



DENS LIMITED

Report and Accounts

31 March 2010

Company Number: 4610820 - Charity Number: 1097185

DIRECTORS

R Asplin
J Armitage
K Douthwaite (Treasurer)
P Eastwood (appointed 4/03/2009, resigned 24/9/2009)
J G Gaddes
P B Gonzalez
A F Grainger (Chair)
W J Lear
K Livermore
E Pillinger
I Tottman (Company Secretary)
M Warner
I Laidlaw-Dickson (appointed 25/02/10)

CHIEF EXECUTIVE

A Liversidge

AUDITORS

Hillier Hopkins LLP
64 Clarendon Road
Watford
Hertfordshire
WD17 1DA

BANKERS

Lloyds TSB PLC
198 – 200 The Marlowes
Hemel Hempstead
Hertfordshire
HP1 1BH

Registered Office

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Hemel Hempstead
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Telephone:

Office and Night Shelter: 01442 262274
Bury Lodge Day Centre: 01442 275900

Web Site:

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E-Mail:

office@dens.org.uk

Charity Number:

1097185

Company Number:

4610820

The directors present their report and accounts for the year ended 31 March 2010.

STATUS

DENS Limited is a Charitable Company limited by guarantee, incorporated on 6th December 2002 and registered as a Charity on 24 April 2003. The Company was established 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 meet as required.

RESULTS

The net incoming resources for the year were £77,868 (outgoing £(2,336) for last year) and this shows as an increase in general reserves, which now stand at £187,417 (£109,549 for last year).

This year the surplus made was £77,868. This was primarily due to DENS being granted Big Lottery Funding from 1st April 2009, as well as DENS being selected as the Mayor's Charity of the Year which has not only helped raise a large amount of money through fundraising, but has also helped raise awareness of DENS to a much wider audience.

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 spent £50,000 extra this year, firstly on implementing the Day Centre activity programme and secondly by setting up DENS Property Services, which projects for significant growth in the years to come, as our first social enterprise of several.

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 both the Big Lottery and the Mayor's Charity of The Year.

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

This report records the fact that despite helping 186 people at our Day Centre and 153 in our Night Shelter there were still 244 occasions on which we were unable to help because of lack of capacity. The problem is certainly not going away. On a more positive note DENS was able to assist with 132 "positive move-ons". These are situations where DENS has helped to bring about an improvement in somebody's circumstances.

Being chosen as the Mayor's Charity paid us a great compliment and was undoubtedly one of the highlights of the year. The Mayor worked extremely hard on our behalf and we benefited in a number of ways. Our fund-raising is the most obvious but we also received many gifts in kind, the donations of food from Sainsbury's being a direct result of the Mayor's good offices. We also enjoyed a higher profile across the community which I'm sure was an influence on some of the other donations we received. Last, but not least, the Mayor's involvement gave a great boost to morale.

Lottery Funding has been a great benefit allowing us to staff the Day Centre at its optimum level and to develop the processes which bring about the "positive move-ons" mentioned above. The fact that the Day Centre was not a drain on our resources this year allowed us to use our unrestricted donations to further our Enterprise work. This has two-fold benefits: first, it is the vehicle which we believe will bring our long term stable funding and secondly it allows us to help even more people into housing.

On the financial front 2009-10 has been very successful. It is the first year for some time that DENS has shown a surplus, allowing us to return our reserves to a level in line with policy. Several factors have contributed to this financial improvement. Funding of the Day centre by the Big Lottery Fund has stemmed an outflow. DENS Property Services has started to make a contribution. Fund-raising has improved, helped by being the Mayor's Charity. We should also recognise the way in which the budget has been managed by our professionals, assisted by our volunteer Treasurer.

I would like to record my thanks to my fellow trustees for their assistance throughout the year. We have a mixture of full-time, part-time and casual staff numbering 20 in all and equivalent to 14 full-time employees. In addition we have over 130 volunteers. We are very proud of them all and grateful for the demanding work which they do. My fellow trustees join me in thanking them for their patience and enthusiasm.

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 four projects, namely the Day Centre, the Night Shelter, the Move-On Accommodation and Property Services; a description of their operation follows in this report. These projects are supported by the provision of Resettlement Support and the Distribution Service.

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. Alongside that, DENS is also offering every service user an individual Key Worker. The Key Worker will provide one to one support, and will put together a personalized 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 organizations 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 has benefited substantially in the past year from £100,000 of Big Lottery funding which is set to continue for a further four years. This funding has been used to develop the Day Centre to the full, employing a full staff quota and developing properly co-ordinated support and training packages.

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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

The Day Centre is well used with up to 15 people accessing at any one time. In the past year, 186 people have exclusively used the Day Centre (not accessing any of DENS' other services), amounting to 3108 individual visits. 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 Tring Museum and one to Kew Gardens; surgeries from supporting agencies including the Housing Benefit department from Dacorum Borough Council, regular visits from a local chiropodist, IT, art and creative writing 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 'phone but must be accessed via one of three referral agencies – the Housing Options Service at Dacorum Borough Council, Civic Centre, Hemel Hempstead., Dens Day Centre, or the Hemel Hempstead Police Station. Service users can stay 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 153 individuals in the Night Shelter operation who made 2901 overnight stays. 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 at moving 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 aims 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, Rent Aid, CDAT (Community Drug and Alcohol Team) and CMHT (Community Mental Health Team) who may be able to help. We have seen more people moving on positively as a result of this process.

This year 244 individuals were unable to access our services because we were full.

Due to the current economic situation, we have seen more people from professional backgrounds through the doors at DENS. This has included teachers, chefs, IT consultants and a number of people who were previously self-employed. We have also experienced an increasingly steady stream of people from Eastern Europe, Jamaica 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 are offered 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 17 people over the last 12 months which amounted to 1579 overnight stays.

Social Enterprise

DENS Property Service is DENS first Social Enterprise, was launched in September 2009 at the Mayors Business Lunch. The aim is to maximise the usage of empty properties around Dacorum. From this it is expected that other Social Enterprises will evolve.

The first trial house was established in July 2009 and is still up and running. 7 service users have benefitted from this additional move-on house, 4 of whom have already been supported to make a positive move-on from DENS to either council accommodation, private renting or to stay with friends or family.

DENS is currently in conversation with a wide range of developers, Registered Social Landlord's and private landlords to further develop this project.

Resettlement Work

Underpinning all of DENS work across the projects is the Resettlement Service 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.

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DENS seeks to empower individuals to take responsibility for their own lives, 30% 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 and in the wider community.

DENS has been able to support and assist service users with a total of 132 positive move-ons within the last year.

DENS Distribution – Donations in kind

DENS continues to receive a large amount of donations from Schools, Churches, Companies and individuals through the course of the year, including food, toiletries, clothes and household goods. These items contribute to the general running of DENS; aid DENS clients moving on and support other local agencies working with vulnerable people including the Council, Community Mental Health Team, Dacorum Rent Aid, Swan Foyer Project etc..

Sainsburys Woodhall Farm has provided us with enormous amounts of fresh food since last July which has been a real help in keeping running costs down. A team of volunteers collect from Sainsbury's every day. We still receive fruit and vegetables from **Mash Pack**. At the end of March DBC Meals on Wheels gave us a large amount of unwanted food and kitchen items which has helped to keep our stores topped up.

On Christmas Eve **Ocado** gave us enough fresh food to provide and hand out over forty hampers to local individuals and families. We also put together hampers for the Night Shelter, Nascent House, Swan Foyer and Women's Refuge to see them through the Christmas period and beyond and to help make their Christmas more special.

Over the past few months we have been able to find a company who recycle clothing/bedding which we have used on several occasions and this has generated a small amount of cash. If we were able to do this on a regular basis in a suitable location it would be a good source of income for DENS. Sainsbury's Woodhall Farm has also supported us by providing storage space for larger items of furniture donated over the last few months.

Unfortunately we have been told that we will need to move our stock out from the Marlowes Methodist Church within 12 – 18 months as the Church will be moving back in whilst they rebuild on the Hemel Hempstead Methodist Church site. DENS are actively looking for new premises so that we can continue to provide this vital service. Please let us know if you hear of any suitable space which can be used, the larger the better so that we can consolidate all our donations under one roof.

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

STATISTICS AND SERVICES

Gender & Number of Visits	Day Centre (exclusively using D/C, not using N/S, M/O or DPS)			Night Shelter			Move-On Accommodation			DENS Property Services		
	2009-10	2008-09	2007-08	2009-10	2008-09	2007-08	2009-10	2008-09	2007-08	2009-10	2008-09	2007-08
Male	139 75%	113 78%	134 69%	124 81%	119 77%	104 83%	14 82%	13 87%	6 75%	6 86%	n/a n/a	n/a n/a
Female	47 25%	32 22%	59 31%	29 19%	35 23%	22 17%	3 18%	2 13%	2 25%	1 14%	n/a n/a	n/a n/a
Total	186	145	193	153	154	126	17	15	8	7	n/a	n/a
Visits	3108	4331	3650	2901	2789	2711	1579	1653	1711	711	n/a	n/a
% of Capacity	133%	111%	130%	80%	76%	81%	87%	91%	94%	88%	n/a	n/a

- The number of positive move-ons from all of DENS Services has increased by over 60% for the Day Centre and over 30% for the Night Shelter, showing that staff are effectively offering the resettlement service.

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Age of DENS Service Users	Day Centre (exclusively using D/C, not using N/S, M/O or DPS)			Night Shelter			Move-On Accommodation			DENS Property Services		
	2009-10	2008-09	2007-08	2009-10	2008-09	2007-08	2009-10	2008-09	2007-08	2009-10	2008-09	2007-08
18-25 years	43 23%	23 16%	39 20%	48 32%	43 28%	36 29%	2 12%	3 20%	1 13%	0 0%	n/a n/a	n/a n/a
26-35 years	44 24%	30 21%	36 19%	29 19%	46 30%	41 33%	6 35%	9 60%	4 50%	2 29%	n/a n/a	n/a n/a
36-45 years	56 30%	52 36%	38 20%	43 28%	35 23%	23 18%	6 35%	1 7%	1 12%	2 29%	n/a n/a	n/a n/a
46-55 years	31 17%	10 7%	16 8%	25 16%	22 14%	15 12%	2 12%	1 7%	2 25%	2 29%	n/a n/a	n/a n/a
56+ years	12 6%	10 7%	11 6%	8 5%	8 5%	11 9%	1 6%	1 7%	0 0%	1 14%	n/a n/a	n/a n/a
Unknown	0 0%	20 13%	53 27%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	n/a n/a	n/a n/a

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Where did service users sleep before accessing DENS?	Day Centre (exclusively using D/C, not using N/S, M/O or DPS)			Night Shelter			Move-On Accommodation			DENS Property Services		
	2009-10	2008-09	2007-08	2009-10	2008-09	2007-08	2009-10	2008-09	2007-08	2009-10	2008-09	2007-08
Slept Rough	28 15%	21 7%	17 11%	49 32%	41 27%	45 36%	0 0%	0 0%	0 0%	0 0%	n/a n/a	n/a n/a
Friend's House	19 10%	14 5%	15 8%	50 33%	33 21%	37 29%	0 0%	0 0%	0 0%	0 0%	n/a n/a	n/a n/a
Privately Renting	5 3%	7 3%	3 %	7 5%	14 9%	10 8%	0 0%	0 0%	0 0%	0 0%	n/a n/a	n/a n/a
Staying with Family	15 8%	14 5%	10 5%	25 16%	33 21%	19 15%	0 0%	0 0%	0 0%	0 0%	n/a n/a	n/a n/a
Prison	3 2%	1 1%	0 0%	2 1%	4 3%	1 1%	0 0%	0 0%	0 0%	0 0%	n/a n/a	n/a n/a
Night Shelter	1 1%	141 49%	86 45%	4 3%	20 13%	5 4%	17 100%	15 100%	8 100%	0 0%	n/a n/a	n/a n/a
Hospital	0 0%	0 0%	1 1%	0 0%	7 5%	1 1%	0 0%	0 0%	0 0%	0 0%	n/a n/a	n/a n/a
Own Tenancy	55 30%	36 13%	35 18%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	n/a n/a	n/a n/a
Rehabilitation	0 0%	3 1%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	n/a n/a	n/a n/a
Mobile Home	1 1%	3 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	n/a n/a	n/a n/a
DENS Move-On Accommodation	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	7 100%	n/a n/a	n/a n/a
Other	59 32%	46 16%	26 13%	14 9%	2 1%	8 6%	0 0%	0 0%	0 0%	0 0%	n/a n/a	n/a n/a

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What was the service user's primary problem?	Day Centre (exclusively using D/C, not using N/S, M/O or DPS)			Night Shelter			Move-On Accommodation			DENS Property Services		
	2009-10	2008-09	2007-08	2009-10	2008-09	2007-08	2009-10	2008-09	2007-08	2009-10	2008-09	2007-08
Mental Illness	22 12%	28 13%	14 7%	18 12%	16 10%	2 2%	2 12%			0 0%	n/a n/a	n/a n/a
Alcohol Addiction	40 22%	63 29%	21 11%	32 21%	34 22%	18 14%	1 6%			0 0%	n/a n/a	n/a n/a
Drug Addiction	21 11%	37 17%	27 14%	23 15%	27 18%	20 16%	2 12%			0 0%	n/a n/a	n/a n/a
Ex-Offender	11 6%	9 4%	0 0%	2 1%	7 5%	6 5%	0 0%			0 0%	n/a n/a	n/a n/a
Tenant/Landlord Problems	6 3%	2 1%	0 0%	8 5%	9 6%	30 24%	1 6%			1 14%	n/a n/a	n/a n/a
Relationship Breakdown	6 3%	11 5%	8 4%	48 31%	37 24%	44 35%	10 59%			3 43%	n/a n/a	n/a n/a
Job Loss	0 0%	8 4%	1 1%	2 1%	9 6%	6 5%	1 6%			3 43%	n/a n/a	n/a n/a
Gambling Addiction	0 0%	1 1%	0 0%	4 3%	15 10%	0 0%	0 0%			0 0%	n/a n/a	n/a n/a
Other/Unknown	80 43%	56 26%	122 63%	16 11%	0 0%	0 0%	0 0%			0 0%	n/a n/a	n/a n/a

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Where did they go when they left DENS?	Day Centre (exclusively using D/C, not using N/S, M/O or DPS)			Night Shelter			Move-On Accommodation			DENS Property Services		
	2009-10	2008-09	2007-08	2009-10	2008-09	2007-08	2009-10	2008-09	2007-08	2009-10	2008-09	2007-08
Open Door Night Shelter	1 (1%)	1 (1%)	0 (0%)	21 (14%)	7 (5%)	6 (5%)	0 (0%)			0 (0%)	n/a	n/a
Rent Aid	5 (3%)	3 (2%)	1 (1%)	17 (11%)	20 (13%)	18 (14%)	4 (24%)			0 (0%)	n/a	n/a
Council Accommodation	3 (2%)	36 (25%)	1 (1%)	3 (2%)	5 (3%)	5 (4%)	3 (18%)			2 (29%)	n/a	n/a
Private Rented	11 (6%)	5 (3%)	2 (1%)	4 (3%)	21 (14%)	8 (6%)	1 (6%)			1 (14%)	n/a	n/a
Live-in Job	0 (0%)	1 (1%)	1 (1%)	3 (2%)	1 (1%)	2 (2%)	0 (0%)			0 (0%)	n/a	n/a
Supported Housing	9 (5%)	5 (3%)	2 (1%)	14 (9%)	23 (15%)	17 (13%)	1 (6%)			0 (0%)	n/a	n/a
Swan Foyer	0 (0%)	1 (1%)	1 (1%)	6 (4%)	3 (2%)	8 (6%)	0 (0%)			0 (0%)	n/a	n/a
Staying with Friends/Family	17 (9%)	14 (10%)	24 (12%)	19 (13%)	35 (23%)	11 (9%)	1 (6%)			1 (14%)	n/a	n/a
YMCA	0 (0%)	2 (1%)	1 (1%)	14 (9%)	10 (6%)	15 (12%)	0 (0%)			0 (0%)	n/a	n/a
DENS Move-On/Property Services	0 (0%)	0 (0%)	0 (0%)	24 (16%)	7 (5%)	5 (4%)	4 (24%)			3 (43%)	n/a	n/a
Still in Own Tenancy	58 (31%)	0 (0%)	33 (17%)	n/a	n/a	n/a	0 (0%)			0 (0%)	n/a	n/a
Prison	4 (2%)	1 (1%)	0 (0%)	1 (1%)	0 (0%)	0 (0%)	1 (6%)			0 (0%)	n/a	n/a
Night Shelter	12 (7%)	9 (6%)	0 (0%)	n/a	n/a	n/a	n/a			0 (0%)	n/a	n/a
Mobile Home	4 (2%)	3 (2%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)			0	n/a	n/a
Returned to Own Country	0 (0%)	1 (1%)	0 (0%)	2 (1%)	0 (0%)	0 (0%)	0 (0%)			0	n/a	n/a
Died	2 (1%)	1 (1%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)			0	n/a	n/a
Not Known/ Unresolved	60 (32%)	62 (43%)	127 (66%)	19 (13%)	22 (14%)	31 (25%)	2 (12%)			0	n/a	n/a

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.

Our volunteers work in every area of DENS giving time to support in administration, events and fundraising, collection and sorting of food and clothing, and of course by giving support to our staff working in the Night Shelter and Day Centre.

A large number of volunteers come to DENS via the internet, the press and our local volunteer centre. These people have brought many skills to us in the last year including cooking skills, IT support, art and craft skills and poetry and creative writing experience.

THANK YOU

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

Mitie
Sainsbury's Woodhall Farm
Hemel Hempstead Methodist Church
St Mark's, St Mary's & St Joseph's Youth Group
FFEi
Total UK Ltd
Hightown Praetorian & Churches
Kodak
Broadfield School
Adeyfield School
Ocado
Tring Park School for the Performing Arts
Tring School
St Clement Danes School
Cereal Partners
Liberty Christian Centre
Streetwise Martial Arts Group
Terry Lee Photography
St Albans Church
NGK Spark Plugs Ltd
Pendley Manor Hotel
Mash Pack
Big Lottery Fund
Dacorum Borough Council

Thanks also to all our other supporters for the invaluable generosity and time over the last 12 months, it really is very much appreciated.

FUTURE DEVELOPMENTS

The directors aim to:

- Better serve homeless people in the projects currently existing through increased professionalism and further training.
 - o Day Centre – to establish an improved life skills training programme, both formal and informal
 - o Night Shelter – to better use the facilities and to give volunteers more extensive training
 - o Move-On Accommodation – to continue to build on the effectiveness of the resettlement service
 - o DENS Property Services – to gain further properties and to employ staff to run this service
 - o Distribution Service - to find and move into a suitable new storage location
- work towards the establishment of a purpose built hostel encompassing
 - o a larger, more flexible Day Centre
 - 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

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 £100,000 to £200,000. 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 £187,000 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)
P Eastwood (appointed 4/03/2009, resigned 24/9/2009)
J G Gaddes (Trustee)
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) (appointed 25/02/10)

TRUSTEES' RESPONSIBILITIES

The Trustees (who are also directors of DENS Limited 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 Trustee is required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in 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.

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.

PUBLIC BENEFIT

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

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, and
- (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

AF Grainger
Director

Date: 15 June 2010

DENS LIMITED

Independent Auditors' Report for the year ended 31 March 2010

We have audited the financial statements of DENS Limited for the year ended 31 March 2010 set out on pages 19-25. These financial statements have been prepared under the accounting policies set out therein

This report is made solely to the charitable company's members, 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 charitable company's members 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 charitable company and its members, as a body, for our audit work, for this report, or for the opinion we have formed.

RESPECTIVE RESPONSIBILITIES OF TRUSTEE AND AUDITOR

The Trustees' (who are also the directors of the company for the purposes of company law) responsibilities 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), and for being satisfied that the financial statements give a true and fair view, are set out in the Statement of Trustees' responsibilities.

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 the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view and are prepared in accordance with the Companies Act 2006. We also report to you if, in our opinion, the information given in the Trustee's report is not consistent with those financial statements, the company has not kept adequate accounting records, if the company's financial statements are not in agreement with the accounting records and returns, or if we have not received all the information and explanations we require for our audit.

We read the Trustee's report and consider the implications for our report if we become aware of any apparent misstatements within it.

BASIS OF AUDIT OPINION

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgments made by the Trustees in the preparation of the financial statements and of whether the accounting policies are appropriate to the charitable company's circumstances, consistently applied and adequately disclosed.

DENS LIMITED**Independent Auditors' Report for the year ended 31 March 2010**

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

OPINION

In our opinion the financial statements:

- give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities, of the state of the charitable company's affairs as at 31 March 2010 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended; and
- have been prepared in accordance with the Companies Act 2006.

HILLIER HOPKINS LLP
Statutory Auditor
64 Clarendon Road
Watford
Hertfordshire
WD17 1DA

Date: 16 June 2010

Accounts for the year ended 31 March 2010

STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds	Restricted funds	2010	2009
Incoming resources (£)				
Incoming resources from generated funds				
<i>Voluntary income – donations and grants (3)</i>	89,339	294,186	383,525	298,274
<i>Activities for generating funds</i>	32,398	5,313	37,711	18,032
<i>Investment income (4)</i>	819		819	4,725
Incoming resources from charitable activities				
<i>Rental income (5)</i>	110,406		110,406	83,575
Total incoming resources	232,962	299,499	532,461	404,606
Resources expended (£)				
Costs of generating funds				
<i>Fundraising costs of grants and donations (6)</i>	42,424		42,424	21,747
Charitable activities				
<i>Operation of night shelter, resettlement and day centre (7)</i>	107,795	299,499	407,294	380,283
<i>Governance costs (6)</i>	4,875		4,875	4,912
Total expended resources	155,094	299,499	454,593	406,942
Net (outgoing)/incoming resources	77,868		77,868	(2,336)
<i>Balances brought forward</i>	109,549		109,549	111,885
Balance carried forward (18)	187,417		187,417	109,549

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 21 to 25 form part of the accounts.

Accounts for the year ended 31 March 2010

BALANCE SHEET

	2010 (£)	2009 (£)
Fixed assets		
<i>Tangible assets (12)</i>	12,117	20,474
Current assets		
<i>Debtors (13)</i>	13,738	10,334
<i>Cash at bank and in hand</i>	223,490	141,955
	237,228	152,289
Creditors		
<i>Amounts due within one year (14)</i>	55,928	56,214
<i>Net current assets</i>	181,300	96,075
<i>Total assets less current liabilities</i>	193,417	116,549
<i>Amounts due after more than one year (15)</i>	6,000	7,000
	187,417	109,549
Capital and reserves		
<i>Unrestricted Fund (18)</i>	187,417	109,549
<i>Restricted fund (18)</i>		-
<i>Total funds (18)</i>	187,417	109,549

The notes on pages 21 to 25 form part of the accounts.

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 2010 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 15 June 2010 and signed on their behalf, by:

A F Grainger

Director

NOTES TO THE ACCOUNTS

Note 1 – Accounting policies

Basis of preparation of financial statements

The financial statements have been prepared under the historical 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 £500 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 a 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 8).

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.

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

	2010 (£)	2009 (£)
Supporting people	193,473	188,779
Big Lottery Fund	100,713	0
Other donations	78,582	85,995
Grant income	10,902	16,300
Gift in kind (use of property)		7200
	<u>383,670</u>	<u>298,274</u>

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

Note 5 – Incoming resources from charitable activities

	2010 (£)	2009 (£)
Housing benefits	102,482	78,610
Client payments	7,924	4,965
	<u>110,406</u>	<u>83,575</u>

Note 6 – Allocation of costs

	2010 Fund raising	2010 Governance	2010 Total (£)
Staff costs	22,307		22,307
Audit fees		2,100	2,100
Legal and other fees		2,265	2,265
Marketing costs	20,117		20,117
Office costs		510	510
	<u>42,424</u>	<u>4,875</u>	<u>47,299</u>

Note 7 – Analysis of resources expended on charitable activities

	Day Centre	Resettlement work	Night shelter & move-on	2010 Total (£)	2009 Total (£)
Staff	49,147	24,574	221,164	294,885	284,130
Travel	356	178	1,604	2,138	1,170
Training	1,016	508	4,574	6,098	6,020
Rent & rates	5,978	2,989	26,900	35,867	32,582
Office	7,757	3,879	34,905	46,541	34,990
Telephone	462	231	2,078	2,771	2,807
Depreciation	7,668	152	1,380	9,200	9,303
Insurance	1,618	809	7,283	9,710	9,197
Bank charges	14	7	63	84	84
Total	<u>74,016</u>	<u>33,327</u>	<u>299,951</u>	<u>407,294</u>	<u>380,283</u>

NOTES TO THE ACCOUNTS

Note 8 – Analysis of support for charitable activities

	Day Centre	Resettlement work	Night shelter & move-on	2010 Total (£)	2009 Total (£)
Costs	82,529	37,111	334,953	454,593	406,942
Incoming charitable resources			(110,406)	(110,406)	(83,575)
Grants & donations	(5,000)	(5,902)		(10,902)	(19,585)
Net cost funded from other income	77,529	31,209	224,547	333,285	303,782

Note 9 – Net incoming outgoing resources for the year

This is after charging:	2010 (£)	2009 (£)
Depreciation	8,357	9,303
Audit fee	2,100	2,000

Note 10 – Staff costs

	2010 (£)	2009 (£)
Wages and salaries	293,058	270,991
Social security costs	24,134	24,133
	317,192	295,124

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 13 (2009: 11).

DENS Limited directors, officers, receptionists 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 1.4.09	25,979	46,644	72,623
Additions	843	-	843
At 31.3.10	26,822	46,644	73,466
Depreciation:			
At 1.4.09	25,979	26,170	52,149
Provided in year	-	9,200	9,200
At 31.3.10	25,979	35,370	60,506
Net book value;			
At 31.3.10	843-	11,274	12,117
At 31.3.09	-	20,474	20,474

Note 13 – debtors

	2010 (£)	2009 (£)
Prepayments and accrued income	13,738	10,334

NOTES TO THE ACCOUNTS

Note 14 – Creditors amounts falling due within one year

	2010 (£)	2009 (£)
Trade creditors	6,286	8,187
HMRC	8,004	6,512
Other creditors		215
Accruals	40,638	40,300
Secured loan	1,000	1,000
	55,928	56,214

Note 15 - Creditors amounts falling due after one year

	2010 (£)	2009 (£)
Secured loan (note 16)	6,000	7,000

Note 16 – Loans

	2010 (£)	2009 (£)
Secured loan due within one year (note 14)	1,000	1,000
Secured loan due after one year (note 15)	6,000	7,000
	7,000	8,000

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	12,117		12,117
Current assets	215,683	21,545	237,228
Current liabilities	(34,383)	(21,545)	(55,928)
Long term liabilities	(6,000)		(6,000)
Net assets 31.3.10	187,417	-	187,417

Note 18 – Movement in funds (£)

	At 1.4.09	Incoming resources	Outgoing resources	Transfers	At 31.3.10
Restricted funds:					
Supporting people	-	193,473	(193,473)	-	-
Day centre - Big Lottery fund		100,713	(100,713)		
Resettlement	-	5,313	(5,313)	-	-
	-			-	-
Total	-	299,499	(299,499)	-	-
Unrestricted funds:					
General fund	109,549	232,962	(155,094)	-	187,417
Total funds	109,549	532,461	(454,593)	-	187,417

NOTES TO THE ACCOUNTS

Purposes of restricted funds

Supporting People

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

Resettlement

This fund is for part of the cost of a resettlement worker.

Day Centre – Big Lottery Fund

This is a fund towards the cost of setting up and running a day centre and its associated support activities.