



Action Against Homelessness

DENS LIMITED

Report and Accounts

31 March 2011

Company Number: 4610820 - Charity Number: 1097185

DIRECTORS

R Asplin
J Armitage
K Douthwaite (Treasurer)
P B Gonzalez
J G Gaddes (Resigned 12/07/10)
A F Grainger (Chair)
W J Lear
K Livermore
E Pillinger
I Tottman (Company Secretary)
M Warner
I Laidlaw-Dickson

CHIEF EXECUTIVE

A Liversidge

MANAGERS

Wade Dingle (Day Centre)
Paul Latimer (Night Shelter)
John Warner (Enterprises)
Jenny Mass (Marketing, Fundraising & Admin)

AUDITORS

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BANKERS

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REGISTERED OFFICE

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CHARITY NUMBER: 1097185
COMPANY NUMBER: 4610820

DENS LIMITED
Trustees' Report for the year ended 31 March 2011

The directors present their report and accounts for the year ended 31 March 2011.

STATUS

DENS Limited is a Charitable Company limited by guarantee, incorporated on 6th December 2002 and registered as a Charity on 24th April 2003. The Company was set up under a Memorandum of Association which established the objects and powers of the Charitable Company and is governed under its Articles of Association. In the event of the Company being wound up, members are required to contribute an amount not exceeding £1.

APPOINTMENT OF DIRECTORS

Directors are appointed at the AGM, when one third of all trustees retire by rotation and between such meetings directors may be appointed by the board. Directors act as trustees.

DIRECTOR INDUCTION AND TRAINING

New directors undergo orientation to brief them on their legal obligations under Charity and Company law, the content of the Memorandum and Articles of Association, the committee and decision making processes, the business plan and recent financial performance of the charity. During induction they meet key employees and other directors. Directors are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role.

ORGANISATION

The board of directors, which can have up to twelve members, governs the Charity. The board meets quarterly. Task-committees meet as necessary covering staffing, finance, marketing and fundraising and social enterprise.

RESULTS

The net incoming resources for the year were £25,168 (incoming £77,868 for last year) and this has increased general reserves, which now stand at £212,585 (£187,417 for last year).

The Board have been prudent in the allocation of funds and have ensured security by increasing our reserves to the level recommended by the Charity Commission.

DENS have invested £40,000 extra this year, firstly in developing DENS Social Enterprises and secondly in establishing a Pension Provision in preparation for the proposed government changes in 2012.

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The directors are pleased with the results for the year as services have been maintained through very difficult economic times. In particular, the directors were very pleased to receive the support from the Big Lottery.

The staff and the directors are very grateful for the continued financial support offered by so many organisations and individuals ranging from a grant of £10,000 to £1 per week.

CHAIRMAN'S STATEMENT

The statistics that we report this year show a slight drop in the numbers of people helped. This does not, however, represent a reduction in either the work of our staff and volunteers nor in the demand for DENS' services. The Day Centre has helped 165 people, excluding those who access any of DENS' other services. The Night Shelter has helped 146 people but we have had to turn away 455 people due to lack of capacity. On a more positive note DENS was able to assist with 127 "positive move-ons". These are situations where DENS has helped to bring about an improvement in somebody's circumstances.

As well as the demands placed upon our services it has also been a very busy year for our management team and the trustees. Our first priority has been to develop a stream, or streams, of sustainable funding. The business model for our first enterprise – Property Services - has now been adversely affected by changes to Local Housing Allowance but we are housing more people and we will persevere. We have also been talking to our counterparts at Dacorum Rent Aid (DRA) looking for closer co-operation and efficiencies. The result of these discussions favours a merger of DENS and DRA and we expect to put a proposal to the AGM.

As last year, we have managed to show a surplus on the year's activities. As a percentage of turnover the surplus is small and our reserves are still within Charity Commission guidelines. We need to have a strong reserve to meet some specific demands. In 2012 we will be required by law to contribute to a staff pension scheme and the entrepreneurial activities which we hope will bring our secure funding, all need money to get started.

Homelessness is a community problem and DENS is a community response. The list of organisations that have helped us is one item of evidence of that response. In addition we have over 130 volunteers and we have calculated that the sum of the time that they have given to DENS, this year, equates to three and a half full-time staff. We are very grateful for all the donations of time, goods and money.

Our professional staff do a very demanding job. As with our volunteers, we are proud of them and grateful for their dedication. Finally, I have had excellent support from my fellow directors and my thanks go to them.



Tony Grainger,
Chairman, DENS Limited

PRINCIPAL ACTIVITIES AND REVIEW OF THE BUSINESS

'To relieve poverty and distress for homeless people living in the Dacorum area of Hertfordshire, by the provision of accommodation and support'.

These aims and objectives are met by five projects, namely the Day Centre, Night Shelter, Move-On Accommodation, Property Services and 'The Hub'; a description of their operation follows in this report. These projects are supported by the provision of Resettlement Support, the Distribution Service, Education and Research.

The activities of the business are reviewed at each quarterly meeting of the Board of Directors. These reviews ensure that our activities remain focused on our aims and objectives. We have taken account of the Charity Commission's guidance on public benefit both when reviewing our current activities and when planning future actions.

COMMUNITY BENEFIT

DENS helps provide the homeless in our community with their most basic needs, i.e. food, drink, shelter and warmth. DENS offers every service user access to a Key Worker who provides one to one support, and will put together a personalised support plan based on the individual's specific needs.

DENS has also started to put together an educational programme for our service users, offering at a basic level, first stage life skills training (cooking, cleaning, hygiene, budgeting etc.) through to more formal education (IT, back to work, tenancy sustainment, education etc.). The aim of providing these important skills is to help empower homeless people to achieve permanent and positive changes in their lives, moving towards independent living.

There are over 130 volunteers working with DENS, helping across the whole range of services we offer. Without the help of our volunteers, DENS would not be able to function as well as it does today. Volunteering with DENS offers a chance for social interactions, work experience, learning new skills as well as providing a sense of personal satisfaction for being able to help out a worthy cause.

Many local business and community organisations have supported DENS over the last year in a number of ways, including providing volunteers, offering storage space, taking part in fundraising events and through making donations. When organisations get involved in their local community, it often has a knock-on effect with their employees, boosting morale, which in turn leads to a more enthusiastic workforce.

DAY CENTRE

The Day Centre operates in a renovated and adapted property which is Bury Lodge, at the entrance to Gadebridge Park. Bury Lodge has a communal room and washing facilities for the service users, an administrative office, further space to conduct private interviews, and a room to hold various activities and/or training for the service users. There is a positive, family atmosphere, and a homely feel which the service users appreciate. Service users can access resettlement support, enjoy a nutritional meal, and have the opportunity to learn new skills, all in an environment that aims to prevent isolation and promote social inclusion.

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The Day Centre can only accept 15 people at any one time but actually averages 20 people per day by asking people to return later, operating a one out, one in system. In the past year, 275 people used the Day Centre, 165 of these used the Day Centre exclusively not accessing any of DENS' other services, amounting to 3675 individual visits in total, serving 2535 wholesome cooked meals.

The Day Centre is used by 3 types of service users – rough sleepers, people using temporary accommodation and those in their own accommodation but needing support.

In the past year the Day Centre has provided day trips including one to Shadwell Basin Outdoor Activity Centre and one to Kew Gardens, surgeries from supporting agencies and Dacorum Borough Council, regular visits from a local chiropodist, a reflexologist, IT, and art sessions. Playing a game of scrabble or a hand of cards during the drop in sessions can help some service users build on their literacy and numeracy skills. Further plans are in hand for pre-tenancy training and cooking skills.

NIGHT SHELTER

DENS provides emergency overnight accommodation in the Night Shelter which is open 365 nights a year and offers bed, breakfast and evening meal for ten people at any one time. In order to access the Night Shelter, places can be reserved by telephone but must be accessed via one of three referral agencies – the Housing Options Service at Dacorum Borough Council, DENS Day Centre, or the Hemel Hempstead Police Station. Service users can stay for up to 30 nights (in exceptional cases, length of stay may be extended on a week by week basis) and may return to DENS after a 30 night time-out period. This prevents service users from bed-blocking and encourages them to engage with their needs and promotes motivation. Over the past year DENS has actively supported 146 individuals in the Night Shelter operation who made 3276 overnight stays. DENS Night Shelter is very proud of the fact that 127 or 86% of those 146 people achieved a positive outcome. DENS has seen roughly the same number of individuals through as last year, although the number of stays has increased due to the extensions being given and service users working harder on helping individuals to move on.

Service users are appointed a key worker on their first night at DENS. After they have been with DENS a few days they are offered an interview with their key worker to determine how they can best be assisted. At the end of this interview an agreed action plan is produced and service users have a clearer understanding of options available to them. DENS aim to empower service users to make positive life changes to assist them in breaking their cycle of homelessness. Together we can then determine what the service user's next step may be, and may put them in contact with other support agencies such as Turning Point (HertsReach), Rent Aid, CDAT (Community Drug and Alcohol Team) and CMHT (Community Mental Health Team) that may be able to help. We have seen more people moving on positively as a result of this process.

This year 455 homeless individuals were unable to access our Night Shelter because we were full.

Again this year, due to the economic climate, we have seen more skilled people with relatively minor problems through the doors at DENS; these include chefs, engineers, IT consultants and a number of people who were previously self-employed. We have seen an increase in people coming through because of relationship breakdown, without any drug or alcohol issues as such

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but primarily from the strain that a job loss has put on their relationship. We have also found that we have had an increasingly steady stream of people from Eastern Europe and Africa who have no recourse to public funds.

MOVE-ON ACCOMMODATION

DENS also provides longer term housing in its Move-On Accommodation which can accommodate up to five people. This provision is a stepping stone into independent living. Vacancies, when they arise, are offered through our fair access policy to service users who have reached their 30-day limit in the Night Shelter, and have showed they are engaging with the available support, are actively seeking to deal with their situation and would fit in with the current service user group in the house.

Once in the Move-On Accommodation, service users are expected to continue working with the available support of a key worker with the added opportunity of developing their independent living skills such as financial literacy, money management and health awareness. Their key worker will work with them to improve and manage their physical health as well as emotional well-being which will often include helping service users to reduce their dependencies on alcohol and/or drugs. Currently DENS offers this service for a period of six months with flexibility for longer stays if necessary and has supported 15 people over the last 12 months which amounted to 1664 overnight stays.

DENS PROPERTY SERVICES (DPS)

The first DENS Property Services trial house was taken back by the landlord in October 2010 as the site was ready for development.

In February 2011 DENS appointed an Enterprise Manager (interim) on a 6 month term to continue with the property development, to set up an office at 'The Hub' (Paradise Depot) and to explore other Social Enterprise opportunities for DENS fund generation. Two ex-DENS service users were appointed as DPS staff members to carry out works and to supervise volunteers on the property refurbishments.

In December 2010 DPS had taken on a 2 year lease on a boarded-up empty 3 bed detached house from Dacorum Borough Council Estates. This property refurbishment commenced in mid February and took 7 weeks to materially complete. The large overgrown garden that was part of this property was cleared back and tidied by a volunteer / ex-service user who did a splendid job rain or shine. MITIE (a property management company) also voluntarily provided DENS with essential help to get the fire doors and electrics in place to comply with House in Multiple Occupation (HMO) requirements. Other DENS volunteers have sorted and cleaned donated furniture, bedding and curtains to put in place ready for our first 3 tenants who would be moving in during the 1st week of May.

DPS have also taken a 2 year agreement on a 1 bedroom studio flat that did not require refurbishment - simply furnishing ready for the first tenant in mid March 2011 - unfortunately the tenancy was abandoned after just 3 weeks due to personal circumstances but we were able in partnership with Dacorum Rent Aid able to get a new suitable tenant moved in after 1 further week.

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The 3rd property renovation is well underway with completion due by end of May. This property is owned by Hightown Praetorian Churches Housing Association and DENS act as managing agents.

DPS held lengthy discussions with Dacorum Borough Council towards DENS adopting leases on empty commercial maisonettes - however the figures are proving very difficult to balance with refurbishment costs, DENS administration & resettlement staff, lease cost and running costs balanced against the current housing benefit level of income. The significant reduction in Local Housing Allowance (LHA) from April 2011 has significantly undermined the cost model for DPS properties. These properties are made more difficult to use by the nature of their physical layout and number of stories limiting their potential for HMO usage.

During the past year DPS has sought to establish a regular volunteer base to help reduce the refurbishment timescale and thus bring rental income on stream as quickly as possible while containing costs. In these difficult economic times, DPS feel there are significant numbers of people with decorating, carpentry, plumbing, electrical, carpet fitting, DIY, house dressing and gardening skills and experience who would benefit from the opportunity to volunteer. This to date has been a slow process - but we are just beginning to establish contacts with a small number of people we hope will join us on the next property project.

DENS are still pursuing conversations with a wide range of developers, Registered Social Landlord's and private landlords to further develop this project.

SOCIAL ENTERPRISE

DENS have looked at existing & new ideas for fund generating social enterprises and are in the process of developing a number of outline business plans for board review to move the most viable to the next stage of planning. Some of these ideas involve the utilisation of the warehouse space at 'The Hub' which at present is on too short a lease term and in too poor a condition for such projects - securing a longer tenure of 'The Hub' is a high priority.

RESETTLEMENT WORK

Underpinning all of DENS work across the projects is the Resettlement Work which aims to ensure that each service user receives one to one support, covering everything from housing through to employment. Without this support, service users can easily 'drop out' of the system as they pass from one service to the next. Resettlement Support empowers homeless people to achieve permanent, positive changes in their lives.

In the future we are seeking to develop this work alongside Social Enterprise to offer home support, mentoring, training and work experience, prior to employment and independent living.

DENS seeks to empower individuals to take responsibility for their own lives, 44% of the paid DENS staff were once service users, who won their positions fairly through an open application policy. Most residents in DENS Move-On Accommodation and many past service users actively volunteer within DENS.

DENS have been able to support and assist service users with a total of 127 positive move-ons within the last year.

DENS DISTRIBUTION – DONATIONS IN KIND

During the last year the DENS Distribution service has expanded and relocated its stores from St Albans Hall, The Marlowes Methodist Church and local garages to 'The Hub'. 'The Hub' is a large warehouse space situated on the Paradise Industrial Estate in Hemel Hempstead. Food, clothing and household items are now under one roof making this vital service run much more efficiently with a team of volunteers helping to keep the stores open most mornings through the week.

Donations from individuals, schools, churches and companies keep flooding in which means we can generally supply our clients moving on with all the basics needed to start up a new home as well as supporting other agencies working with vulnerable people including the Council, Community Mental Health Team, Dacorum Rent Aid and the Swan Foyer Project. We have a vast collection of clothing, furniture and household items in store and now need an outlet of some kind to generate an income for DENS.

'The Hub' has been partially fitted out with racking from Storax and Avalon Flooring but still more racking is needed in the way of clothes rails and racks, hangers and hard wearing storage boxes.

Volunteers continue to collect fresh food donations from Sainsbury's Woodhall Farm which helps to keep the Night Shelter running costs down. Mashpac still donate fruit and vegetables on a regular basis.

Last year 187 food parcels (Approximately 748 kilos/0.75 tons) were handed out to individuals, in addition food was also given to hostels as needed. Fresh meat, food and vegetables were once again collected from Ocado and 45 Hampers were provided on Christmas Eve to local needy single people and families in Dacorum with further larger hampers made up for the Night Shelter, Nascent House, Dacorum Women's Aid and Swan Foyer.

DENS is indebted to a large team of volunteers, young and old, who have helped throughout the year, sorting and distributing items in the DENS stores.

DACORUM FOODBANK

During the year it became apparent that there were a growing number of people who were starving. They had houses and material possessions but lacked the money to buy food and were too proud to ask for help. After discussion a food distribution service has been set up as a new service within DENS called the 'Dacorum Foodbank' and this has been run entirely by volunteers. The Dacorum Foodbank has been set up in partnership with the Trussell Trust (TT) and is supported by Churches Together, other charities, schools and businesses. The Dacorum Foodbank is a practical, community based project, aimed at continuing to provide food parcels, but on a larger scale, as a short term solution to people who are in crisis within the local area of Dacorum. Trussell Trust is a charity which has seeded 100 similar Foodbanks across the UK. There will be an official launch of the Foodbank in the autumn of 2011. This service makes a serious contribution to preventing homelessness.

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VOLUNTEERS

DENS is very proud of its volunteer support and could not operate efficiently without the many hours put in by a large army of over 130 volunteers working for us on a regular basis. Also essential to the smooth running of DENS is the support we receive from local organisations and businesses saving us thousands of pounds every year.

This year we have found many more people seeking to volunteer who are currently unemployed but also looking for work. These people tend to want to maintain or build on their existing skills whilst job hunting. It is however hard to place these volunteers as they are often not around long enough to commit fully before finding new work.

The majority of people wishing to volunteer at DENS are looking to give something back to society and therefore want to help with face to face client work; it is far harder to find volunteers looking to work in areas such as marketing, fundraising and administration.

STATISTICS AND SERVICES

Gender and Number of Visits	Day Centre (exclusively using D/C, not using N/S, M/O or DPS)			Night Shelter		
	2010-11	2009-10	2008-09	2010-11	2009-10	2008-09
Male	122 74%	139 75%	113 78%	116 79%	124 81%	119 77%
Female	43 26%	47 25%	32 22%	30 21%	29 19%	35 23%
Total	165	186	145	146	153	154
Visits	3675	3108	4331	3276	2901	2789
% of Capacity	141%	133%	111%	90%	80%	76%

Gender and Number of Visits	Move-On Accommodation			DENS Property Services		
	2010-11	2009-10	2008-09	2010-11	2009-10	2008-09
Male	11 73%	14 82%	13 87%	4 80%	6 86%	n/a n/a
Female	4 27%	3 18%	2 13%	1 20%	1 14%	n/a n/a
Total	15	17	15	5	7	n/a
Visits	1664	1579	1653	473	711	n/a
% of Capacity	91%	87%	91%	86%	88%	n/a

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STATISTICS AND SERVICES (continued)

Age of DENS Service Users	Day Centre (exclusively using D/C, not using N/S, M/O or DPS)			Night Shelter		
	2010-11	2009-10	2008-09	2010-11	2009-10	2008-09
18-25 years	18 11%	43 23%	23 16%	37 25%	48 32%	43 28%
26-35 years	27 16%	44 24%	30 21%	20 14%	29 19%	46 30%
36-45 years	40 24%	56 30%	52 36%	42 29%	43 28%	35 23%
46-55 years	36 22%	31 17%	10 7%	40 27%	25 16%	22 14%
56+ years	14 8%	12 6%	10 7%	7 5%	8 5%	8 5%
Unknown	30 18%	0 0%	20 13%	0 0%	0 0%	0 0%

Age of DENS Service Users	Move-On Accommodation			DENS Property Services		
	2010-11	2009-10	2008-09	2010-11	2009-10	2008-09
18-25 years	3 20%	2 12%	3 20%	0 0%	0 0%	n/a n/a
26-35 years	2 13%	6 35%	9 60%	1 20%	2 29%	n/a n/a
36-45 years	8 53%	6 35%	1 7%	2 40%	2 29%	n/a n/a
46-55 years	2 13%	2 12%	1 7%	1 20%	2 29%	n/a n/a
56+ years	0 0%	1 6%	1 7%	0 0%	1 14%	n/a n/a
Unknown	0 0%	0 0%	0 0%	0 0%	0 0%	n/a n/a

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STATISTICS AND SERVICES (continued)

Where did service users sleep before accessing DENS?	Day Centre (exclusively using D/C, not using N/S, M/O or DPS)			Night Shelter		
	2010-11	2009-10	2008-09	2010-11	2009-10	2008-09
Slept Rough	3 2%	28 15%	21 7%	42 29%	49 32%	41 27%
Friend's House	13 8%	19 10%	14 5%	27 18%	50 33%	33 21%
Privately Renting	27 16%	5 3%	7 3%	1 1%	7 5%	14 9%
Staying with Family	9 5%	15 8%	14 5%	17 12%	25 16%	33 21%
Prison	0 0%	3 2%	1 1%	2 1%	2 1%	4 3%
Night Shelter	24 15%	1 1%	141 49%	6 4%	4 3%	20 13%
Hospital	0 0%	0 0%	0 0%	0 0%	0 0%	7 5%
Own Tenancy	40 24%	55 30%	36 13%	2 1%	1 1%	0 0%
Rehabilitation	0 0%	0 0%	3 1%	0 0%	1 1%	0 0%
Mobile Home	1 1%	1 1%	3 1%	0 0%	0 0%	0 0%
DENS Move-On Accommodation	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Supported Housing	28 17%	Unknown	Unknown			
Other	20 12%	59 32%	46 16%	49 34%	14 9%	2 1%

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STATISTICS AND SERVICES (continued)

Where did service users sleep before accessing DENS?	Move-On Accommodation			DENS Property Services		
	2010-11	2009-10	2008-09	2010-11	2009-10	2008-09
Slept Rough	0 0%	0 0%	0 0%	0 0%	0 0%	n/a n/a
Friend's House	0 0%	0 0%	0 0%	0 0%	0 0%	n/a n/a
Privately Renting	0 0%	0 0%	0 0%	0 0%	0 0%	n/a n/a
Staying with Family	0 0%	0 0%	0 0%	0 0%	0 0%	n/a n/a
Prison	0 0%	0 0%	0 0%	0 0%	0 0%	n/a n/a
Night Shelter	15 100%	17 100%	15 100%	0 0%	0 0%	n/a n/a
Hospital	0 0%	0 0%	0 0%	0 0%	0 0%	n/a n/a
Own Tenancy	0 0%	0 0%	0 0%	0 0%	0 0%	n/a n/a
Rehabilitation	0 0%	0 0%	0 0%	0 0%	0 0%	n/a n/a
Mobile Home	0 0%	0 0%	0 0%	0 0%	0 0%	n/a n/a
DENS Move-On Accommodation	0 0%	0 0%	0 0%	5 100%	7 100%	n/a n/a
Supported Housing						
Other	0 0%	0 0%	0 0%	0 0%	0 0%	n/a n/a

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STATISTICS AND SERVICES (continued)

What was the service user's primary problem?	Day Centre (exclusively using D/C, not using N/S, M/O or DPS)			Night Shelter		
	2010-11	2009-10	2008-09	2010-11	2009-10	2008-09
Mental Illness	20%	22 12%	28 13%	13 9%	18 12%	16 10%
Alcohol Addiction	23%	40 22%	63 29%	29 20%	32 21%	34 22%
Drug Addiction	20%	21 11%	37 17%	5 3%	23 15%	27 18%
Ex-Offender	8%	11 6%	9 4%	2 1%	2 1%	7 5%
Tenant/Landlord Problems	0%	6 3%	2 1%	6 4%	8 5%	9 6%
Relationship Breakdown	2%	6 3%	11 5%	55 38%	48 31%	37 24%
Job Loss	0%	0 0%	8 4%	7 5%	2 1%	9 6%
Gambling Addiction	1%	0 0%	1 1%	0 0%	4 3%	15 10%
Other/Unknown	26%	80 43%	56 26%	31 21%	16 11%	0 0%

What was the service user's primary problem?	Move-On Accommodation			DENS Property Services		
	2010-11	2009-10	2008-09	2010-11	2009-10	2008-09
Mental Illness	1 7%	2 12%		0 0%	0 0%	n/a n/a
Alcohol Addiction	2 13%	1 6%		1 20%	0 0%	n/a n/a
Drug Addiction	1 7%	2 12%		0 0%	0 0%	n/a n/a
Ex-Offender	0 0%	0 0%		0 0%	0 0%	n/a n/a
Tenant/Landlord Problems	2 13%	1 6%		1 20%	1 14%	n/a n/a
Relationship Breakdown	9 60%	10 59%		2 40%	3 43%	n/a n/a
Job Loss	0 0%	1 6%		1 20%	3 43%	n/a n/a
Gambling Addiction	0 0%	0 0%		0 0%	0 0%	n/a n/a
Other/Unknown	0 0%	0 0%		0 0%	0 0%	n/a n/a

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STATISTICS AND SERVICES (continued)

Where did they go when they left DENS?	Day Centre (exclusively using D/C, not using N/S, M/O or DPS)			Night Shelter		
	2010-11	2009-10	2008-09	2010-11	2009-10	2008-09
Open Door Night Shelter	0 (0%)	1 (1%)	1 (1%)	20 (14%)	21 (14%)	7 (5%)
Rent Aid	7 (4%)	5 (3%)	3 (2%)	8 (5%)	17 (11%)	20 (13%)
Council Accommodation	42 (25%)	3 (2%)	36 (25%)	3 (2%)	3 (2%)	5 (3%)
Private Rented	27 (16%)	11 (6%)	5 (3%)	8 (5%)	4 (3%)	21 (14%)
Live-in Job	0 (0%)	0 (0%)	1 (1%)	1 (1%)	3 (2%)	1 (1%)
Supported Housing	16 (9%)	9 (5%)	5 (3%)	28 (19%)	14 (9%)	23 (15%)
Swan Foyer	0 (0%)	0 (0%)	1 (1%)	0 (0%)	6 (4%)	3 (2%)
Staying with Friends/Family	19 (12%)	17 (9%)	14 (10%)	32 (22%)	19 (13%)	35 (23%)
YMCA	1 (1%)	0 (0%)	2 (1%)	8 (5%)	14 (9%)	10 (6%)
DENS Move-On/Property Services	0 (0%)	0 (0%)	0 (0%)	7 (5%)	24 (16%)	7 (5%)
Still in Own Tenancy	0 (0%)	58 (31%)	0 (0%)	n/a n/a	n/a	n/a
Prison	0 (0%)	4 (2%)	1 (1%)	1 (1%)	1 (1%)	0 (0%)
Night Shelter	10 (6%)	12 (7%)	9 (6%)	0 (0%)	n/a	n/a
Mobile Home	1 (1%)	4 (2%)	3 (2%)	0 (0%)	0 (0%)	0 (0%)
Returned to Own Country	1 (1%)	0 (0%)	1 (1%)	0 (0%)	2 (1%)	0 (0%)
Died	2 (1%)	2 (1%)	1 (1%)	1 (1%)	0 (0%)	0 (0%)
Not known/Unresolved	39 (24%)	60 (32%)	62 (43%)	29 (20%)	19 (13%)	22 (14%)

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STATISTICS AND SERVICES (continued)

Where did they go when they left DENS?	Move-On Accommodation			DENS Property Services		
	2010-11	2009-10	2008-09	2010-11	2009-10	2008-09
Open Door Night Shelter	0 (0%)	0 (0%)		0 (0%)	0 (0%)	n/a
Rent Aid	3 (21%)	4 (24%)		2 (40%)	0 (0%)	n/a
Council Accommodation	2 (14%)	3 (18%)		2 (40%)	2 (29%)	n/a
Private Rented	3 (21%)	1 (6%)		1 (20%)	1 (14%)	n/a
Live-in Job	0 (0%)	0 (0%)		0 (0%)	0 (0%)	n/a
Supported Housing	0 (0%)	1 (6%)		0 (0%)	0 (0%)	n/a
Swan Foyer	0 (0%)	0 (0%)		0 (0%)	0 (0%)	n/a
Staying with Friends/Family	1 (7%)	1 (6%)		0 (0%)	1 (14%)	n/a
YMCA	0 (0%)	0 (0%)		0 (0%)	0 (0%)	n/a
DENS Move-On/Property Services	5 (36%)	4 (24%)		0 (0%)	3 (43%)	n/a
Still in Own Tenancy	0 (0%)	0 (0%)		0 (0%)	0 (0%)	n/a
Prison	0 (0%)	1 (6%)		0 (0%)	0 (0%)	n/a
Night Shelter	0 (0%)	n/a		0 (0%)	0 (0%)	n/a
Mobile Home	0 (0%)	0 (0%)		0 (0%)	0 (0%)	n/a
Returned to Own Country	0 (0%)	0 (0%)		0 (0%)	0 (0%)	n/a
Died	0 (0%)	0 (0%)		0 (0%)	0 (0%)	n/a
Not known/Unresolved	0 (0%)	2 (12%)		0 (0%)	0 (0%)	n/a

DENS LIMITED
Trustees' Report for the year ended 31 March 2011

THANK YOU

We'd like to say thank you to the following businesses for their generous support over the past year.

MITIE Property Services
Sainsbury's Woodhall Farm
FFEi Ltd
Hightown Praetorian & Churches
Kodak Ltd
Broadfield School
Adeyfield School
Ocado
Tring School
St Clement Danes School
Cereal Partners
Terry Lee Photography
Ian Waldron Photography
NGK Spark Plugs Ltd
Pendley Manor Hotel
Mash Pac
Big Lottery Fund
Dacorum Borough Council
Bull Information Systems
Waitrose Berkhamsted
Storax
Avalon Flooring
Apollo Property Services Group
University of Buckingham

Thanks also to all our other business, church, community groups and individual supporters for their invaluable generosity and time over the last 12 months, it really is very much appreciated!

FUTURE DEVELOPMENTS

During the year there has been discussion with Dacorum Rent Aid (DRA) looking for ways to work for closely for the benefit of both organisations and in order to bring a better overall service to our service users. At the time of writing, discussions continue and it's hoped that a proposal to merge will be put to the Annual General Meeting.

DENS LIMITED
Trustees' Report for the year ended 31 March 2011

The directors aim to:

- Work towards the establishment of a purpose built hostel encompassing:
 - o a Night Shelter providing single room accommodation
 - o high needs Move-On cluster flats
- Consider new social enterprises which would help DENS move further towards financial sustainability
- Better serve homeless people in the current projects through increased professionalism and further training.
 - o Dacorum Foodbank – is a wholly owned department of DENS which operates as a partnership between the Trussell Trust and DENS. Trussell Trust is a charity which operates 100 Foodbanks across the UK. The aim is to take the food element of the DENS Distribution service to a higher level, broadening it to a wider audience, helping to prevent homelessness and combat the economic problems which those on the poverty line are currently facing
 - o Day Centre – to establish an improved life skills training programme, both formal and informal, through the development of first stage education using larger outside premises, and through day to day activities
 - o Night Shelter – to better use the facilities and to give staff more effective training
 - o Move-On Accommodation – to continue to build on the effectiveness of the resettlement service and establish the education programme as a term of tenancy
 - o DENS Property Services – is DENS first social enterprise and will develop further properties and an effective staff team to both manage and maintain these properties
 - o Distribution Service - to develop 'The Hub' location, establish a method of distribution both in giving freely to those in need and selling through a charity shop style system

RESERVES POLICY

The directors have reviewed the reserves of the Charity. This review encompassed the nature of the income and expenditure streams, the need to match variable income with fixed commitments and the nature of the reserves. The review concluded that, to allow the Charity to be managed efficiently the unrestricted funds not committed should be between 3 and 6 months of the resources expended, which equates to between £135,000 to £270,000. At this level the directors feel that they would be able to continue the current activities of the Charity in the event of a significant drop in funding. It would obviously be necessary to consider how the funding would be replaced or activities changed. At present, the available reserves are around £212,000 and the directors have set a budget for the year ahead which will maintain these reserves above the minimum level.

RISK MANAGEMENT

The directors have examined the major strategic, business and operational risks which the Charity faces and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to minimise these risks.

DIRECTORS AND THEIR INTERESTS

The directors of the Company are the trustees of the Charity for the purpose of Charity Law. The directors who served during the year to the date of this report are listed at the beginning of this report as follows:

R Asplin (Trustee)
J Armitage (Trustee)
K Douthwaite (Treasurer & Trustee)
J G Gaddes (Trustee) (resigned 12/07/10)
P B Gonzalez (Trustee)
A F Grainger (Chair & Trustee)
W J Lear (Trustee)
K Livermore (Trustee)
E Pillinger (Trustee)
I Tottman (Trustee)
M Warner (Trustee)
I Laidlaw-Dickson (Trustee)

DIRECTORS' RESPONSIBILITIES

Company 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 the year. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- 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 adequate 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.

DENS LIMITED
Trustees' Report for the year ended 31 March 2011

In so far as the trustees are aware:

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

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

STATEMENT OF DISCLOSURES OF AUDITORS

- (a) so far as the directors are aware, there is no relevant audit information of which the auditors are unaware,
- (b) they have taken all the steps that they ought to have taken as directors in order to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

On behalf of the Board



A F Grainger
Director

Date: 15th JUNE 2011

DENS LIMITED

Independent Auditors' Report to the Trustees for the year ended 31 March 2011

We have audited the financial statements of DENS Limited for the year ended 31 March 2011 which comprise the Statement of Financial Activities, the Balance Sheet, and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charity's trustees, as a body, in accordance with Section 43 of the Charities Act 1993 and regulations made under section 44 of that Act. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND AUDITOR

As explained more fully in the Trustees' Responsibilities Statement on page 18, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

The trustees have elected for the financial statements to be audited in accordance with the Charities Act 1993 rather than the Companies Act 2006. Accordingly we have been appointed as auditor under section 43 of the Charities Act 1993 and report in accordance with regulations made under section 44 of that Act.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

SCOPE OF THE AUDIT OF THE FINANCIAL STATEMENTS

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees' Annual Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

OPINION ON FINANCIAL STATEMENTS

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2011, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice applicable to smaller entities; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

We have nothing to report in respect of the following matters where the Charities Act 1993 requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.



Hillier Hopkins LLP
Statutory Auditor
Charter Court
Midland Road
Hemel Hempstead
Hertfordshire
HP2 5GE

Date 15/6/2011

Hillier Hopkins LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

DENS LIMITED
Registered number: 4610820

Accounts for the year ended 31 March 2011

Statement of financial activities

	Unrestricted funds	Restricted funds	2011	2010
Incoming resources (£)				
Incoming resources from generated funds				
<i>Voluntary income – donations and grants (3)</i>	58,826	308,423	367,249	383,525
<i>Activities for generating funds</i>	41,389	3,413	44,802	37,711
<i>Investment income (4)</i>	1,066		1,066	819
Incoming resources from charitable activities				
<i>Rental income (5)</i>	117,642		117,642	110,406
Total incoming resources	218,923	311,836	530,759	532,461
Resources expended (£)				
Costs of generating funds				
<i>Fundraising costs of grants and donations (6)</i>	49,709		49,709	42,424
Charitable activities				
<i>Operation of night shelter, resettlement and day centre (7)</i>	139,815	311,836	451,651	407,294
<i>Governance costs (6)</i>	4,231		4,231	4,875
Total expended resources	193,755	311,836	505,591	454,593
Net (outgoing)/incoming resources	25,168		25,168	77,868
<i>Balances brought forward</i>	187,417		187,417	109,549
Balance carried forward (18)	212,585		212,585	187,417

Movement in funds are disclosed in note 18 to the financial statements.

The Statement of Financial Activities includes all gains and losses in the year.

All incoming resources and resources expended derive from continuing activities.

The notes on pages 24 to 28 form part of the accounts.

DENS LIMITED
Registered number: 4610820

Accounts for the year ended 31 March 2011

Balance Sheet

	2011 (£)	2010 (£)
Fixed assets		
<i>Tangible assets (12)</i>	5,224	12,117
Current assets		
<i>Debtors (13)</i>	16,062	13,738
<i>Cash at bank and in hand</i>	262,414	223,490
	278,476	237,228
Creditors		
<i>Amounts due within one year (14)</i>	66,115	55,928
<i>Net current assets</i>	212,361	181,300
<i>Total assets less current liabilities</i>	217,585	193,417
<i>Amounts due after more than one year (15)</i>	5,000	6,000
	212,585	187,417
Capital and reserves		
<i>Unrestricted Fund (18)</i>	212,585	187,417
<i>Restricted fund (18)</i>	-	-
<i>Total funds (18)</i>	212,585	187,417

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. However, an audit has been carried out in accordance with section 43 of the Charities Act 1993.

The Trustees acknowledge their responsibility 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 2011 and of its profit 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 Act 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 were approved by the Trustees on 6th June 2011 and signed on their behalf by:


A F Grainger

15th JUNE 2011

Director

DENS LIMITED
Accounts for the year ended 31 March 2011
NOTES TO THE ACCOUNTS

Note 1 – Accounting policies

Basis of preparation

The financial statements have been prepared under the historic cost convention. The accounts are prepared in accordance with the Statement of Recommended Practice 2005 'Accounting and Reporting by Charities' and with applicable accounting standards and the Companies Act 2006.

Depreciation

All fixed assets are recorded at cost. Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost of each asset evenly over its expected useful life as follows: office equipment three years and fixtures and fittings five years. Items costing less than £1,000 are written off as an expense when purchased.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustee in furtherance of the general objectives of the company and which have not been designated for other purposes.

Restricted funds are set up where donors specify the purposes for which their donations can be used, and expenditure in respect of these purposes is charged against these funds (see note 18).

Incoming resources

All incoming resources are included in the statement of financial activities when the company is legally entitled to the income and the amount can be quantified with reasonable accuracy. Grants and donations received are credited to the relevant fund on receipt. However, where grants and donations are received in advance for expenditure in a future period the recognition of the income is deferred.

Gifts in kind

The charity receives many donations throughout the year of food, toiletries, clothes and household items. These are used by homeless people through DENS and are also shared with a wide range of other organisations working to help homeless people. Because of the nature of these donated goods it is difficult to estimate reasonably the value of these items. As a result no monetary value has been attributed to them in the accounts.

Donated services or facilities, which comprise donated services, are included in income at a valuation which is an estimate of the financial cost borne by the donor where such cost is quantifiable and measurable. No income is recognised where there is no financial cost borne by a third party.

Resources expended

All costs are allocated between the expenditure categories of the statement of financial activities on a basis designed to show how resources have been used. Costs relating to a particular activity are allocated directly, others are allocated on an appropriate basis such as per capita, floor areas or estimated usage (see note 7).

The cost of overall management and administration on each activity – the salary and overhead costs of the central function – are apportioned based on an estimate of the staff time attributable to each activity.

Taxation

The Charity's surpluses are derived from and applied to its activities and are exempt from taxation.

DENS LIMITED
Accounts for the year ended 31 March 2011
NOTES TO THE ACCOUNTS

Note 2 – Legal status of the Charity

The Charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

Note 3 – Donations and grants

	2011 (£)	2010 (£)
Supporting people	207,744	193,473
Big Lottery Fund	98,973	100,713
Other donations	49,732	78,437
Grant income	10,800	10,902
	367,249	383,525

Note 4 – All of the Charity's investment income is from an interest bearing deposit account.

Note 5 – Incoming resources from charitable activities

	2011 (£)	2010 (£)
Housing benefits	109,278	102,482
Client payments	8,364	7,924
	117,642	110,406

Note 6 – Allocation of costs

	2011 Fund raising	2011 Governance	2011 Total (£)
Staff costs	29,726		29,726
Audit fees		2,640	2,640
Legal fees		1,061	1,061
Marketing costs	19,983		19,983
Office costs		530	530
	49,709	4,231	53,940

Note 7 – Analysis of resources expended on charitable activities

	Day Centre	Resettlement work	Night shelter & move-on	2011 Total (£)	2010 Total (£)
Staff	105,246	44,729	165,762	315,737	294,885
Staff costs	6,770	2,877	10,663	20,310	8,236
Rent & rates	14,036	3,294	20,834	38,164	35,867
Office	18,425	7,831	29,020	55,276	49,312
Depreciation	2,100	1,785	6,615	10,500	9,200
Insurance	3,571	1,518	5,624	10,713	9,710
Bank charges	317	135	499	951	84
Total	150,465	62,169	239,017	451,651	407,294

DENS LIMITED
Accounts for the year ended 31 March 2011
NOTES TO THE ACCOUNTS

Note 8 – Analysis of support for charitable activities

	Day Centre	Resettlement work	Night shelter & move-on	2011 Total (£)	2011 Total (£)
Costs	150,465	62,169	292,957	505,591	454,593
Incoming charitable resources			(117,642)	(117,642)	(110,406)
Grants & donations	(5,400)	(5,400)		(10,800)	(10,902)
Net cost funded from other income	145,065	56,769	175,315	377,149	333,285

Note 9 – Net incoming outgoing resources for the year

This is after charging:	2011 (£)	2010 (£)
Depreciation	10,500	9,200
Audit fee	2,640	2,100

Note 10 – Staff costs

	2011 (£)	2010 (£)
Wages and salaries	319,178	293,058
Social security costs	26,285	24,134
	345,463	317,192

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

Neither the directors nor persons connected with them received any remuneration during the period from DENS Limited or any connected organisation.

The monthly average number of employees during the year was 12 (2010: 13)

DENS Limited directors, officers and friends have voluntarily donated many hours of their time, which is essential to the work of DENS Limited.

Note 11 – Taxation

The charitable company is exempt from taxation.

Note 12 – Tangible fixed assets

Cost:	Office equipment	Fixtures and fittings	Total (£)
At 1.4.10	26,822	46,644	73,466
Additions	2,147	1,460	3,607
At 31.3.11	28,969	48,104	77,073
Depreciation:			
At 1.4.10	25,979	35,370	61,349
Provided in year	1,000	9,500	10,500
At 31.3.11	26,979	44,870	71,849
Net book value;			
At 31.3.10	843	11,274	12,117
At 31.3.11	1,990	3,234	5,224

DENS LIMITED
Accounts for the year ended 31 March 2011
NOTES TO THE ACCOUNTS

Note 13 – Debtors

	2011 (£)	2010 (£)
Prepayments and accrued income	16,062	13,738

Note 14 – Creditors amounts falling due within one year

	2011 (£)	2010 (£)
Trade creditors	17,829	6,286
HMRC	9,292	8,004
Accruals	37,994	40,638
Secured loan	1,000	1,000
	<u>66,115</u>	<u>55,928</u>

Note 15 - Creditors amounts falling due after one year

	2011 (£)	2010 (£)
Secured loan (note 16)	5,000	6,000

Note 16 – Loans

	2011 (£)	2010 (£)
Secured loan due within one year (note 14)	1,000	1,000
Secured loan due after one year (note 15)	5,000	6,000
	<u>6,000</u>	<u>7,000</u>

The loan is provided by Dacorum Borough Council, and is secured on the assets of certain directors and employees.

Note 17 – Analysis of net assets between funds

	General funds	Restricted	Total (£)
Fixed assets	5,224		5,224
Current assets	278,476		278,476
Current liabilities	(66,115)		(66,115)
Long term liabilities	(5,000)		(5,000)
Net assets 31.3.09	<u>212,585</u>		<u>212,585</u>

Note 18 – Movement in funds (£)

	At 1.4.10	Incoming resources	Outgoing resources	Transfers	At 31.3.11
Restricted funds:					
Supporting people		209,430	(209,430)		
Resettlement Day centre		102,406	(102,406)		
Total		<u>311,836</u>	<u>(311,836)</u>		
Unrestricted funds:					
General fund	187,417	218,923	(193,755)		212,585
Total funds	<u>187,417</u>	<u>530,759</u>	<u>(505,591)</u>		<u>212,585</u>

DENS LIMITED
Accounts for the year ended 31 March 2011
NOTES TO THE ACCOUNTS

Purpose of restricted funds:

Supporting people

This is a fund to cover the costs of supporting our clients.

Day centre – Big Lottery Fund

This is a fund towards the cost of running a day centre.