

Charity Registration No. 1097185

Company Registration No. 04610820 (England and Wales)

DENS LIMITED

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

DENS LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

I Tottman
G Albert
I Laidlaw-Dickson
E McLaughlin
M Morgan
E Pillinger
M Warner
S Allen
M Eckert (appointed 27/04/20)

Charity number 1097185

Company number 04610820

Principal address

Bury Lodge
1 Queensway
Hemel Hempstead
Hertfordshire
HP1 1HT

Auditor

Cansdales Audit LLP
Chartered Accountants & Registered Auditors
Bourbon Court
Nightingales Corner
Little Chalfont
Buckinghamshire
HP7 9QS

Bankers

Lloyds Bank PLC
198-200 The Marlowes
Hemel Hempstead
Hertfordshire
HP1 1BH

DENS LIMITED

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DENS LIMITED

TRUSTEE AND CEO WELCOME

FOR THE YEAR ENDED 31 MARCH 2020

The last year has been a busy year for DENS and challenging for our clients with the continuation of the roll-out of Universal Credit, on-going challenges accessing mental health services and the continuing increasing demand for the Foodbank, particularly during the school summer holidays.

As we entered the winter, we were very pleased to receive funding from Dacorum Borough Council so we could extend both the Day Centre hours and access to the crash pad during the winter months, ensuring no-one would have to be out in the cold during winter, and we could provide not only emergency accommodation and essential facilities, but also advice and support out of hours.

November also was the month for our Sleep-out, an incredible success with just under 200 people sleeping out and raising an incredible £42,000. As we moved into the new year thoughts turned to the annual cycle of business planning and budget setting; and then COVID 19 hit. All long term plans were put on hold whilst we focused on how we could keep our staff, service users and volunteers safe, whilst continuing to provide essential services. Very quickly, we put systems in place to ensure we could keep the Elms and Foodbank open. This included setting up isolation rooms at The Elms for anyone who reported symptoms; for those who were in isolation additional key worker support was provided through phone and face-time to ensure they continued to remain engaged and their mental health was not impacted.

During the first two weeks of lock-down, the Foodbank saw a 73% increase in demand; at the same time we needed to reduce the number of volunteers due to social distancing.

Unfortunately, for a period of time we had to close the Day Centre, Open Space, and the bike project. We were concerned that during this period our community based clients would be impacted by lock down and social isolation; we therefore introduced weekly telephone contact with all regular participants until we could re-open.

By mid August 2020, we managed to re-open all our projects, albeit with services being provided a different way, and adhering to social distancing and the 'new normal.' A number of our major fundraising events had to be cancelled, including the Hillbuster, Castle Walk and Abseiling events, and like all charities we were very concerned about the financial impact that COVID would have, and our ability to be able to continue to provide our services.

Due to incredible support from our corporate partners, in particular Ocado, the over-whelming generosity of the local community and support from a number of grant making bodies; we were able to continue with the provision and development of our services. We are indebted to all our staff and volunteers, who work hard throughout the year, and showed such dedication and commitment to ensure we could meet the needs of our clients whilst dealing with the pandemic.

We received some very sad news early summer, that one of our longest standing volunteers Derek Baulch, had passed away. Derek had been a volunteer with DENS for over 10 years, starting at the night-shelter, helping with events and volunteering at the Foodbank. In memory of this great ambassador for DENS, in 2021 we will launch the Annual Derek Baulch Volunteering Award.

In September 2020, we were delighted to be awarded the Trusted Charity Kite Mark. This is a fantastic achievement for DENS, and testament to the hard work and professionalism of all our staff and volunteers.

We know there will be challenges ahead, and the full impact of COVID 19 on the vulnerable people we work with may continue for a number of years. We are confident that with the continuing support of the community, our Corporate partners, funders and our dedicated staff and volunteers, we will be able to adapt and develop our services to continue to help vulnerable people in Dacorum to re-build their lives.

.....
M Warner
Trustee
17 December 2020

.....
W Lewington
CEO
17 December 2020

DENS LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2020

The trustees present their report and financial statements for the year ended 31 March 2020.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charitable company's [governing document], the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Objectives and activities

DENS aim is to be the first port of call for people in Dacorum who are facing homelessness, poverty and social exclusion; to support and empower them to take the next positive step in their lives, secure and sustain a long term housing option and be an active member of their community.

We will do this by;

- Ensuring individuals and families have access to emergency food and provisions; and individuals have access to emergency accommodation.
- Providing a range of accommodation options to support people to move on and long term, sustain their own tenancy.
- Providing a range of services, including advice services & training provision, empowering people to develop skills and confidence to take the next step in their lives.

To do this we will need to:

- Ensure DENS long term financial viability, through diversification of income.
- Increase public understanding and support of DENS and the issues facing the people we support.

Our services

To achieve our aims and objectives, DENS currently provides the following services:

- DENS Day Centre: Providing food, personal care facilities, IT and phone charging facilities, advice and support during the day. As we build up trust and rapport, we are able to offer 1-2-1 advice and support. The Day Centre is also the main point of referral to The Elms.
- Open Space: Open two days a week, this friendly community space offers a safe space for vulnerable people who are at risk of being homeless or may otherwise face social exclusion. Here they can come together, get creative with arts and crafts workshops, learn new skills from short courses, and socialise with others.
- The Elms Hostel: Our 44 bed hostel, providing emergency and short term accommodation for single homeless people who have a local connection to Dacorum. Residents are allocated a key worker who will support them with specific issues such as mental health and substance/alcohol misuse as well as developing life skills and employment skills. The Elms also provides the crash-pad to ensure no-one with a local connection has to sleep rough and SWEP (Severe Weather Emergency Protocol), opening our doors to everyone who would otherwise be facing the danger of a night out in the freezing cold.
- DENS Re-settlement Service: supporting clients who are moving from the Elms into council, social housing or private rental for a period of up to 12 months. The aim is to avoid the 'revolving door' of homelessness, helping them thrive happily and independently in their own homes.
- DENS Move On Service: a transition service for those clients who are ready to move on from the Elms; supporting people to live more independently in the community for a period of up to 18 months
- Social Enterprises: DENS Bike project and Catering Services providing an opportunity for DENS clients and other vulnerable and socially excluded adults in Dacorum to develop pre-employability and employability skills in a supportive environment, whilst long term making additional income for DENS.
- Dacorum Foodbank: Working in partnership with the Trussell Trust, providing 3 day food parcels for individuals and families on Dacorum.

These services are supported by the CEO, Finance, Human Resources, Volunteering, Fundraising and Marketing.

DENS LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

Objectives and activities are reviewed each year as part of the budget setting process. Activities and outcomes in the previous 12 months are evaluated. The review looks at the success of each major activity and the benefits they have brought to those groups of people DENS is set up to help. The review helps ensure we remained focused on our stated purposes.

Strategy

In June 2018, DENS 5 year strategy was approved by the Board. The Strategy has 5 key elements:

Emergency Provision

Ensure individuals and families have access to emergency food and provisions; and individuals have access to emergency accommodation.

In 2019/20 this included:

- *The Foodbank providing food and non food essentials to an additional 900 people in this year.*
- *55 individuals accessing DENS emergency cold weather crash-pad from December to the end of March; ensuring no-one had to spend a night out in the cold*

Accommodation

Provide a range of accommodation and support options to ensure clients can move on and, long term, sustain their own tenancy.

In 2019/20 this included:

- *262 individuals provided with accommodation through DENS accommodation services*
- *Our re-settlement service supported 73 people, all of whom with our support maintained their tenancy.*
- *Move On service maintained a positive move on rate of just under 60%*

Empowerment Services

Provide a range of services, including advice & training provision, empowering people to develop skills and confidence to take the next step in their lives.

In 2019/2020 this included:

- *310 individuals participating in DENS Empowerment*
- *Official launch of the bike project, with 44 participants engaged in the first full year*

Raising Awareness

Significantly increase awareness and support of DENS, particularly beyond Hemel Hempstead and the issues facing the people we support.

In 2019/20 this included:

- *DENS first Ambassador, the actor Joe Dempsie*
- *Very successful gala dinner held in Berkhamsted.*

Financial Sustainability

Increase financial viability through diversification of income generation leading to an increase in annual surplus.

In 2019/2020 this included:

- *Increase in annual surplus*
- *Significant increase in income from events, most notably the Sleep-out*

DENS LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

Achievements and performance

Summary of overall performance:

- 429 people used DENS accommodation or daytime services
- 262 people were provided with accommodation, 68 of which would have otherwise been rough-sleeping
- 55 individuals accessed emergency cold weather provision for accommodation between 1st December and the 23rd March
- 157 positive move-ons towards independent living
- 5747 people received emergency food parcels, including 2371 children
- 3778 meals provided at the Day Centre
- 103 people were provided clothing

DAY CENTRE

Providing food, personal care facilities, advice and support during the day. As we build up trust and rapport, we are able to offer 1-2-1 advice and support. The Day Centre is also the main point of referral to The Elms.

327 individuals attended a total of 5047 times

3778 meals served

103 people were provided clothing

108 uses of the laundry facilities

22 Accessed under the Cold Weather Provision

The Day Centre continues to be a very busy service, providing both urgent and immediate need services, such as shower and laundry facilities and a hot meal; as well as advice and support.

From the beginning of December until 23rd March, the Day Centre extended its operational hours to include weekends and evening for the winter period. The purpose was to ensure those who otherwise had nowhere else to go had somewhere warm to stay until they could access emergency accommodation that evening. Transport was provided to take attendees from the Day Centre to the Elms to access the emergency crash-pad.

The project was funded by Dacorum Borough Council and accessed by 22 people, who otherwise would have been on the streets.

OPEN SPACE

A community based project open on two days a week where both our service users and other vulnerable or socially excluded people in Dacorum can socialise, be creative, develop their skills and seek advice.

Total visits: 555

No of visitors: 26

Open Space has been growing steadily in numbers, now with up to 15 service users attending on a regular basis. Attendance has increased due to the popularity of the Arts and Craft sessions, as well as educational quizzes.

DENS LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

First Impressions: during this year, DENS took on First Impressions, a project initially set up by DBC to provide new and pre-loved interview and work clothes at no cost to individuals who otherwise could not afford these. The project is run from Open Space with clothes donated by the public.

The project has not only provided clothing for those attending interviews and for the workplace; but also 3 DENS clients who were attending funerals. One of them said, if he hadn't been given the clothing, he would not have felt he could have gone to the funeral.

FOODBANK

DENS Dacorum Foodbank – run in partnership with The Trussell Trust, provides emergency food parcels and household provisions to people in need.

Each month, we publish a 'High Needs List' detailing items that are particularly low on .

Vouchers

Vouchers fulfilled: 2423

Adults: 3376

Children: 2371

Total people: 5747

Main Crisis types

Low Income: 946

Benefit changes/delays: 699

Debt 214

The demand for the Foodbank continues to rise year on year. During this financial year, we saw the impact of 'holiday hunger' with a notable increase in demand during the summer holidays.

Due to the incredible support from the local community, local business and supermarkets we have been able to meet the increasing demand. Weekly donations of fresh produce from Ocado has allowed us to continue to supplement the food parcels with fresh meat, fruit, veg and bread.

The Elms

Our 44-bed Hostel provides temporary and short-term accommodation (average 80 days) for single homeless people with a local connection to Dacorum. Each resident is assigned a key worker; the resident and key worker develop and agree an individual support plan. This may include supporting them to access mental health services, support for substance/alcohol misuse; as well as assisting them to sort out benefits, access employment and training opportunities and identify alternative and appropriate forms of accommodation. Dogs can also be accommodated.

Total residents: 213

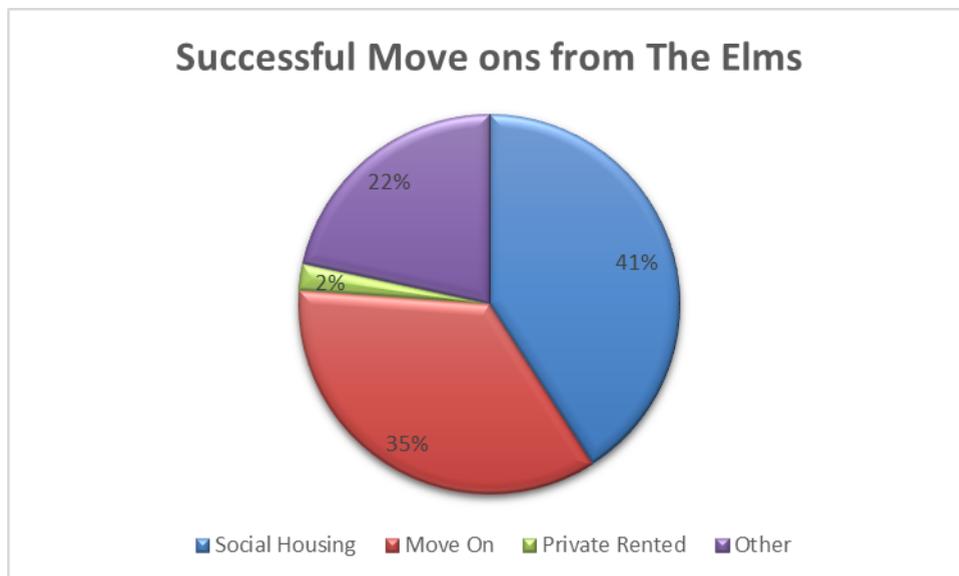
Average length of stay: 80 day

Successful move-on to more permanent accommodation 52%

DENS LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020



Crash Pad

Emergency overnight 'crash pad' accommodation is available for those who cannot access alternative emergency accommodation available in the borough. Meeting rooms are turned into crash pads, so those who would otherwise be sleeping rough have a hot meal and a warm bed for the night. From end of November to the 23rd March 2020, this was extended to anyone who otherwise would have nowhere to stay.

148 people accessed the crash-pad

Resettlement

The Resettlement Team support residents who are moving from the Elms to Council, Social Housing or private rental, for a maximum of 12 months. We have seen a rise in the complexity of the needs of our clients including more complex mental health issues, dual diagnosis and health issues. The team work with partner agencies, and closely with Dacorum Borough Council for early intervention around tenant issues such as breaches of tenancy and rent. The aim is to avoid the 'revolving door' of homelessness, helping people to live independently in their homes and maintain their tenancy.

Total clients: 73

DENS LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

MOVE ON SERVICE

This transition service is for residents ready to take the next step on from The Elms, but still require support to transition back to independent living. Residents will live in shared accommodation managed by DENS. A key worker will support them at first weekly then fortnightly, for up to 18 months, helping them develop skills and confidence to live independently, manage a tenancy, and find employment.

The focus this year has been to support Move On clients to take the next step to more permanent accommodation. This has led to a decrease in the average number of days in Move On from 552 days to 337, which we believe is a major achievement.

Total tenants: 57

Average length of stay: 337 days

Percentage successful move on from Move on to long term accommodation: 61%

SOCIAL ENTERPRISE PROGRAMMES

In October 2019, and with funding from Hertfordshire Community Foundation, we were able to recruit a Social Enterprise Co-ordinator to develop the Social Enterprise Programme, prioritising the bike project and catering.

The Bike Project was officially launched in December 2019. 44 participants have engaged, and we have sold over 100 bikes.

The Catering Project has catered at 3 external events; prior to COVID 19, we had another 5 events lined up for the new financial year.

VOLUNTEERS

133 individuals volunteered for DENS this financial year, across all of DENS services, providing 7507 of volunteering hours. DENS could not provide the range and quality of services we do without the contribution of all our volunteers.

Each year we hold 3 events to thank our volunteers and recognise the significant contribution they make. This includes a BBQ during National Volunteering week.

Financial review

As of the 31st March 2020, DENS recorded a surplus £139,697 (2019: £26,575). The total reserves for the charitable company stood at £344,682 (2019: £204,985). Of these £24,778 (2019: £7,872) related to restricted funds, leaving unrestricted funds of £319,904 (2019: £197,113).

The Board have agreed a policy to aim towards maintaining reserves of 3 months essential expenditure. This will allow the charity to meet its obligations should it have to cease its operations or reduce its activities in an orderly way in the light of significant budget cuts. This means the required level of free reserves is £312,684.

Through the hard work and determination of all staff, the support of local businesses and the community of Dacorum, and the success of a number of fundraising initiatives we have now achieved our aim of 3 months unrestricted reserves. The Board is confident that with our fundraising plan for the future, we will be able to maintain this level of reserves.

DENS LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

DENS funding comes from a variety of sources, including but not exclusively housing benefits for those within our accommodation services, grants from Herts County Council, The Big Lottery, Henry Smith, Nationwide, Garfield Weston and other trust making bodies, fundraising events and donations from businesses, community groups, churches and individuals.

Principle grants in this financial year were Herts County Council (£213,413), contribution towards both the Elms and Move On Service; Dacorum Borough Council £30,100 for the Cold Weather Provision service at The Elms and Day Centre; the Big Lottery Fund Lottery (£80,799), towards the Day Centre and Open Space; Garfield Weston towards the Day Centre (£10,000); Henry Smith (£8,500 this year) towards the Resettlement Programme, Cotton Trust towards The Elms and Day Centre (£10,000), Hertfordshire Community Foundation towards the Social Enterprise Programme (£14,416) and Nationwide toward the Move On (£16,664)

The community of Dacorum continue to be incredibly generous with £102,335 being raised through individual donations and £42,862 through business donations.

Our events team continue to be successful with a staggering £98,224 raised through events, which is a £42,000 increase from the previous year. Sleep-out 2019, was incredibly successful and alone raised £42,000.

Food is donated to the Foodbank and is then distributed to families and individuals in need. The value of this donated food added a notional £139,049 income. The valuation of food is made using the recommended Trussell Trust food valuation of £1.68/kg.

The trustees have assessed the major risks to which the charitable company is exposed and are satisfied that systems are in place to mitigate exposure to the major risks.

Plans for future periods

In 2020/2021 we will be heading into the third year of our 5 year strategy and the key areas of development will be:

- Development of the Empowerment Programme – which will encompass Social Enterprise programme, Day Centre, Open Space and the appointment of a new role to support clients into education, training and employment. Bringing these elements under the umbrella of Empowerment Programme will ensure greater joined up working across the organisation and a focus on supporting vulnerable adults in Dacorum into education, training and employment.
- Use the extensive evidence and intelligence we gather to identify the interventions that have the greatest positive impact and how we can use this to inform our practice and project development
- Continue to develop plans for alternative forms of accommodation
- Continue to increase unrestricted income through in particular income from DENS events and through Corporates.
- Since the year end, the Coronavirus (COVID19) has emerged globally resulting in a significant impact on businesses worldwide. As a result business operations have been restricted, however the company continues to operate using alternative methods and remote working. The directors are unable to evaluate the overall financial impact at present. Hence financial statements do not include any adjustments that might result from the outcome of this uncertainty. The directors are continuing to monitor, assess and act to the current changing environment in order to position the company to ensure its future success.

DENS LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

Structure, governance and management

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

- M Warner (appointed Chair 21st August 2019)
- M Lindo (resigned 9th December 2019)
- I Tottman
- G Albert
- J Balmer (resigned 21st October 2019)
- I Laidlaw-Dickson
- E McLaughlin
- M Morgan
- E Pillinger
- S Allen (appointed 9th December 2019)
- M Eckert (appointed 27th April 2020)

DENS has been in a position where we have not had to advertise for trustees, with interested applicants approaching DENS. When an interested party does contact DENS, they are asked to submit a CV, along with covering letter. This is then reviewed by the Chairman and CEO. If considered suitable, they will be invited to attend an interview with the Chairman and CEO. The third stage is the applicant will attend a Board meeting to observe and meet other trustees after which a vote is taken by the board. New Trustees undertake an induction, which includes visiting all services.

Details of Organisational Structure

DENS Board of Trustees meets a minimum of 5 times a year and is responsible for the strategic direction and policy of the charity.

The Chief Executive is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met. The manager of each of the services has responsibility for the day to day operational management of their area and individual supervision of the staff and volunteer team.

DENS Management Team meets at least 10 times a year.

There is a continuing programme across the organisation to develop skills and working practices in line with good practice.

Remuneration policy

In 2017/18 DENS completed a job evaluation of all roles and a salary review to establish a salary structure based on the following principles:

- DENS is a charity and balances its responsibility to reward staff fairly with the need to use funds responsibly and prudently for the benefit of tenants and beneficiaries.
- DENS wishes to attract local talent at a competitive but fair rate.
- All pay decisions must be taken with a view of affordability and sustainability.

DENS LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

- All post holders are recruited to the ideal median salary for their role – this means that there is no pay progression associated with length of service and there is no performance related pay. Apart from Cost of Living increases, in order to increase salary the post-holder must be either promoted or there must be a significant change to the current position.
- Each post at DENS will be graded through a Job Evaluation system that is applied fairly and objectively to all posts to measure their relative size in the organisation. The grading will determine where the post is positioned within the pay structure.
- DENS will use external benchmarking data to ensure staff salaries remain competitive with the wider employment market. This benchmarking will inform the salaries within the pay ladder structure but staff remuneration will ultimately be governed by affordability for DENS.

The agreed pay structure is used for setting pay and remuneration for all staff.

Statement of trustees' responsibilities

The trustees, who are also the directors of DENS Limited for the purpose 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 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 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; and
- 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 (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

Disclosure of information to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The trustees' report was approved by the Board of Trustees.

M Warner

Trustee

Dated: 17 December 2020

DENS LIMITED

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF DENS LIMITED

Opinion

We have audited the financial statements of DENS Limited (the 'charitable company') for the year ended 31 March 2020 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

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 2020 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

DENS LIMITED

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF DENS LIMITED

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charitable company for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

DENS LIMITED

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF DENS LIMITED

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. 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 auditors' 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 the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Mr James Foskett (Senior Statutory Auditor)
For and on behalf of Cansdales Audit LLP

Chartered Accountants
Statutory Auditor

23 December 2020
Bourbon Court
Nightingales Corner
Little Chalfont
Bucks HP7 9QS

DENS LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2020

		Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £	Total 2019 £
	Notes				
<u>Income and endowments from:</u>					
Donations and legacies	2	292,805	-	292,805	172,843
Charitable activities	3	899,873	-	899,873	997,880
Other trading activities	4	47,728	-	47,728	73,148
Grants	5	2,458	600,228	602,686	467,261
Total income		1,242,864	600,228	1,843,092	1,711,132
<u>Expenditure on:</u>					
Raising funds	6	175,999	-	175,999	128,223
Charitable activities	8, 9	944,074	583,322	1,527,396	1,556,334
Total resources expended		1,120,354	583,322	1,703,395	1,684,557
Net income for the year/ Net movement in funds		122,791	16,906	139,697	26,575
Fund balances at 1 April 2019		197,113	7,872	204,985	178,410
Fund balances at 31 March 2020		319,904	24,778	344,682	204,985

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

DENS LIMITED

BALANCE SHEET

AS AT 31 MARCH 2020

		2020		2019	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	11		17,124		11,396
Current assets					
Debtors	12	67,177		75,762	
Cash at bank and in hand		515,326		350,523	
		<u>582,503</u>		<u>426,285</u>	
Creditors: amounts falling due within one year	13	<u>(254,945)</u>		<u>(232,696)</u>	
Net current assets			327,558		193,589
Total assets less current liabilities			<u>344,682</u>		<u>204,985</u>
Income funds					
Restricted funds	16		24,778		7,872
Unrestricted funds			319,904		197,113
			<u>344,682</u>		<u>204,985</u>

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 17 December 2020

M Warner
Trustee

Company Registration No. 04610820

DENS LIMITED

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2020

		2020		2019	
	Notes	£	£	£	£
Cash flows from operating activities					
Cash generated from operations	20		181,111		16,346
Investing activities					
Purchase of tangible fixed assets		(24,520)		(8,107)	
Net cash used in investing activities					
			(24,520)		(8,107)
Net cash used in financing activities					
			-		-
Net increase in cash and cash equivalents					
			156,591		8,239
Cash and cash equivalents at beginning of year			350,523		342,284
Cash and cash equivalents at end of year					
			515,326		350,523

DENS LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

1 Accounting policies

Charity information

DENS Limited is a private company limited by guarantee incorporated in England and Wales. The registered office is Bury Lodge, 1 Queensway, Hemel Hempstead, Hertfordshire, HP1 1HT.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charitable company's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2019). The charitable company is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charitable company. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charitable company has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charitable company is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charitable company has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charitable company has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

DENS LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

1 Accounting policies

(Continued)

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Costs of generating funds are costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.

Charitable activities and governance costs are costs incurred on the charity's educational operations, including support costs and costs relating to the governance of the charity apportioned to charitable activities.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses. The capitalisation policy is £500.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Property refurbishment	3 year straight line basis
Fixtures and fittings	3 year straight line basis
Computers	3 year straight line basis

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Impairment of fixed assets

At each reporting end date, the charitable company reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charitable company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.10 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

DENS LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

1 Accounting policies (Continued)

1.11 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

2 Donations and legacies

	Unrestricted funds	Unrestricted funds	Restricted funds	Total
	2020 £	2019 £	2019 £	2019 £
Donations and gifts	292,805	168,223	4,620	172,843
Donations and gifts				
Individual donations	102,335	59,054	-	59,054
Business donations	42,862	30,006	4,620	34,626
Charity donations	25,012	-	-	-
Church donations	12,422	18,402	-	18,402
School donations	11,950	4,328	-	4,328
Memberships	-	25	-	25
Events income	98,224	56,408	-	56,408
	<u>292,805</u>	<u>168,223</u>	<u>4,620</u>	<u>172,843</u>

3 Charitable activities

	2020 £	2019 £
Move On and The Elms	825,771	938,014
Personal contributions from residents	74,102	59,866
	<u>899,873</u>	<u>997,880</u>

DENS LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

4 Other trading activities

	2020	2019
	£	£
Rental income	43,703	36,030
Warehouse income	610	35,826
Coffee Cart Income	1,628	-
Laundry money	776	957
Other income	1,011	335
	<u>47,728</u>	<u>73,148</u>

5 Grants

	Unrestricted funds	Restricted funds	Total 2020	Total 2019
	£	£	£	£
Big Lottery Fund	-	80,799	80,799	114,502
Herts County Council Accommodation Solutions	-	213,413	213,413	213,413
Food donations	-	139,049	139,049	101,480
Tesco 'Top Up' grants	-	9,737	9,737	2,148
Other grants	2,458	157,230	159,688	35,718
	<u>2,458</u>	<u>600,228</u>	<u>602,686</u>	<u>467,261</u>
For the year ended 31 March 2019	<u>2,947</u>	<u>464,314</u>		<u>467,261</u>

6 Raising funds

	2020	2019
	£	£
<u>Fundraising and publicity</u>		
Seeking donations, grants and legacies	218	-
Other fundraising costs	47,041	44,038
Wages and salaries	128,740	84,185
Support costs	218	-
	<u>175,999</u>	<u>128,223</u>
Fundraising and publicity	<u>175,999</u>	<u>128,223</u>

DENS LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

7 Charitable activities

	Day Centre	Cold Weather Provision & Resettlement	Foodbank Warehouse & Head Office	Move on	The ELMS	Social Enterprise	Total 2020	Total 2019	
	£	£	£	£	£	£	£	£	
Wages and salaries	89,901	15,030	37,671	1,464	83,006	349,109	612	576,793	638,917
Depreciation and impairment	802	-	1,680	1,174	42	6,140	687	10,525	7,629
Premises costs	3,942	372	432	26,180	30,504	97,627	1,135	160,192	212,959
Rent and rates	7,730	1,431	-	128	212,819	14,770	425	237,303	285,282
Office	3,130	2,619	1,044	27,358	5,195	91,987	1,084	132,417	51,838
Foodbank distribution	-	-	130,381	-	-	-	-	130,381	100,895
Insurance	-	-	-	-	-	-	-	-	12,145
Staff costs	574	-	108	639	420	3,093	14	4,848	10,394
Other costs	2,404	1,473	1,011	19,975	7,806	26,639	1,133	60,441	16,330
Catering (ELMS)	1,161	103	-	147	12	15,669	230	17,322	13,857
Overhead Allocation	30,079	-	34,292	(164,639)	30,081	60,159	10,028	-	-
	<u>139,723</u>	<u>21,028</u>	<u>206,619</u>	<u>(87,574)</u>	<u>369,885</u>	<u>665,193</u>	<u>15,348</u>	<u>1,330,222</u>	<u>1,350,246</u>

For 2020, charitable activities (above) and support costs (note 9) totalled £1,527,396 (2019: £1,556,334). Of this, £944,074 (2019: £1,087,400) related to unrestricted expenditure and £583,322 (2019: £468,934) related to restricted expenditure.

DENS LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

8 Support costs

	2020	2019
	£	£
Wages and salaries	174,753	127,996
Depreciation	55	313
Premises costs	-	16,101
Office	15,499	27,341
Insurance	-	1,891
Staff costs	1,351	13,422
Other costs	5,515	19,024
	<u>197,173</u>	<u>206,088</u>

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charitable company during the year (2019: £nil).

DENS LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

10 Employees

Number of employees

The average monthly number of employees during the year was:

	2020	2019
	Number	Number
Average employee numbers	38	38
	<u> </u>	<u> </u>

Employment costs

	2020	2019
	£	£
Wages and salaries	783,399	767,736
Social security costs	59,007	63,655
Other pension costs	8,692	9,008
	<u> </u>	<u> </u>
	<u>851,098</u>	<u>840,399</u>

The key management personnel of the charity comprises five members of staff (2019: five). The total employee benefits (including employer pension contributions) received by key management personnel for their services to the charity was £165,743 (2019: £168,244).

The number of employees whose annual remuneration was £60,000 or more were:

	2020	2019
	Number	Number
£60,000 - £69,999	1	1
	<u> </u>	<u> </u>

DENS LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

11 Tangible fixed assets

	Property refurbishment	Fixtures and fittings	Computers	Total
	£	£	£	£
Cost				
At 1 April 2019	55,099	137,551	21,273	213,923
Additions	5,530	9,857	9,133	24,520
At 31 March 2020	60,629	147,408	30,406	238,443
Depreciation and impairment				
At 1 April 2019	51,467	138,269	20,898	210,634
Depreciation charged in the year	6,099	3,913	673	10,685
At 31 March 2020	57,566	142,182	21,571	221,319
Carrying amount				
At 31 March 2020	3,063	5,226	8,835	17,124
At 31 March 2019	6,812	4,209	375	11,396

12 Debtors

	2020	2019
	£	£
Amounts falling due within one year:		
Trade debtors	4,266	2,576
Other debtors	8,372	1,819
Prepayments and accrued income	54,539	71,367
	67,177	75,762

DENS LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

13 Creditors: amounts falling due within one year

	Notes	2020 £	2019 £
Other taxation and social security		18,560	15,409
Deferred income	14	102,498	51,462
Trade creditors		77,038	98,016
Other creditors		9,189	16,128
Accruals		47,660	51,681
		<u>254,945</u>	<u>232,696</u>

£8,045 (2019: £7,728) is included within the table above in respect of auditors remuneration for the performance of the audit. Also included above is £1,320 (2019: £1,542) in respect of auditors remuneration for non audit services.

14 Deferred income

	2020 £	2019 £
Arising from grant income	<u>102,498</u>	<u>51,462</u>

15 Retirement benefit schemes

The charitable company operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charitable company in an independently administered fund.

DENS LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

16 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2019	Movement in funds		Balance at 31 March 2020
		Income	Expenditure	
	£	£	£	£
Day Centre	-	131,448	(129,799)	1,649
Move On & Property	-	116,962	(116,962)	-
Foodbank	-	149,939	(141,272)	8,667
The Elms	-	117,683	(117,683)	-
ETC: Big Lottery Fund	7,872	-	(7,872)	-
Fundraising	-	15,200	(738)	14,462
Resettlement	-	8,500	(8,500)	-
Social enterprises	-	30,396	(30,396)	-
Cold weather Provision	-	30,100	(30,100)	-
	<u>7,872</u>	<u>600,228</u>	<u>(583,322)</u>	<u>24,778</u>

The HCC Accommodation Services fund relates to grants received from Herts County Council towards supported accommodation at the Elms and floating support to DENS Move On.

The Foodbank fund relates to donations received to cover salaries and running costs of the Foodbank. The income of £130,382, cash donations via the Tesco Top-Up Scheme of £9,737.

The Elms fund relates to income and gifts received towards the general running costs of the Elms.

The ETC: Big Lottery Fund relates to income received from the Big Lottery Fund to cover salaries and running costs of the Equipped to Change (ETC) project.

Day Centre consist of Big Lottery income amounting £80,799 and income from Garfield Weston Foundation and Cotton Trust £10,000 & £30,649 from others.

17 Analysis of net assets between funds

	Unrestricted 2020	Restricted 2020	Total 2020	Unrestricted 2019	Restricted 2019	Total 2019
	£	£	£	£	£	£
Fund balances at 31 March 2020 are represented by:						
Tangible assets	17,124	-	17,124	11,396	-	11,396
Current assets/(liabilities)	302,780	24,778	327,558	185,717	7,872	193,589
	<u>319,904</u>	<u>24,778</u>	<u>344,682</u>	<u>197,113</u>	<u>7,872</u>	<u>204,985</u>

DENS LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

18 Operating lease commitments

At the reporting end date the charitable company had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2020	2019
	£	£
Within one year	16,419	13,353
Between two and five years	4,983	456
In over five years	621	-
	<u>22,023</u>	<u>13,809</u>

19 Related party transactions

There were no disclosable related party transactions during the year (2019 - none).

20 Cash generated from operations

	2020	2019
	£	£
Surplus for the year	139,697	26,575
Adjustments for:		
Depreciation and impairment of tangible fixed assets	10,580	7,942
Movements in working capital:		
Decrease/(increase) in debtors	8,585	(49,310)
(Decrease)/increase in creditors	(28,787)	29,627
Increase in deferred income	51,036	1,512
Cash generated from operations	<u><u>181,111</u></u>	<u><u>16,346</u></u>