgemental	50	-	50	687
		<u>1,370</u>	<u>-</u>	<u>1,371</u>	<u>2,008</u>
TOTAL RESOURCES EXPENDED		<u>209,723</u>	<u>53,732</u>	<u>263,455</u>	<u>382,483</u>
		£	£	£	£
Total Resources Expended					
Grants and fees to other bureaux		-	-	-	2,471
Staff costs		159,067	42,701	201,768	272,786
Premises costs		12,632	1,975	14,607	19,455
Administrative and other costs		36,653	9,057	45,710	85,765
Governance costs		1,370	-	1,370	2,007
		<u>209,723</u>	<u>53,732</u>	<u>263,456</u>	<u>382,485</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 2017**

7 Employee numbers and costs

	2017 No.	2016 No.
Permanent Staff	11	13

In addition to the above, the services of 44 volunteers were utilised, of which 95% were regular scheduled attendees during the year (2015-2016, 40 volunteers of which 53% were regular attendees).

The staff costs were as follows:	2017 £	2016 £
Wages and salaries	155,385	236,737
Social security costs	13,291	16,821
Pension costs	7,727	7,999
Redundancy	23,200	-
Recruitment costs	-	-
Staff Travel costs	1,740	10,305
Staff Training costs	425	924
	<u>201,768</u>	<u>272,786</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 of a Trustee (2016: £nil). Travel expenses (2016: £nil) totalling £25 were reimbursed to 1 Trustee (2016: 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 £ 20,385. The charitable company considers its key management personnel to be C Kahan.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2017

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 2016	Transfers	Balance at 31st March 2017
	£	£	£
Bureau Closure			
To cover closure costs in the event of the Bureau being unable to continue in business.	80,000	(20,000)	60,000
Equipment reserve			
To ensure that there is sufficient money to replace equipment when it becomes obsolete ,or beyond economic repair.	5,000		5,000
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
	110,000	(20,000)	90,000

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2017**

	Note(s)		
10 Tangible Fixed Assets			
	Furniture & Equipment	Telephone & Computer Equipment	Total 2017
	£	£	£
COST			
Balance brought forward	289	34,780	35,069
Additions	-	-	-
Disposals	-	-	-
Balance carried forward	<u>289</u>	<u>34,780</u>	<u>35,069</u>
DEPRECIATION			
Balance brought forward	213	32,536	32,749
Charge in the year	76	850	926
On disposals	-	-	-
Balance carried forward	<u>289</u>	<u>33,386</u>	<u>33,675</u>
NET BOOK VALUE AT 31ST MARCH 2017	<u>-</u>	<u>1,394</u>	<u>1,394</u>
NET BOOK VALUE AT 31ST MARCH 2016	<u>76</u>	<u>2,244</u>	<u>2,320</u>

11 Debtors

	2017	2016
	£	£
Accrued Income	600	7,976
Prepaid rent	<u>600</u>	<u>7,976</u>

12 Creditors

	2017	2016
	£	£
Taxation and Social Security	5,715	2,826
Deferred Income	17,875	
Accruals and other amounts payable	8,099	5,838
	<u>31,689</u>	<u>8,664</u>

13 Deferred Income

	2017	2016
	£	£
DBC Money Advice	5,625	-
DBC Public Health	10,000	-
Cita-Energy Grant	2,250	-
	<u>17,875</u>	<u>-</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2017**

14 Movement in Funds

	At 1st April 2016 £	Incoming Resources £	Outgoing Resources £	At 31st March 2017 £
Restricted Funds:				
Herts County Council-Healthy Homes	-	1,456	(1,456)	-
Citizens Advice- Best Energy Deal	-	11,500	(11,500)	-
Herts County Council-Crisis Intervention	-	36,450	(24,450)	12,000
Dacorum Borough Council-Public Health	-	20,000	(16,326)	3,674
Total restricted revenue funds	-	69,406	(53,733)	15,674

15 Unrestricted funds:

General funds	201,164	180,730	(209,723)	172,170
Total funds	201,164	250,136	(263,456)	187,844

16 Analysis of Net Assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds £	2016 £
Tangible fixed assets	1,394		1,394	2,320
Debtors and prepayments	600	-	600	7,976
Cash at bank and in hand	201,864	15,674	217,538	200,458
Creditors due in one year	(31,689)		(31,689)	(8,664)
Net assets at 31st March 2017	172,170	15,674	187,844	201,164

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

17 MOVEMENTS IN FUNDS

Restricted Funds income from:

Herts County Council-Healthy Homes

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

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2017

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

	2017	2016
	£	£
Net expenditure for the year	(13,319)	(18,029)
Interest Receivable	(134)	(534)
Depreciation of tangible Fixed Assets	926	1,141
Movement in multi-employer benefit liability	-	-
Decrease in Debtors	7,376	7,823
(Decrease)/Increase in creditors	23,025	(5,112)
Net Cash Flow from operating Activities	<u>17,873</u>	<u>(14,711)</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2017

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 2017 there were 18 members (2016: 19 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 .

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2017

22 First Adoption of Sorp 102

It is the first year that the company has presented its financial statements under SORP 2015 and FRS 102. The following disclosures are required in the year of transition. The last financial statements prepared under previous UK GAAP were for the year ended 31 March 2016 and the date of transition to FRS 102 and SORP 2015 was therefore 1 April 2015. As a consequence of adopting FRS 102 and SORP 2015, a number of accounting policies have changed to comply with those standards.

The policies applied under the company's previous accounting framework are not materially different to FRS 102 and have not impacted on funds or net income/expenditure.

**INCOME & EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31ST MARCH 2017**

	Unrestricted Fund	Restricted Funds						Total Restricted Funds	2017 Total Funds	2016 Total Funds
		Best Energy Deal -R	Crisis Intervention -R	Public Health -R	Herts Apprentice -R	Herts Healthy Homes -R	Small Projects			
	£	£	£	£	£	£	£	£	£	£
INCOME										
Incoming resources from generated funds										
Voluntary Income - Donations	4,104							-	4,104	6,703
Investment Income - Bank Interest	134							-	134	534
Incoming resources from charitable activities										
Grants										
Dacorum Borough Council	175,419							-	175,419	208,134
Big Lottery Fund								-	-	54,179
Herts County Council						1,456		1,456	1,456	79,604
Best Energy		11,500						11,500	11,500	1,533
Crisis Intervention			36,450					36,450	36,450	-
Public Health				20,000				20,000	20,000	12,960
	175,419	11,500	36,450	20,000	-	1,456	-	69,406	244,825	356,410
	-	-	-	-	-	-	-	-	-	-
Other incoming resources										
	1,073							-	1,073	808
	-	-	-	-	-	-	-	-	-	-
TOTAL INCOMING RESOURCES	180,730	11,500	36,450	20,000	-	1,456	-	69,406	250,136	364,455
EXPENDITURE										
Disbursements								-	-	2,471
Total	-	-	-	-	-	-	-	-	-	2,471
Staff Costs										
Salaries	74,143	2,031	5,705	11,291	5,784	28	319	25,158	99,301	261,557
Recruitment	-	-	-	-	-	-	-	-	-	-
Travel	1,740	-	-	-	-	-	-	-	1,740	10,305
Training	425	-	-	-	-	-	-	-	425	924
Allocated to activities	82,759	4,729	12,071	3,410	(3,440)	1,092	(319)	17,543	-	-
Total	159,067	6,760	17,776	14,701	2,344	1,120	-	42,701	201,768	272,799
Premises										
Rents, rates and insurance								-	-	7,539
Light Heat & Cleaning	694	-	-	-	-	-	-	-	694	11,885
Maintenance & Equipment purchases								-	-	-
Allocated to activities	11,938	750	1,436	367	(579)	-	-	1,975	-	-
Total	12,632	750	1,436	367	(579)	-	-	1,975	14,607	19,455
Administration										
Telephone, Postage & Stationery								-	-	16,560
Subscriptions, Publications etc								-	-	16,897
Maintenance & Hire of Equipment								-	-	8,619
Sundries	450	-	450	-	-	-	-	450	900	4,913
Depreciation & loss on fixed asset disposal								-	-	1,141
Professional Fees		1,686	-	-	-	336	-	2,022	2,022	37,597
Allocated to activities	36,336	2,305	4,824	1,268	(1,765)	-	-	6,632	-	-
Total	36,786	3,991	5,274	1,268	(1,765)	336	-	9,103	45,890	85,750
Governance										
Independent Examination	1,320	-	-	-	-	-	-	-	1,320	1,320
AGM & Trustee Expenses	50	-	-	-	-	-	-	-	50	756
Allocated to activities	(133)	-	(37)	(9)	-	-	-	(47)	(180)	-
Total	1,237	-	(37)	(9)	-	-	-	(47)	1,190	2,008
TOTAL EXPENDED RESOURCES	209,723	11,500	24,450	16,326	0	1,456	0	53,732	263,456	382,485
NET INCOMING RESOURCES	(28,993)	(0)	12,000	3,674	0	0	(0)	15,674	(13,319)	(18,029)
Balance at 1 April 2016	201,164	-	-	-	-	-	-	-	201,164	219,192
Balance at 31 March 2017	172,170	(0)	12,000	3,674	0	0	(0)	15,674	187,844	201,164

